

Manager Guidance: Your first Month

Learning your role and unit

The key theme for your first 30 days is learning. We sometimes come into a new role with the best intentions and can become tempted to start solving problems, but the focus needs to be on learning about your team, your role and the systems in which you'll operate. This also means learning how you'll connect with your team and your line manager, learning about your roles and responsibilities and starting to understand your work setting and environment.

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Your Role

At this stage you should be developing an understanding of your role and the standards that you are expected to meet.

Understanding your Line Manager

Have your first performance expectations conversation with your **Line Manager**, and find time to ask them about your role:

- Be clear on the job's roles and responsibilities utilising the role description.
- What does your line manager expect from you (including Key Performance Indicators)?

- Are there specific outcomes or deliverables your line manager would like you to be aware of or prioritise?
- How and how often does your line manager want to be updated?
- How will your line manager share information?
- How will you two best work together? What do they expect you to escalate?
- How can you best support your line manager?
- Having reflected on your own support needs, explain how your line manager can best support your performance.

Understanding your Obligations

- What meetings are you expected to attend?
- What are the monthly reporting requirements and deadlines?
- Do you have any additional or specific workplace health and safety obligations beyond any other person (such as having responsibilities to manage occupational violence or medication safety)?
- When does payroll, roster and clinical information need to be in by?
- What communication forums and channels do you need to be aware of/attending/ reading?

Your Relationships

Meet your team:

- In your first week, facilitate a meeting with your direct team to introduce yourself, let everyone introduce themselves and encourage people to reach out and connect with you. Ensure everyone can attend in person or via videoconference or teleconference.
- Resist the temptation to make any assumptions, quick decisions or express your own views about the team and organisation, focusing instead on listening and gathering information (there'll be time to form your views and share these).
- At the end of your first month, it's important to have a conversation around expectations with your team. This is an opportunity to clarify your expectations of your team, understand what they expect from you, and outline what the whole team expects from each other.

Your Systems

Start the process to access all the systems you'll need (as this can take up to a few weeks).

Access myHR and S/4HANA systems to develop rosters, approve leave and overtime, and manage your budget

Get to know the organisation:

- Attend orientation
- Do you have the necessary computer access to perform your role? You should start developing a level of basic skill in each computer system you need to use
- Commence your "Manager: Check In" program
- Learn who is on the Executive Team, Board and in your service line
- Become familiar with the current strategic and operational plan
- Understand the Metro North Health service provision geography and the communities supported by the service
- The different facilities and directorates of Metro North Health
- Tour of the main locations you'll be working in
- Do you know who the key people are and where to find them?

Questions to ask

- [How do I access our Talent Management System?](#)
- [How do I get access and support with myHR?](#)
- What are my [delegations](#)?
- What are my [rights and responsibilities as a manager](#)?
- What are the different digital systems I need access to?
- What are the key aspects of my role?
- [What is: Metro North Health Service](#)
- What's my role in [cost centre management](#) and budgeting?
- What's my role in [managing performance](#)?

Your Essential Contacts

The following contacts are people and units you should meet as soon as you practically can.

Human Resource Business Partner

Phone: 3647 2819
Email: MetroNorthHR@health.qld.gov.au
QHEPS [Human Resource Page](#)

Payroll Services

Phone: 3170 4411
Email: PayrollMetroNorth@health.qld.gov.au

Finance Business Manager

[Finance contacts](#)

Micro-Skills to consider

What to know:

- [Cost Centres and Budget Management](#)
- [Delegations](#)
- [Establishment Management](#)
- [Leave Management](#)
- [Management of Workplace Injuries](#)
- [Metro North Health](#)
- [Metro North Health Values](#)
- [Pay Day Cut Off](#)
- [The Manager Mindset](#)
- [Unions](#)

How to act:

- [Deal With Uncertainty](#)
- [Balance Work and Life](#)
- [Be Patient](#)
- [Build an Effective Team](#)
- [Make Timely Decisions](#)
- [Manage Conflict](#)
- [Manage with Vision and Purpose](#)
- [Manage Your Time](#)