



Job Evaluation - Roles Covered by the Classification and Remuneration System

Human Resources Policy

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TABLE OF CONTENTS

1	PURPOSE.....	2
2	APPLICATION.....	2
3	GUIDELINES.....	2
4	DELEGATION	2
5	REFERENCES.....	2
6	SUPERSEDES.....	2
7	POLICY	2
	7.1 Process of job evaluation (including JEMS).....	3
8	APPLYING THE POLICY	3
	8.1 Initiating the job evaluation process.....	3
	8.2 Evaluation of existing position.....	3
	8.2.1 Initiated by the substantive position holder.....	3
	8.2.2 Initiated by the work unit.....	3
	8.2.3 Interim appraisal of application.....	4
	8.2.4 Evaluation of new position.....	4
	8.2.5 Appointment of evaluators.....	4
	8.2.6 Evaluation process.....	4
9	PROCESS REVIEW – MODERATION	5
10	TIMEFRAMES.....	6
11	PROCESS REVIEW – GRIEVANCE.....	6
12	STANDARD ROLE DESCRIPTIONS	6
13	HISTORY	6

1 PURPOSE

To outline the framework and process for job evaluation in Queensland Health.

2 APPLICATION

This policy applies to administrative, professional, technical and operational stream roles in Queensland Health covered by the classification and remuneration system (CRS).

3 GUIDELINES

Guidelines may be developed to facilitate implementation of this policy. The guidelines must be consistent with this policy.

4 DELEGATION

The 'delegate' is as listed in the Queensland Health Human Resource Delegations Manual as amended from time to time.

5 REFERENCES

- *Public Service Act 2008*
- Queensland Public Health Sector Certified Agreement (No. 7) 2008 (EB7)
- Health Practitioners (Queensland Health) Certified Agreement (No. 1) 2007
- Directive 1/10 – Recruitment and Selection
- Recruitment and Selection HR Policy B1

6 SUPERSEDES

- IRM 4.8-1 Job Evaluation: Positions Covered by the Classification and Remuneration System.

7 POLICY

An improved process for managing requests for evaluation and re-evaluation of positions from the administrative, professional, technical and operational streams covered by the CRS was introduced as part of the Queensland Public Health Sector Certified Agreement (No. 4) 2000.

The improved process included the use of the job evaluation management system (JEMS). JEMS is the current work value methodology approved by the Public Service Commission (PSC) Chief Executive.

Work value is determined by assessing the level of expertise required to do the job, the judgement that needs to be exercised, and the accountabilities assigned to the position.

This methodology is used to measure the relative work value of a position. Relative work value is then used to determine the classification level of positions within the organisation.

The Centralised Job Evaluation Unit was established within People and Culture Corporate in April 2009 in line with a commitment in the Queensland Public Health Sector Certified Agreement (No. 7) 2008 (EB7). The purpose of this unit is to provide a more consistent approach to job evaluations across all streams of Queensland Health.

7.1 Process of job evaluation (including JEMS)

Job evaluation is to be considered when:

- there has been a substantial change in the duties and responsibilities of an existing role
- a role has not previously been evaluated
or
- a new role is to be created.

Directive 1/10 – Recruitment and Selection provides the legislative basis for implementation of role evaluation processes. The process in section 8 incorporates the principles outlined in the directive.

8 APPLYING THE POLICY

8.1 Initiating the job evaluation process

The 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.
or
- When an organisational review business case, which impacts on the roles and responsibilities of staff, has been submitted for consideration.

8.2 Evaluation of existing position

8.2.1 Initiated by the substantive position holder

The substantive position holder is to obtain a request for position re-evaluation form from the relevant district/division people and culture unit, or online from the human resources policies forms index. The form is to be readily available and supplied on request to any employee whose position is covered by the CRS.

The request form is to be completed and submitted to the appropriate supervisor/manager. The supervisor/manager is to then complete the form as indicated and forward it to the relevant people and culture unit.

8.2.2 Initiated by the work unit

When a work unit seeks a re-evaluation of a position, the supervisor/manager is to access a request for position re-evaluation form from the district/division people and culture unit, or online from the human resources policies forms index.

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 People and Culture unit.

