

## Position Description – Workforce Business Partner



<b>Position Title</b>	Workforce Business Partner (Recruiter)	<b>Reports To</b>	General Manager of People
<b>Supervising</b>	n/a		
<b>Works Closely With</b>	General Managers, Administration Officers, Roster Coordinators, Finance, P&C Business Partner, Recruitment, Immigration and Labour Hire Agencies		
<b>Employment Instrument</b>	N/A		
<b>Classification</b>	Non-Award		

<b><u>Our Vision</u></b>	<b>Care without Compromise</b>	
<b><u>Our Mission</u></b>	<b>Enhancing quality of life choices for our community</b>	
<b><u>Our Values</u></b>	<b>Respect</b>	We recognise the value, uniqueness and dignity of every person
	<b>Integrity</b>	We are honest, ethical and sincere
	<b>Compassion</b>	We care for those in need with empathy and understanding
	<b>Excellence</b>	We strive for quality and distinction

<b>Role Purpose</b>	<p>The Workforce Business Partner (Talent and Supply) is a workforce and recruitment specialist responsible for ensuring Mayflower has sustainable, high-quality workforce supply aligned to care delivery, financial performance and regulatory obligations.</p> <p>This role goes beyond vacancy filling. It partners closely with operations to assess:</p> <ul style="list-style-type: none"> <li>• Workforce demand</li> <li>• Care minute adjustments</li> <li>• Skill mix risks</li> <li>• Agency reliance</li> <li>• Early attrition patterns</li> </ul>
<b>Qualifications Checks, Licences Experience</b>	<p><b>Mandatory</b></p> <ul style="list-style-type: none"> <li>• Current Driver’s Licence.</li> <li>• Police check</li> <li>• COVID vaccination as required by aged care regulation</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Understanding of Aged Care Quality Standards</li> <li>• Experience partnering with Finance on workforce modelling</li> </ul>

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Key Selection Criteria	
<ul style="list-style-type: none"> <li>• Customer service orientation.</li> <li>• Problem solving and practical decision making.</li> <li>• Organisation and time management.</li> <li>• 5+ years recruitment or workforce planning experience</li> <li>• Aged care, health or complex service industry exposure</li> <li>• Experience managing visa sponsorship and overseas recruitment</li> <li>• Good workforce analytics capability (Excel, dashboards, modelling)</li> <li>• Experience training managers in recruitment practice</li> </ul>	
Desirable	
<ul style="list-style-type: none"> <li>• Experience in residential or aged care environments.</li> <li>• Strong understanding of WHS requirements in facilities management.</li> </ul>	

Responsibilities/Duties	
<b>Workforce Planning and Forecasting</b>	<ul style="list-style-type: none"> <li>• Partner with General Managers to:</li> <li>• Review care minute requirements</li> <li>• Anticipate workforce demand shifts</li> <li>• Monitor agency reliance and overtime trends.</li> <li>• Identify workforce supply risks including:</li> <li>• Turnover hotspots</li> <li>• Early attrition (0–6 months)</li> <li>• Skill mix gaps</li> <li>• RN pipeline risk</li> <li>• Provide proactive workforce forecasts (not reactive vacancy lists).</li> </ul>
<b>End-to-End Recruitment and Talent Strategy</b>	<ul style="list-style-type: none"> <li>• Lead and execute end-to-end recruitment across clinical, care and support roles.</li> <li>• Develop sourcing strategies to:</li> <li>• Reduce time-to-fill</li> <li>• Improve candidate quality</li> <li>• Strengthen talent pools</li> <li>• Optimise hiring speed while maintaining compliance.</li> <li>• Enhance candidate experience aligned to Mayflower’s values.</li> <li>• This role trains and coaches managers who recruit within their departments, ensuring consistent, professional recruitment standards across the organisation.</li> </ul>
<b>Overseas Recruitment and Sponsorship</b>	<ul style="list-style-type: none"> <li>• Lead overseas recruitment strategy for RNs and care roles.</li> <li>• Manage visa sponsorship pathways including:                             <ul style="list-style-type: none"> <li>• Employer nominations</li> <li>• Compliance with migration legislation</li> <li>• Monitoring visa expiry and conditions</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Liaise with migration agents and education providers.</li> <li>• Ensure strong settlement support.</li> <li>• Conduct cost-benefit analysis of overseas recruitment programs.</li> </ul>
<b>Student and Graduate Pathways</b>	<ul style="list-style-type: none"> <li>• Establish partnerships with TAFEs, universities and RTOs.</li> <li>• Oversee student placement programs and graduate pipelines.</li> <li>• Develop structured “Student to Permanent Employee” pathways.</li> <li>• Monitor conversion rates and retention of graduates.</li> </ul>
<b>Organisational Design and Role Governance</b>	<ul style="list-style-type: none"> <li>• Maintain and govern Mayflower’s organisational structure and org chart.</li> <li>• Oversee position descriptions and role design updates.</li> <li>• Support GM People and leadership on: <ul style="list-style-type: none"> <li>○ Role redesign</li> <li>○ Workforce restructuring impacts</li> <li>○ Change initiatives (workforce lens)</li> </ul> </li> </ul>
<b>Workforce Metrics and Reporting</b>	<p>Monitor and report on:</p> <ul style="list-style-type: none"> <li>• Turnover rates (overall and early attrition in first 90 days)</li> <li>• Vacancy rates</li> <li>• Time-to-fill</li> <li>• Agency usage</li> <li>• Hire/termination ratios</li> <li>• Cost per hire</li> <li>• Recruitment channel effectiveness</li> <li>• Skill mix distribution</li> <li>• Workforce stability trends</li> </ul> <p>Translate data into actionable insight for Executive and Board.</p>
<b>Operational Partnership Expectations</b>	<p>This role works closely with Operations — not just to fill roles, but to:</p> <ul style="list-style-type: none"> <li>• Review fortnightly roster stability</li> <li>• Assess care minute risk before it becomes non-compliance</li> <li>• Identify agency reduction opportunities</li> <li>• Align recruitment strategy with occupancy forecasts</li> <li>• Address cultural or leadership contributors to attrition</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Adhere to the Aged Care Act 2024.</li> <li>• Fair Work Act 2009 (minimum standards)</li> <li>• Anti-discrimination acts (age, sex, race, disability)</li> <li>• Privacy Act 1988 regarding candidate data, ensuring ethical, non-discriminatory, and lawful hiring practices)</li> </ul>
<b>Skills and Competencies</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Work Health Safety</b>	<ul style="list-style-type: none"> <li>• Comply with the OHS Act 2004</li> </ul>

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Key Performance Indicators
<ul style="list-style-type: none"> <li>• Reduction in agency utilisation</li> <li>• Reduced time-to-fill for critical roles</li> <li>• Improved recruitment channel ROI</li> <li>• Reduction in early attrition (first 3–6 months)</li> <li>• Improved candidate experience feedback</li> <li>• Recruiting capability development across the organisation</li> </ul>

*I have read, understood and accept the above position description.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Manager Name:</b>		<b>Signature:</b>		<b>Date:</b>	

Copy to Employee     Copy to Personnel File    Completed By: ..... (Initials)    Date: / /