**United Workers Union**

**Ambulance Victoria Non-Operational Employees Role Review Process**

As part of the settlement offer between Ambulance Victoria (AV), the United Workers Union (UWU), and the

Victorian Ambulance Union (VAU), Ambulance Victoria Non-Operational Employees will translate from the Ambulance Victoria Enterprise Agreement 2020 (AVEA2020) to the Ambulance Victoria Management and Administration Agreement 2021 (AVMA2021). As part of the proposed translation, a commitment from Ambulance Victoria (AV) is to conduct a role review within six months of a translating employee making such a request. The employee must make such a request within three months after the translation occurs.

The purpose of the role review is to ensure that employees have translated from the AVEA2020 to the AVMA 2021 at the correct salary classification (Schedule A of the AVMA2021) according to the classification Grade and Value Range descriptors in Schedule C of the AVMA2021. The reviews will look at appropriate Classification Grades and Job Size. The details below are what must be considered and how to gather the required facts for the role reviews. Further, a dispute procedure enables employees to dispute perceived unsatisfactory results of the role reviews.

# ROLE REVIEW PROCESS

1. **Who will Conduct the Reviews?**

Each review will be conducted by a team consisting of at least three people:

1. The affected employee,
2. The affected employees' direct Senior Manager,
3. An independent (outside the affected employee’s direct reporting line).

Each affected employee who undergoes a review will be provided an employee representative or support person.

## 2.0 Fact-Finding and Job Evaluation

Role evaluation requires gathering factual information on the duties—i.e., the work undertaken. The fundamental industrial underpinning of any classification (for remuneration) of the work value is an assessment of the work undertaken at that time.

Reliance upon an existing statement of duties (job & person specification/role statement) may be misplaced; if it has not been updated or reviewed recently, it may no longer accurately reflect the actual duties being undertaken. Therefore, Ambulance Victoria will gather detailed information about tasks performed, which is crucial for accurately determining job classification and compensation.

Methods for gathering data for role/job evaluations will include, but are not limited to:

1. Group discussions,
2. One-on-one meetings with affected employees,
3. Questionnaires,
4. Position Descriptors,
5. Or any combination of the above.

Those tasked with compiling job descriptions and questionnaires will receive training to ensure they create comprehensive job descriptions. Furthermore, those compiling job descriptions will ensure job evaluation and grading are conducted impartially, free from gender and unconscious bias. They will utilise resources such as the *Guide to Australian Standards on Gender-inclusive Job Evaluation and Grading* to support fair assessment practices.

**2.1 Factors to be considered**

The following factors will be considered when conducting the fact-finding process to ascertain the complexity of the role's activities. This is not an exhaustive list of considerations.

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| 1. | Corporate, Divisional, and Work Unit Objectives | Understanding how employees contribute to organisational goals and objectives within their division or work unit. |
| 2. | Purpose, Outcomes, and Activities of the Role | Evaluating the role's purpose and the outcomes it aims to achieve, focusing on the content of the role rather than just the workload. |
| 3. | Knowledge and Skills Required | Assessing the specific knowledge and skills necessary for effectively performing duties in a high-pressure healthcare environment. |
| 4. | Level of Responsibility Necessary to Achieve Outcomes | Determining the degree of responsibility the employee holds in ensuring successful outcomes in their role. |
| 5. | Accountability and Reporting Mechanisms | Understanding the mechanisms for accountability and reporting on outcomes related to the role's functions. |
| 6. | Organisational Structure and Reporting Relationships | Mapping out the hierarchical structure and reporting lines within the ambulance service organisation. |
| 7. | Complexity of Duties | Analysing the complexity of managing tasks within a dynamic and fast-paced healthcare setting. |
| 8. | Type and Level of Judgment and Autonomy | Assessing the discretion and decision-making authority exercised by the employee, considering both internal operational impact and external stakeholder interactions. |
| 9. | Nature and Authority of Decisions | Examining the types of decisions the employee is authorised to make, particularly those impacting patient care and operational efficiency. |

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| 10. | | Clients and Stakeholders | Identifying the diverse range of clients and stakeholders with whom the employee interacts and understanding the sensitive nature of these interactions. | | |
| 11. | | Influence of Relevant Legislation and Policies | Considering how regulations and policies governing healthcare services influence the employees' daily duties and decision-making processes. | | |
| 12. | | Level of Direction and Supervision Received | Evaluating the level of guidance and oversight provided to the employee in performing their responsibilities effectively. | | |
| 13. | Training and Development Responsibilities | | | Assessing the employees’ role in training and developing other staff members, including identifying training needs, working collaboratively with management or department heads, making assessments of specific skills or knowledge areas to be addressed, coordinating or providing training materials or manuals, and providing feedback and evaluation. |
| 14. | Responsibility for Managing Programs and Resources | | | Assessing the employees' role in managing healthcare programs and resources, ensuring efficient allocation and utilisation. |
| 15. | Quantifiable Data Associated with Duties | | | Identifying measurable metrics or data points used to evaluate the effectiveness and impact of administrative tasks. |
| 16. | Type and Level of Essential Qualifications Required | | | Specifying the qualifications and certifications necessary for employees to perform their duties competently and safely in a healthcare environment. |

