



Dear Manager,

 Image

Welcome to Metro North Health, the largest of 16 Hospital and Health Services (HHS) in Queensland. As Chief Executive, and on behalf of the Board and the executive leadership team, I am pleased to have you join our team. We believe that with a manager like you, our teams can thrive and be empowered to deliver high quality patient-centred health services.

There's a lot to learn in these first months, but I wanted to take a minute to start with our organisation's values. At Metro North, these values guide everything we do: respect, integrity, compassion, high performance, teamwork, along with our commitment to health equity and diversity. They're what makes us Metro North. As you get to know your team, these values will shape your leadership, decision-making, growth, and experience.

You have chosen an integral role in our organisation - the role of leading our people. Whether you are working as a supervisor, team leader or senior leader, in a clinical, administration, operational or corporate function, your leadership will shape the culture of your team. At Metro North, we are here to enable and empower you to be successful in this vital role of which you've been selected to perform.

We have designed for you, a Manager Orientation framework to support you throughout your journey with Metro North. The initiatives within Manager Orientation help you understand what's expected of you in this crucial role. You have access to online training and micro skills courses, monthly face-to-face finance and human resources (HR) manager fundamental sessions, leadership programs, bi-monthly manager updates, tips and reminders and leadership mentors and coaches. We want you to succeed and continue to develop your career with Metro North.

I have included for you the first month of your manager's introduction pack. This gives you a guide on what support you can access over your first 30 days. We'll also send you the next sections to support you in your first 60 and 90 days.

Again, congratulations on the new job and thank you for choosing Metro North.

Sincerely,
Jackie Hanson
Chief Executive, Metro North Health

MN MANAGER ORIENTATION PROGRAM



The orientation program for managers at Metro North has the following features:

- Senior executive recognition of the important role of our managers
- Just in time training on the fundamentals of being a manager
- In depth training on important areas of management (i.e. crucial conversations, wellbeing)
- Customised approaches to address unique capability needs
- Continuous learning and consolidation of skills, and
- Multi-modal delivery options



Your first 30 days

Get smart. Make it your personal mission to learn everything you can. This is the big key to success as a new manager.

Get to know your team. Where possible, set up one on ones with your direct reports, meet with the team, schedule regular check ins. This begins to establish relationships, builds trust and credibility, and creates team norms and cohesion.

Learn more about Metro North Health and how your role/team fits into the bigger picture.

Organisations values - we have a strong focus on and commitment to service delivery and education and training. In particular, our focus on excellence ensures a thriving culture of research that delivers continuous service improvement and evidence-based care.

Learn about Metro North's strategic focus.

Familiarise yourself with the organisational structure.

New starter toolkit

- [Timesheets](#)
- [Payroll and rostering](#)
- [Salary packaging information](#)
- [Mandatory training](#) – (emphasise the manager training)
- [Email signature generator](#)

Accessing your pay information

[myHR](#) provides Queensland Health staff with online access to:

- pay advice
- payment summaries
- pay enquiries.

[Download the checklist](#)

Metro North Health is proud to recognise the cultural diversity of our workforce. We recognise and pay respect to the Turrbal, Dalungbara/ Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/Yuggera/ Ugarapul, Jinibara/Jiniburi, Ninghi and Undumbi people of Metro North Health area, on whose lands we walk, work, talk and live. We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.

