**Role Description**

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| **Senior Human Resources Consultant** | | | |
| **Classification** | AO6 | **Salary Range** | $115,732 - $123,809 per annum |
| **Location** | Kedron | **Status** | Permanent Flexible Full-Time |
| **Branch/**  **Work Unit** | Workforce Policy & Projects  Human Resources Branch | **Division/**  **LASN** | Corporate Services |
| **Contact Name & Position** | Claire Minett  A/Executive Manager Workforce Policy & Projects | **Contact Details** | (07) 3635 3504 |

**Queensland Ambulance Service**

The Queensland Ambulance Service (QAS) is a division of the Department of Health. The Department of Health’s purpose is to provide highly effective health system leadership.

The QAS provides timely, quality and patient focused ambulance services including pre-hospital patient care and related services across Queensland. The QAS delivers sustainable, adaptive and responsive contemporary health care to Queensland.



To find out more about our organisation, please refer to the QAS Applicant Information Kit or visit [www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au) or [www.health.qld.gov.au](http://www.health.qld.gov.au).

**Purpose of the role**

The Senior Human Resources (HR) Consultant, Workforce Policy & Projects is responsible for assisting in the development, implementation and delivery of Human Resource (HR) related ambulance policies and procedures which comply with legislative and industrial obligations, align with contemporary workforce management practices, and deliver on strategic outcomes.

The role will also work in partnership with the Workforce Performance team which is focused on early intervention and resolution of complex workforce management matters and the development of regional capability in all areas of workforce management.

**Key responsibilities**

* Provide specialist workforce advisory and consultancy services to internal/external stakeholders in the interpretation and application of employment frameworks, development and implementation of best practice workforce management initiatives and business process review.
* Research, plan, develop, implement and review QAS HR policies, procedures and business processes in order to mitigate areas of risk, ensure legislative compliance and support the achievement of organisational workforce outcomes.
* Maintain a comprehensive knowledge of current workforce and industrial relations trends and practices to ensure compliance with legislation and industrial instruments and to drive workforce change and improvement contemporary HR practices are implemented and embraced within the QAS.
* Plan, develop, implement and evaluate workforce projects and change management initiatives within a complex industrial and regulatory environment to deliver on key organisational strategies and outcomes and workforce improvement.
* Analyse areas of workforce risk or improvement opportunity; research multiple sources of information in order to generate options and solutions consistent with contemporary workforce management practices, whole of sector or Departmental requirements; and provide well informed evidence-based recommendations to drive quality decision making.
* Assist in the management of complex and substantial misconduct, investigation and discipline matters, performance management and employee complaints to government standards.
* Develop, implement and apply best practice industrial relations strategies, frameworks and tools that support the strategic objectives of the QAS and Queensland Health.
* Ensure positive stakeholder relations are maintained by establishing and continuing meaningful consultative processes and evaluations of key activities and services, to ensure they are solutions focussed and meeting stakeholder requirements.
* Prepare briefing notes, reports, submissions, preparation of correspondence for complex employee relations matters and other correspondence for senior stakeholders on a range of complex and confidential workforce management issues.
* As a leader, actively demonstrate and promote the QAS’s approach of zero tolerance towards violence and commit to supporting those affected by domestic and family violence in accordance with QAS policies and mechanisms. Model and influence a workplace culture of gender equality, respectful relationships, diversity, inclusion, employee safety and support.
* Fulfil the responsibilities of this role in accordance with Queensland Public Sector and QAS values.

**Basis for selection**

We are seeking applicants who, within the context of the role responsibilities, possess the following key attributes:

* Demonstrated high level knowledge of, and ability to interpret / advise on, complex employment frameworks (including multiple pieces of legislation, awards, certified agreements, directives and policies) and employment relations matters (including substantial misconduct, investigation and discipline matters, performance management and employee complaints).
* Demonstrated ability to plan, develop, implement and review HR policies, procedures and other documentation to support effective decision making, manage risk and promote contemporary workforce management practices.
* Demonstrated experience in providing high level advice and interpretations relating to a wide range of workforce issues and practices, including: legislative frameworks, employment conditions; policy management; complex industrial and employment relations matters; change management approaches; and workforce management practices.
* Demonstrated ability to build productive relationships and to liaise, advise and negotiate effectively with key internal and external stakeholders (including senior executives), to achieve expected organisational outcomes.
* Demonstrated innovative and analytical problem-solving skills, with a flexible and agile approach, in a complex, rapidly changing and sensitive environment.
* Demonstrated ability to communicate with influence, both verbally and through written material, ensuring a professional standard is maintained at all times.

