

Manager Guidance: Your second month

Clarity in your role and unit

The key theme for your second month is clarity of your unit's role in the larger environment. This is where you'll start to clarify, define and refine your learnings including your expectations, your approach, key priorities for your role and the team as well as your understanding of systems, organisational procedures and processes.

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Clarify Your Role

At this stage you be starting to position yourself and your team within the larger environment and developing a network of peers and useful contacts.

Understanding your Responsibilities

Deep dive into your responsibilities:

- HR delegations
- Finance delegations
- Legislation and governance
- Procedures and processes
- Understand processes of other departments – especially if they link with yours.
- Build your confidence with the MNHHS Performance Management System so you are ready to hold performance conversations with staff in coming months.

- Mandatory training: if you have not yet had opportunity to do so you should attend to your mandatory training.

Clarify Your Relationships

Your role operates as part of a larger organisation. The efficiency and effectiveness of your team can have significant impact on other parts of the organisation.

- Establish relationships within the Service Group, Service, Facility and Community (as appropriate)
- Identify the committees and any state-wide networks you need to be involved in
- Identify the support units for your role
- Which other work units depend upon your unit?
 - Why do they depend on your unit?
 - Who manages these units?
 - What are their priorities?
- Which other work units do you depend upon?
 - Why does your unit depend on them?
 - Who manages these units?
 - What are their priorities?
- Spend time meeting with key service delivery stakeholders. Explain what your team does and seek to understand what others do. Explore how you can better work together. Some example questions for your stakeholder meetings:
 - What are your expectations for how our teams/functions work together?
 - What's worked well in the past?
 - What hasn't worked so well?
 - Are there any urgent issues we need to address?
 - Are there any ongoing focus areas I need to be aware of?
 - What are your team/function's priorities for the next three months?
- Build relationships with your HR Business Partner, Business Service Manager, Safety and Injury Management Advisor.
- Build your networks more broadly with other leaders and teams in the organisation.

- Organise a buddy or a 'go-to' person who you can ask questions about the systems and how to get support

Clarify Your Systems

By the second month you should have:

- all the necessary system access to perform your role.
- Had opportunity to familiarise yourself with the relevant systems and perform basic functions.

If you do not feel competent in the above two points it is important that you address that now.

You should work to expand your knowledge and skill in the following systems:

- myHR
- S/4HANA
- Office 365 (including Outlook and Teams)
- DSS
- Riskman
- Springboard
- TMS (Learning Online)
- Clinical systems

Your Valuable Contacts

Wellness Division

- [Talent Management System](#)
- [Values in Action](#)
- [Wellness Portal](#)

Procurement

- [Contacts](#)
- [QHEPS Page](#)

Information Technology

Phone 1800 198 175

QHEPS [QHEPS Page](#)

Micro-Skills to consider

What to know:

- [Awards and Enterprise Agreements](#)
- [Bullying and Harassment](#)
- [Common Acronyms](#)
- [Complaints and Grievances](#)
- [Corrupt Conduct](#)
- [Early Intervention for Psychological Injuries](#)
- [Performance Management](#)
- [Positive Performance Management](#)
- [Staff Wellbeing and Resilience](#)
- [The Recruitment Process](#)

How to act:

- [Act with Integrity and Trust](#)
- [Deliver Constructive Feedback](#)
- [Demonstrate Compassion](#)
- [Demonstrate Fairness](#)
- [Give Information](#)
- [Plan](#)
- [Set and Measure Goals](#)
- [Set Priorities](#)