Job evaluation – Health practitioner positions

Policy Number: B68 (QH-POL-194)

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Purpose: This policy outlines the framework and process for the evaluation and re-evaluation of health practitioner positions.

Application: This policy applies to all health practitioner positions in:

- the Department of Health
- non-prescribed Hospital and Health Services
- prescribed Hospital and Health Services.

Delegation: The 'delegate' is as listed in the relevant Department of Health Human Resource (HR) Delegations Manual, or Hospital and Health Services Human Resource (HR) Delegations Manual, as amended from time to time.

The Director-General will determine the salary level for appointment to the HP8 classification level having regard for the context of the position and the responsibilities required, in accordance with the work level statement (refer Health Practitioners and Dental Officers (Queensland Health) Certified Agreement (No. 2) 2016).

Legislative or other authority:

- Health Practitioners and Dental Officers (Queensland Health) Award – State 2015
- Health Practitioners and Dental Officers (Queensland Health) Certified Agreement (No. 2) 2016
- PSC Directive 15/13: Recruitment and Selection
- PSC Directive 03/17: Appeals

Related policy or documents:

- Recruitment and Selection HR Policy B1 (QH-POL-212)

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1 Policy statement

Under the Health Practitioners (Queensland Health) Certified Agreement (No. 2) 2011 (HPEB2), health practitioner (HP) role evaluations were undertaken centrally. However, provisions within the Health Practitioners and Dental Officers (Queensland Health) Certified Agreement (No. 1) 2015 (HPDO1), allow for this function to be transitioned to the Hospital and Health Service (HHS) or the Department of Health (the Department), where those roles exist.

This policy outlines the framework and processes to support transparent, consistent and timely evaluation and re-evaluation of HP positions within Queensland Health.

2 Job evaluation

Job evaluation is a process used to determine the work value of a role and to allow the allocation of a classification level to that role. Work value is determined by assessing the level of expertise required to do the role, the judgement that needs to be exercised and the accountabilities assigned to the position. The work value assessment is based upon actual position requirements, not employee attributes or performance.

The evaluation and classification of HP roles within Queensland Health is determined using the work level statements (WLS) outlined in Schedule 2 of the Health Practitioners and Dental Officers (Queensland Health) Certified Agreement (No.2) 2016 (the Agreement), as amended from time to time in any subsequent certified agreement.

The application of the WLS in the evaluation process is supported by the HP work level evaluation methodology and the work level evaluation manual. One of the primary objectives of the job evaluation process is to ensure that there is consistent alignment of role classifications with the WLS across the HHSs and the Department.

The process of job evaluation is managed and tracked by a nominated HP Evaluation Coordinator (a human resource employee) within the relevant human resource (HR) unit. The HP Evaluation Coordinator is responsible for keeping an accurate database and records of all evaluation results, including benchmarking evaluations, signed evaluation reports and supporting documentation. All documentation must be kept by the HHS/Department division in accordance with the General Retention and Disposal Schedule, i.e. seven years, on a centralised system within the relevant HHS/Department.

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3 Initiating the job evaluation process

A HP job evaluation is to occur where:

- a new position has been created
- a vacant position has changed significantly since it was last evaluated or
- the duties and responsibilities of an existing role have changed significantly since it was last evaluated.

Significant changes in the duties and responsibilities may include but not be limited to:

- duties, responsibilities and/or accountabilities being added or removed
- a change to level of knowledge, skill or expertise required
- a change to the level of employee supervision required/provided
- a change to the scope or impact of the role
- a change to management or supervisory responsibilities.

The HP job evaluation process may be initiated in the following circumstances:

- When a substantive position holder submits a formal request detailing the changes in the duties/outcomes and responsibilities of the position from the last evaluation.
- When the relevant work unit submits an application outlining why a position warrants evaluation.
- When an organisational review business case, which impacts on the roles and responsibilities of employees, has been submitted for consideration.

When initiating an evaluation, the application package, as a minimum, must be prepared and submitted to the HP Evaluation Coordinator in the relevant HR unit, including:

- the application for HP role evaluation form
- existing role description
- existing organisational chart
- if applicable, proposed role description including any additional duties and responsibilities
- if applicable, proposed organisational chart identifying the position's reporting relationships.