8.2.3 Interim appraisal of application

The district/division people and culture unit is to undertake an initial appraisal of the application to assess whether the change to the position is of a substantial nature. Issues to be considered include the revised role description, a duty statement (if available), job design, structural fit and consistency.

When a decision is taken not to continue with the evaluation process at this point, the district/division people and culture unit is to notify the appropriate employee and/or the initiating work unit and provide the reasons for not proceeding.

8.2.4 Evaluation of new position

When a new position requires an evaluation under the JEMS process to set the classification level for the position, the work unit is required to prepare all relevant information including as a minimum:

- a draft role description
- the request for position re-evaluation form
- an organisational chart
- a completed JEMS job analysis questionnaire.

This information, and any additional supporting information, is then to be forwarded to the district/division people and culture unit to complete the evaluation process.

8.2.5 Appointment of evaluators

The district/division people and culture unit is to appoint two evaluators. The evaluators are to be independent and trained persons, capable of analysing a position at a level of classification, stream and complexity relevant to the position being evaluated.

The evaluators are to be from different work units within the district/branch. In some circumstances one evaluator is to be from another district/branch. The evaluators are not to be from the same work unit as the position or position holder.

8.2.6 Evaluation process

The evaluators are to obtain all relevant, correct and unbiased data. Such data is to reflect the actual requirements of the position, and not the particular experience or skills of the position holder.

When the substantive position holder raises reasonable grounds, the JEMS job evaluation questionnaire may be completed as part of the interview process.

As part of the evaluation process, the evaluators as a team are to use information from:

- the request for position re-evaluation form
- the completed JEMS job analysis questionnaire
- the role description including an organisational chart.

The evaluators may also obtain additional information through interview with:

- the substantive position holder, if applicable
- the line manager.

The evaluators are to use approved standard or generic role descriptions available from the district/division people and culture unit as benchmarks for all applications, when they are available.

The evaluators are to notify the district/division people and culture unit of the result of the evaluation and their consensus recommendation.

Documentation to be submitted in support of the recommendation is to include copies of all the material upon which the recommendation is based, the endorsement that a feasibility check and organisational consistency check (in consultation with the people and culture unit) have been completed and the job evaluation record form signed by the evaluators.

The recommendation is to be submitted by the district/division people and culture unit to the district CEO (or delegate) for consideration.

In the event that the evaluation team is unable to reach a consensus recommendation, or the applicant is not satisfied with the outcome, the evaluation is to be forwarded to an independent moderator as detailed in section 9. The people and culture unit is then to notify the initiating applicant or work unit.

The level of the position takes effect as from the date of approval of the recommendation by the district CEO (or delegate).

9 PROCESS REVIEW – MODERATION

When the substantive position holder, work unit or relevant union raises concerns about the outcome, or the evaluators are unable to reach a consensus recommendation, an independent moderator is to be appointed to re-assess the application.

The applicant and/or the relevant union are to be notified of the appointed moderator. In cases where they are not satisfied with the appointed moderator, and the reasons outlined are valid, an alternate moderator is to be appointed. The applicant and/or union is not to unreasonably object to the appointment of a moderator.

10 TIMEFRAMES

Step	Timeframe
Appointment of the evaluators by district/division people and culture unit	One month
Evaluation process	One month
Moderation process if required	One month

The timeframes outlined above are to be followed unless extended by agreement.

11 PROCESS REVIEW – GRIEVANCE

If the substantive position holder is dissatisfied with the outcome, access to the relevant grievance and fair treatment procedures are available.

12 STANDARD ROLE DESCRIPTIONS

To ensure that the reclassification process is equitable throughout Queensland Health, standard role descriptions for general type positions are to be developed in consultation with unions and made available on QHEPS.

When a standard role description is not available, the process is to continue without relying on the use of such standard role description.

The standard role descriptions are to be used as a benchmark by evaluators and moderators to assess requests for re-evaluation of positions.

13 HISTORY

May 2010	Protected IRM 4.8-1 reformatted as part of the HR policy consolidation project in accordance with EB7.
September 2002	IRM 4.8-1 Job Evaluation: Positions Covered by the Classification and Remuneration System amended.
June 2001	IRM 4.8-1 Job Evaluation: Positions Covered by the Classification and Remuneration System (clause 8.2 of the Queensland Public Health Sector Certified Agreement (No. 4) 2000) implemented.