Position Description

Position Title	Employee Relations Business Partner
Classification & Salary Range	Managers and Administration Workers Grade 4 (HS4)
Agreement Name	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2025- 2027
Position Reports To	Associate Director Employee Relations
Last Updated	2 November 2026

Position Purpose

Reporting to the Associate Director Employee Relations and operating in accordance with Eastern Health's values, the Employee Relations Business Partner will provide support to the Business Partnering team and the broader People and Culture (P&C) team with employee relations advice and management of ER matters to ensure Eastern Health delivers on our promise of Healthier Together. This role provides a collaborative partnership with the business to support ongoing transformation and sustainable growth. The Employee Relations Business Partner will support the development and implementation of best practice standards and processes, conduct investigations, manage and respond to grievances and complaints, provide reports to the business with recommendations, and lead the education and capability development of stakeholders.

Major Duties and Responsibilities

Risk mitigation

- Be an advocate for P&C and role model values in daily business.
- Work with the business partners and internal stakeholders to provide support and risk mitigation advice on employee relations matters.
- Work with the internal stakeholder for matters that go external to EH.
- Support the enterprise bargaining process, including communications, planning for protected industrial action and implementation of negotiated agreements.

Reporting

- Report on organisational industrial matters, trends and complexity to the Associate Director of ER, AD HRBP and Director Business Partnering as necessary.

Complaints and Grievances

- Provide high quality internal investigations into complaints, grievances and performance matters.

Continuous improvement and enhancement of stakeholder capability

- Be the agent of change for the business in the human resource professionals.
- Deploy continuous improvement and risk reduction activities through engagement of key stakeholders and development of internal resources. Coach and develop personnel about Eastern Health and other P&C processes and requirements
- Coach P&C team members to develop talent within the team.
- Assist with the development and implementation of educational tools to support manager capability.

Support the development and review of guidelines, policies and standards to ensure compliance with legislative requirements and best practice.

Key Selection Criteria

Essential

- Employee Relations experience including performance management end to end
- Industrial Relations knowledge/Legislative knowledge
- Conflict management/mediation experience
- Report writing experience
- Interactions with external parties
- Coaching and training experience
- Systems, reporting and an understanding of data and the role this plays
- Experience in presenting or facilitating training

Key Capabilities and Attributes

- Exemplifies the Eastern Health values in action
- Effective communication including motivation, negotiation and conflict resolution skills
- Develops self and others
- Optimism and positivity
- Resilience and self-care
- Adaptability and continuous improvement focus
- Demonstrated understanding of organisational change concepts and practices

- Teamwork and collaboration
- Sense of humour
- Strategic perspective with a keen ability to also consider the detail

Desirable

- Experience working with enterprise agreement implementation

Eastern Health's Promise

Our promise to our communities, patients, consumers and staff is that we will be HEALTHIER TOGETHER. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future. Read more about Eastern Health's strategic goals here.

Our Commitment to Diversity, Equity and Inclusion 

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and Torres Strait Islander people, people from the LGBTIQA+ community, people living with disability and those from a culturally and linguistically diverse background are strongly encouraged to apply.

For more information, please click here.

Aboriginal and Torres Strait Islander Candidates

Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical support for all Aboriginal and Torres Strait Islander people.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following to uphold Eastern Health's Promise and Values:

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures

- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring an improvement
- Comply with legislation and accreditation standards
- Ensure service and care are consistent with the Eastern Health approach to patient and family centred care
- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. For more information, please click here.

Occupational Health and Safety, Quality and Improvement

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position.

For more information about Quality and Safety please click here and for Staff Wellbeing please click here.

Final Note

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against influenza prior to commencing employment.

Application Support

If you need support or adjustments during the application or recruitment process, please contact the hiring manager or our Talent Acquisition team on (03) 9955 7555 (option 1). For current employees please select option 2.

Candidate Statement

I _____ have read, understood and accepted the above position description and associated attachments.

Signed: _____ Date: _____

Role Specific Attachments

[Recruiting Manager: Add any supporting documents relevant to this role, such as team, service, program, or role-specific information. **[Remove this section if no additional attachments are required.]**