



# Welcome to the Human Resources Service at Our Lady's Hospice & Care Services.

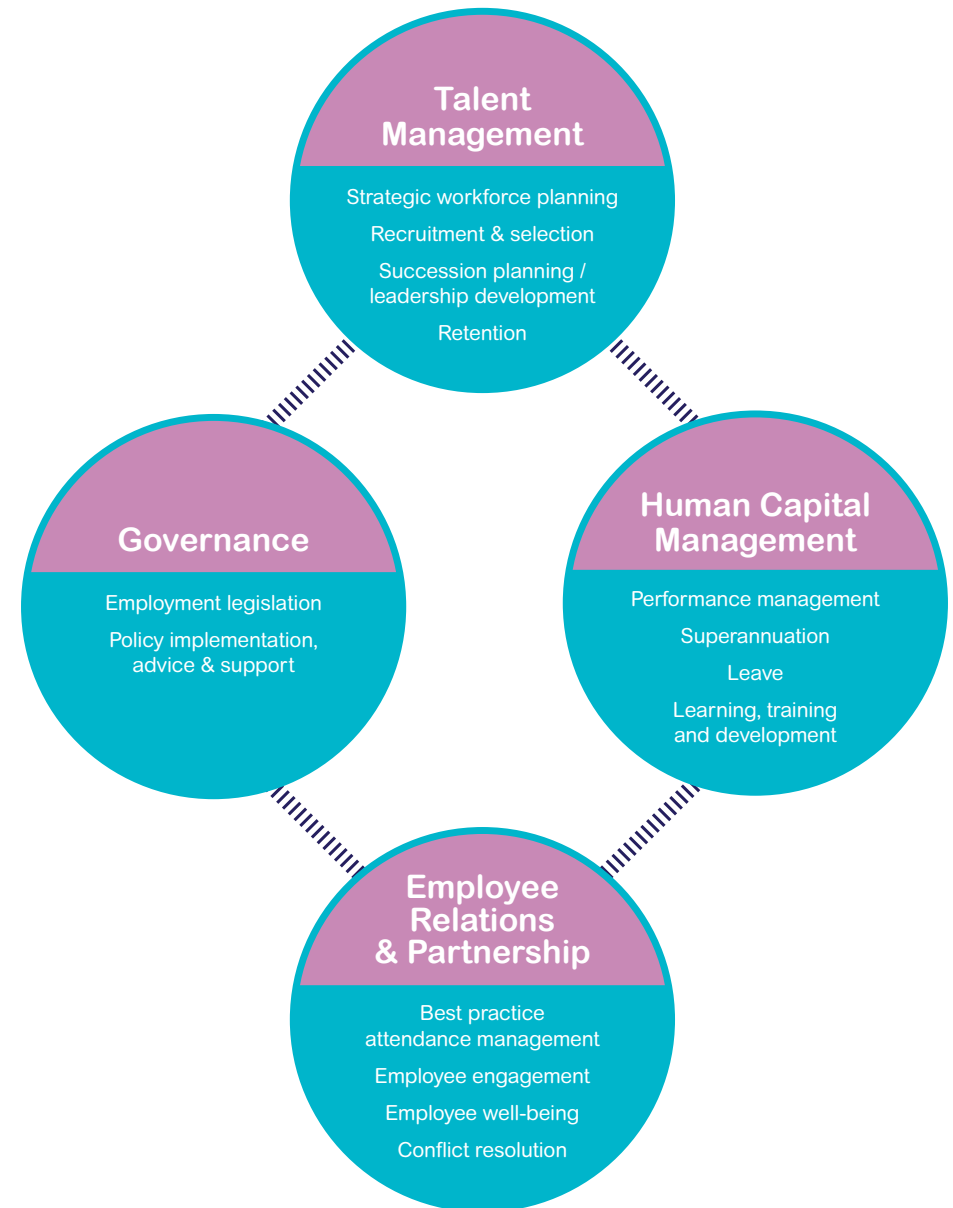
## Our Philosophy

Our philosophy centres around the organisation's core values of Advocacy, Justice, Quality, Compassion and Human Dignity.

Our primary aim is to provide a high quality, person-centered service by developing and facilitating services and processes which create a work environment that values people, efficiency and excellent care.

Honesty and fairness are the cornerstones of all our interactions and decisions, ensuring respect for everyone.