**2.2 Information to be Gathered**

1. Evidence-based statements of the nature of the actual duties as they are being carried out (or statements of the intended functions in the case of a new classification). These may be derived from documentary evidence or via interviews (manager/employee/clients), in which case they need to be recorded and sufficiently clear, rigorous and comprehensive so that classification conclusions can be reliably drawn from them. Summary statements of the purpose of the duties, as they relate to the efficient and effective operation of the public sector agency
2. Succinct statements of the relevant work-level definitions and work-level characteristics that substantiate the attributed classification level
3. Operational and functional statements of the contribution and the responsibilities (and delegated authorities as applicable) of the duties in the context of the agency’s corporate objectives and operations
4. Up-to-date organisation chart showing reporting lines and management/supervisory reports, as applicable
5. Where applicable, formally delegated budgetary/financial or other responsibilities

Existing job and person specification (role statement

**2.3 The Comparative Assessment**

After completing the fact-finding process, a comparative assessment against the work-level definitions within Schedule C of the AVMA2021 will be undertaken.

The fact-finding process must identify all relevant factors to ensure a fair and legally sound classification. If this process is flawed and does not meet the requirements of natural justice, the comparative assessment is likely to be compromised from the start.

1. **What the Employee is to Provide**

An employee making an application for role review will provide, to the best of their ability, the following material:

**(i)** An application form in line with AV policy (Value Range Job Resize Form PAC219).

1. A functional statement of the role’s duties, contributions, and responsibilities.
2. A comprehensive description of activities based on importance.
3. Qualifications where required.

Employees should describe activities based on their importance to Ambulance Victoria's workflow rather than how often they occur. For instance, engaging with external stakeholders might not happen as often as responding to internal queries. However, the frequency of these tasks does not show how much skill and experience they require or how important they are to the organisation. So, employees must prioritise activities based on their importance, not how often they occur.

**4.0 Dispute Resolution**

Under this process, an Independent Dispute Resolution Panel (Panel) is empowered to hear and determine dispute applications regarding the outcomes of role reviews.

* 1. **Composition and Principles of the Panel**

1. **Application**

The Independent Dispute Resolution Panel (**Panel**) is empowered to hear and determine dispute applications regarding the outcomes of reviews under this process.

**B Composition and Principles of the Panel**

The Panel for a dispute will comprise three people, they are:

1. a nominee of the Union (nominated by and on behalf of Employees);
2. a nominee of Ambulance Victoria (on behalf of Employers); and
3. an independent chairperson (**Chair**) agreed by the Union and Ambulance Victoria, where agreement cannot be reached in a reasonable timeframe, as nominated by the Minister for Health or their nominee.

C The Panel Chair shall act as an independent third party in the deliberations.

D A nominee on the Panel must recuse themselves from being involved in a matter if they are directly and/or personally affected by the outcome.

E The Panel will determine an appeal within 21 days of receiving the application and conclude its deliberations as expeditiously as possible.

F The Panel shall be responsible for determining its procedure provided that it applies the rules of natural justice and procedural fairness and is consistent with the requirements of clause 11, Dispute Resolution Procedure of the AVMA2021.

G The Panel shall apply an inquisitorial procedure rather than an adversarial one. The Panel may inform itself in any manner it sees fit, including by seeking the views of an expert advisor (who is not an employee of the Employer subject of the application) agreed by the Panel to provide expertise in an area of practice relevant to the matter under consideration.

H The employer shall provide a suitable meeting room and other relevant facilities for any date requested by the Panel.

I Lawyers and paid agents who are not direct employees of the Unions, Ambulance Victoria, or the Department may only appear before the Panel where it permits them.

J The parties to a dispute shall have full, unrestricted access to relevant information, except where the Panel determines that access to material is inappropriate for legal or confidentiality reasons.

K Nothing in this process prevents an application to the Fair Work Commission from dealing with a matter that the Panel has dealt with.

#### 4.2 Panel Chair

1. The Chair shall perform the following functions:
2. notify all parties to the matter and the Department of the hearing dates;
3. chair proceedings of the Panel;
4. conciliate matters by chairing conferences between the Employer(s), and/or their representative/s, and the Union; and
5. anything else necessary to give effect to the provisions of this process.

1. The Chair will notify the Union, Employer, and Employee/s of the Panel's decision regarding an application in writing within fourteen days of making it

#### 5.0 Funding

As an outcome of the AVEA2024 bargaining process, AV will be fully funded to run the review process and any outcomes, on top of translation costs that AV is self-funding.