This will be achieved through:

* **Vision**
* Leading strategically – utilising critical thinking to act on the broader purpose of the system
* Stimulating ideas and innovation – gathering insights and new ideas to inform future practice
* Leading change in complex environments – embracing change with focus and optimism
* Making insightful decisions – considered and ethical decision-making based on insight into the broader context
* **Results**
* Developing talent – strengthens and utilises the talents and capabilities of the workforce
* Building enduring relationships – builds and sustains relationships that drive collaboration
* Inspiring others – inspires by driving clarity, engagement and a sense of purpose
* Driving accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism and transparency
* **Accountability**
* Fosters healthy and inclusive workplaces – fosters and inclusive workplace where health, safety and well-being is promoted and prioritised
* Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness
* Demonstrates sound governance – maintains a high standard of practice through governance and risk management

**Mandatory/Special conditions/Other requirements**

The following mandatory requirements, special conditions and/or other requirements apply to this role:

* Whilst not mandatory, possession of relevant tertiary or postgraduate qualification/s in the areas of human resource management, employee relations or industrial law, will be highly regarded.

**How to apply**

Please provide the following information for initial assessment of your suitability:

**1.**  **Your current résumé** (including a comprehensive employment history with functions or roles performed, dates of employment, major achievements or awards, and tertiary qualifications).  **All attachments for online or email applications must be in PDF or Microsoft Word format.**

**2.**  **A two (2) page statement** outlining your suitability for this position, which should include examples and outcomes achieved to demonstrate your suitability for the role.

Applications can be submitted online via the Queensland Government Smart jobs and careers website at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/).

**Please refer to the QAS Applicant Information Kit for information about submitting your application, late applications, withdrawing your application and changing your details.**

**Employment screening**

Pre-employment screening, including criminal and discipline history and clinical practice checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.

Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit for further details about employment screening and other employment requirements.

**External Applicants**

For information on the documentation that may be required from an external applicant please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit.

**Additional information**

* The role reports to the Executive Manager, Workforce Policy & Projects.
* The QAS is committed to maintaining a culture that builds respect, fosters inclusiveness, promotes flexible work arrangements and embraces the unique and diverse qualities of our workforce.
* The QAS stands firm in its position and has zero tolerance for inappropriate workplace behaviour. The [QAS RESPECT](https://www.ambulance.qld.gov.au/respect.html) initiative is designed to foster and promote a culture where employees at all levels feel empowered to ‘step up’ and ‘stamp out’ inappropriate workplace behaviour and provide a positive and safe workplace for everyone.
* The QAS has zero tolerance for child abuse, neglect and harm, and is committed to ensuring the safety and wellbeing of all children and young people. All employees, volunteers and service providers in the QAS and Queensland Health system have a responsibility to respect and promote the rights of children and young people.
* The QAS applies the [Public Sector Commission’s Leadership Competencies for Queensland](https://www.forgov.qld.gov.au/leadership-competencies-queensland) by empowering all leadership levels to deliver high-performing, innovative and future-focused services, making a positive difference to all Queenslanders.
* A mobile, flexible and agile workforce supports service delivery and employee development. You may seek or may be required to work in alternative locations or undertake alternative duties on a temporary or permanent basis.
* Applications will remain current for a period of up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment status (e.g. temporary, full-time or part-time).
* Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
* The incumbent may be required to undertake other duties not listed in the key responsibilities, under the direction of the relevant accountable manager.
* Further information about the QAS and applying for a job can be found in the QAS Applicant Information Kit which is included as an attachment in the job advertisement.

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