3.1 Initiated by the substantive position holder

The substantive position holder is to obtain an application for HP role evaluation form from the relevant HR unit. Where possible the substantive position holder and supervisor/line manager should work together to agree on the content of the application package. The application package is to be completed and submitted to the appropriate supervisor/manager.

The supervisor/manager is to complete the application form as indicated and forward it to the HP Evaluation Coordinator in the relevant HR unit within 7 days. Any delay in submitting the application package should be discussed with the employee involved.

In cases where a supervisor/manager does not support an application, the application package is still to be submitted to the HP Evaluation Coordinator within 7 days, providing reasoning and justification as to why the application is not supported, to enable evaluators to consider this information in their assessment.

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3.2 Initiated by the work unit

When a work unit seeks a re-evaluation of a position or when a new position is created, the supervisor/manager is to access an application for HP role evaluation form from the relevant HR unit. The supervisor/manager is to complete the form as indicated (together with the incumbent if there is a substantive position holder) and submit the form to the HP Evaluation Coordinator in the relevant HR unit.

Where the application is the result of the introduction of changes, e.g. production, program, organisation, structure or technology, that have significant effects on employees, the consultation provisions at clause 11 of the Health Practitioners and Dental Officers (Queensland Health) Award – State 2015 must be followed.

Where the application is the result of a permanent vacancy, refer to the provisions in the Agreement relating to the replacement of existing employees.

4 Appointment and role of evaluators

The role of the HP evaluator is to provide an independent and objective analysis of the purpose, knowledge, skill and accountability requirements of the position to determine an appropriate HP classification level.

Each role evaluation will require two evaluators, each completing an evaluation and report as outlined in the HP evaluation manual. The HP Evaluation Coordinator will, in consultation with the delegate, appoint the two evaluators.

The evaluators are to be independent and trained employees capable of analysing a position at a level of classification, stream and complexity relevant to the position being evaluated. To qualify as a HP evaluator, an individual must successfully complete the HP evaluation training, including any refresher training required, to ensure currency as a HP evaluator. The final decision on the selection of the evaluators rests with the delegate.

The evaluators are to be from a different work unit or service within the HHS/Department division to the role being evaluated. Where possible, one evaluator will be from HR and the second evaluator will be from a HP discipline.

5 Evaluation process

The two evaluators are to obtain all relevant, correct and unbiased information. The information is to reflect the actual requirements of the position, and not the particular experience or skills of the position-holder, if there is a substantive position holder.

The evaluation will initially rely on the information provided on the HP role evaluation application form and role description (including the organisational chart). The evaluators may also obtain additional information from the substantive position holder, line manager and/or professional supervisor (HP discipline leader), e.g. via interview, duties list, subject matter experts.

The two evaluators will independently consider the information provided, each making a determination on the appropriate HP classification level and documenting the evaluation on the HP evaluation record form. Documentation to be submitted in support of the recommendation is to include copies of all the material upon which the recommendation is based. The evaluation record form and supporting documentation is then provided to the HP Evaluation Coordinator.

Where there is a consensus recommendation, the HP Evaluation Coordinator will progress the application package, including evaluator reports, to the delegate for approval.

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Where there are differing recommendations from the two evaluators, the evaluators will discuss the evaluation, including the basis of disagreement, with the aim of reaching a consensus recommendation. Where consensus is achieved, the reports are amended and the updated reports are forwarded to the delegate by the HP Evaluation Coordinator. In the event that the evaluation team is unable to reach a consensus recommendation, the evaluation report/s will be forwarded to an independent moderator as detailed in section 6 - Process review.

The evaluation will be completed within eight weeks from the date the application was received by the supervisor/line manager. An update will be provided by the HP Evaluation Coordinator to the substantive position holder and/or the work unit at four weeks should the process still be ongoing at that time.

Enquiries by the substantive position holder and/or the work unit about the progress of the evaluation application will be managed by the HP Evaluation Coordinator. Once the evaluation is complete and the delegate has approved the recommendation, the work unit manager and/or the delegate will provide feedback to the applicant in writing, including the outcome of the evaluation and associated rationale.

