

POSITION DESCRIPTION

SWSLHD - Senior Rostering Support Officer (Health Mgr Lvl 1)

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Health Mgr Lvl 1	
State Award	Health Managers (State) Award	
Category	Human Resources and Recruitment Consulting and Generalist HR HR Rostering	
Website	www.swslhd.health.nsw.gov.au	

PRIMARY PURPOSE

The position will be responsible for providing a board range of systems administration activities, maintenance, training and user support of Roster and Workforce Systems throughout the LHD.

The position will play a key role in identifying issues in systems, processes and/or procedures and develop either applications and/or reporting functionality to resolve critical issues.

The role is expected to have superior knowledge in HealthRoster and is accountable for the timely, effective and efficient service delivery of scheduling and related applications.

Transforming Your Experience is SWSLHD's key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high quality health services and build the health of our communities – now and into the future.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

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At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL REQUIREMENTS

WHS Responsibilities:

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

WWCC:

Current Working with Children Check Clearance (where applicable).

NPC:

National Police Check (This check will be conducted by the Health Service for Recommended Candidates only).

Staff Health:

Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy (Only for Category A Positions).

Driver's Licence:

Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment.

KEY ACCOUNTABILITIES

1. Assessment and analysis of rostering issues/queries in order to provide a prompt response and solution to ensure services are delivered within agreed timeframes and quality standards
2. Provide advice and guidance on the interpretation and proper application of relevant Industrial Awards, legislation and employment policies, to ensure a consistent and legally compliant approach across South Western Sydney Local Health District (SWSLHD).
3. Provide advice, support and guidance in accordance with workforce systems and processes as part of the Local Roster Administrator (LRA) team whilst taking into consideration client needs.
4. Undertake duties as required as the Local Roster Administrator for HealthRoster including but not limited to:
Demand Templates - creation and updates
 - Quality Checking Database - running reports/checks, configuring reports for Roster Managers/Roster Creators
 - Pay file extractions including retrospectives and priority pay files
 - User profile/access maintenance
 - User support for Roster Managers/Roster Creators
 - Undertake allocated tasks related to state-wide and internal projects as per project plans
5. Participate in continuous improvement initiatives including but not limited to those related to policies, procedures, processes, standards and systems
6. Maintain responsibilities for personal and professional development by participating in training/education activities and performance reviews in order to continuously improve the level and quality of service

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7. Build and maintain strategic relationships by liaising, consulting and negotiating with internal and external stakeholders to identify key service requirements / issues and provide effective solutions
8. Assist with the development and implementation of procedures, standards and practices in accordance with legislative and professional requirements to ensure consistent delivery of quality Local Roster Administrator (LRA) services to employees and managers
9. Conduct information sessions related to StaffLink (Reports) and HealthRoster

KEY CHALLENGES

- Planning and prioritising high volumes of work with conflicting and critical deadlines.
- Facilitating and support standardization of rostering practices within SWSLHD. Ensuring all SWSLHD managers receive sound and consistent advice in relation to Workforce Services and rostering processes.
- Demonstrating resilience and persistence in balancing the needs of competing demands within a complex, high volume environment, while maintaining a high level of customer service during peak customer demand.

KEY RELATIONSHIPS	
Who	Why
Manager	Communicate regularly regarding work and escalations
SWSLHD Managers	On matters related to HealthRoster Local Roster Administrator functions and workforce reporting services
Internal Stakeholders	On matters related to HealthRoster Local Roster Administrator functions and workforce reporting services
Health Share	Process payroll in accordance with relevant NSW Health policy and industrial awards. Accurately process data as provided by you within the timeframes as set out in the Payroll Services processing schedule.
eHealth	Incorporates and manages ICT services ie HealthRoster, system updates, new releases, storage and maintenance at a state level.

SELECTION CRITERIA

1. Relevant tertiary qualifications and/or equivalent work experience or a combination of study and work experience related to rostering, human resources information systems and workforce reporting
2. Demonstrated experience in responding to a range of customer enquiries relating to rostering and workforce reporting and determining the appropriate response in a complex work environment
3. Demonstrated strong analytical skills and the ability to bring a creative approach to problem solving

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4. Demonstrated effective time management skills with the ability to prioritise workload to meet competing deadlines, with attention to detail, in line with policies and procedures
5. Demonstrated strong initiative and commitment to providing quality services and quality improvement initiatives
6. Demonstrated well developed interpersonal, written and verbal communication skills with a strong customer focus
7. High level experience with MS Office (including Word, Excel, PowerPoint), electronic rostering systems and human resources information systems