We acknowledge and appreciate that all employees contribute to the success of our organisation and are committed to ensuring that you have the best possible experience whilst working at Our Lady's Hospice & Care Services, Harold's Cross and Blackrock.



## Human Resources Service

# Talent Management

*We endeavour to maintain a high-performing organisation, meeting its strategic and operational objectives whilst you are given the room and resources to grow.*

## Strategic Workforce Planning

To ensure we have a highly-skilled, motivated and engaged workforce aligned to our mission and core values. We strive to have the right people, with the right expertise, in the right place, at the right time.

## Recruitment & Selection

The recruitment team support the Heads of Department in attracting and employing the best candidates for any jobs that arise. We have transparent and inclusive recruitment practices and are committed to providing a positive experience for candidates during the application, interview and commencement processes.

## Succession Planning & Leadership Development

We are committed to empowering managers to build and maximise on existing talent and to minimise future potential skill gaps. This ensures that continuity of service is ensured for our residents, patients, and their families. We are committed to helping you maximise your potential through leadership development.

## Retention

We are committed to retaining staff in order to maintain a high performing organisation. We hope to promote job satisfaction by providing a range of engagement initiatives and learning and development programmes.



## Governance

*We are responsible for on-going compliance with employment legislation, national standards, HSE directives and best practice guidelines.*

## Employment Legislation / Policy implementation, advice & support

Human Resources policies and procedures are guides to help employees and managers to identify their rights and responsibilities and to ensure the highest organisational standards. All policies comply with employment legislation and are prepared in accordance with best standards and practices.

# Employee Relations and Partnership

*It is in the best interests of everyone in the organisation to create and maintain good relationships. We are committed to working positively with both employees and trade unions. We recognise that joint problem solving and dialogue are vital to the success of our organisation.*



## Best Practice Attendance Management

We are committed to supporting staff who are absent from work due to illness using sick leave and sick-pay procedures. We also assist managers and employees in implementing and adhering to rules and guidelines for reporting, certifying and monitoring sick leave.

## Employee Engagement

We want to make sure that all employees understand and are committed to the organisation's goals and values. We hope to motivate you to contribute to the success of the organisation while achieving your own successes

## Employee Wellbeing

We recognise that the experience you have at work underpins the experience of our residents, patients and families. Our policies seek to support and enhance this experience through our Employee Well-Being Group. This committee, made up of staff from across the organisation, organises initiatives promoting good mental and physical health including exercise and mindfulness sessions.

## Conflict Resolution

We are committed to reconciling opposing views in a way that promotes and protects the rights of all concerned parties. We encourage you to raise any concerns you may have about work-related matters so that the issue can be addressed promptly and as close as possible to its point of origin, without disruption to service needs.

# Human Capital Management

*We are committed to supporting and advising on a diverse range of practices and processes for the management of staff in our organisation.*

## Performance Management

We aim to provide an environment that recognises your contribution to achieving organisational goals by promoting and supporting an effective professional performance management process.

## Learning, Training & Development

We promote continual learning and development to enable and encourage you to grow in a constantly changing environment.

## Superannuation

We act as the point of contact between the HSE/pension broker and employees for pension-related queries. We are committed to ensuring that all aspects of our pension schemes are applied according to regulations.

## Leave

We provide support, advice and guidance on all types of leave in line with policies.

# HR Service Charter

## Communication

We aim to provide a friendly, approachable and supportive service. We will do our best to provide appropriate information in a timely manner and to resolve your query to the best of our ability.

## Professionalism

We aim to provide a service with the highest level of professionalism. We will:

- Model professional behaviour in all areas of work.
- Provide high quality, consistent and accurate advice in line with standard practice.
- Develop our skills and capabilities to continually improve our services and support the strategic objectives of the organisation.

- Demonstrate fairness, equality of treatment and impartiality.
- Work collaboratively with other OLH&CS departments to understand the needs of HR Service users.
- Abide by relevant legislation and OLH&CS policies and procedures when dealing with your personal information.
- Foster an environment that values and respects confidentiality.

## Access to Information

You can contact us directly or visit the HR section on the Intranet.

## HR Service Improvements

If you have any suggestions on how we can improve, please contact the relevant staff member from the HR team.

## Human Resources Office

**Tel:** 01 406 8728/ext. 728 **Email:** [hr@olh.ie](mailto:hr@olh.ie)

Find us on   Visit: [olh.ie](http://olh.ie)