5.1 Evaluation of health practitioner positions level 6 and above

Evaluations for roles at classification level HP6 and above are to be conducted in accordance with the process in this policy as described in section 5 - Evaluation process. Where possible, at least one of the two evaluators are to be from a different HHS/Department division. In addition, when evaluating roles at classification HP6 and above, independent moderation is required as detailed in section 6 – Process review.

5.2 Appointment to health practitioner level 8 positions

Evaluations for roles at classification level HP8 are to be conducted in accordance with the process in this policy as described in section 5 - Evaluation process.

In accordance with the WLS for the HP8 classification level, the Director-General will determine the salary level for appointment to the HP8 classification level. Recommendation for appointment at the classification level HP8 is to be submitted to the Director-General for consideration and must include all material upon which the recommendation is based, including the evaluators reports, the context of the position and the responsibilities required. The employer will implement the approved classification level.

5.3 Benchmark evaluations

Benchmark evaluations can be used within the work unit or service for evaluations conducted on HP levels 5 and below. The benchmark evaluation uses an existing role description with a documented work level evaluation. Benchmark evaluations are managed through the HP Evaluation Coordinator and included in the database of evaluations.

In a benchmark evaluation, the role descriptions are compared to ensure that they have common properties, for example, title, scope, role context, accountabilities and HP classification level. Where the two role descriptions are deemed comparable then the delegate may approve the role evaluation as being benchmarked.

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5.4 Operative date

The operative date of a newly authorised classification level will be the date the evaluation is approved by the relevant delegate. This date can be no later than eight weeks after an application was received by the HP Evaluation Coordinator.

HP evaluation process timeframe	
Activity	**Maximum timeframe**
Line manager to forward application to the HP Evaluation Coordinator	7 days from receipt of application
Notification of progress to applicant	4 weeks from date manager received application
Evaluation process to be completed	8 weeks from date manager received application

6 Process review

The moderator is to be a trained HP evaluator from a different HHS or Department division.

6.1 Moderation for evaluation of health practitioner positions levels 5 and below

Where the evaluators are unable to reach consensus, the moderator will make a final recommendation to the delegate.

6.2 Moderation for evaluation of health practitioner positions level 6 and above

Regardless of whether the evaluators reach a consensus decision about the outcome, an independent moderator is to be appointed to review the applications for all positions at the HP6 classification level and above.

Where there is consensus from the evaluation team, the moderator will conduct a quality check of the assessment report and provide a final recommendation to the delegate.

Where the evaluators are unable to reach consensus, the moderator will make a final recommendation to the delegate.

7 Disputes

If the substantive position holder and/or the relevant union are not satisfied with the classification level outcome, they may access the relevant dispute resolution provisions at clause 15 of the Agreement.

Definitions:

Benchmarking evaluation	An evaluation technique that involves analysing and comparing a proposed role against a similar, previously evaluated (benchmark) role, to determine whether the same work value assessment and classification level should also be attributed to the proposed role.

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Department of Health	The Department of Health includes: • Clinical Excellence Division • Corporate Services Division • Healthcare Purchasing and System Performance Division • Strategy, Policy and Planning Division • Chief Health Officer and Prevention Division • Office of the Director-General • Health Support Queensland • eHealth Queensland • any successor agency of those listed above however so named.
HP Evaluation Coordinator	HR employees selected to assist managers/delegates in the HP evaluation process.
Job analysis	A process of enquiry into the functions and requisites of a job to understand its characteristics relative to other jobs.
Reclassification	An increase or decrease in the level of a position within an employment classification stream; or when an existing position is classified within a different work stream.
Substantial change	A discernible difference in the nature of a role, to an extent that may reasonably be expected to result in the reclassification of a position.
Work level statement (WLS)	Work value descriptors identified within the certified agreement that reflect the complexity and responsibility of duties, skills and knowledge for each HP classification level.

History:

August 2018	• New policy developed to support the devolution of HP evaluations from a centralised function to Hospital and Health Services and the Department of Health.

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