

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Roster Strategy Unit Manager
Position Number:	527385
Classification:	General Stream Band 7
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Human Resources - Roster Strategy Unit
Position Type:	Permanent, Full Time
Location:	South, North, North West
Reports to:	Nursing Director - Rostering and Resource Innovation
Effective Date:	August 2022
Check Type:	Annulled
Check Frequency:	Pre employment
Desirable Requirements:	Appropriate tertiary qualifications in business management, human resources, change management or another related discipline Previous experience working in the Tasmanian State Service in a relevant discipline Current Driver's Licence
Position Features:	Some duties to be undertaken outside of normal working hours Travel between sites to be undertaken Potential intrastate or interstate travel

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

The Roster Strategic Unit (RSU) Manager will contribute to the successful delivery of the Rostering Solution of the Human Resource Information System (HRIS) by taking a lead in the adoption of the rostering solution, working in collaboration with health service stakeholders, including the HRIS project team and vendor to achieve the desired outcomes of the Department of Health.

The RSU Manager will:

- Provide leadership, direction, support, and advice to the RSU team.
- Demonstrate high level, strategic, conceptual, analytical, and creative skills, taking into consideration the broader HRIS program, considering all possibilities in developing a vision for the future.
- Challenge and innovate the existing processes and make rational and sound decisions based on consideration of the facts.
- Make quick decisions where required, committing to a definitive course of action in an environment subject to tight deadlines and change.
- Be a change champion, effectively communicating the purpose of the RSU transition plan, sharing ideas in a compelling and engaging manner and creating positive change culture that supports continuous business improvement.

Duties:

1. Manage the RSU team, contributing to the strategic planning and decision-making process within the unit and implement flexible and innovative human, physical and financial resource management practices for the effective and efficient use of allocated resources.
2. Lead the rostering solution adoption process, whilst working with stakeholders across the health service to reach an agreed and standard approach to effective rostering solutions across a large and complex agency.
3. Identify and understand business needs, issues and challenges and find solutions to ensure the progress of the successful implementation of the Roster Solution of the HRIS.
4. Act as conduit between the RSU and the relevant areas of the health service, providing key messaging from the RSU to the health service stakeholders and informing the RSU of any issues or concerns from the health service business stakeholders and broader HRIS program. Provide regular and ad hoc reporting to steering committees, project governance groups and identified stakeholders to achieve and maintain successful engagement.
5. Lead and manage a specialised team and create and foster a culture of high performance within the team by modelling and implementing contemporary people management practices that encompass the following:
 - Proactive performance development and performance management for all direct reports
 - Staff engagement that builds respect, resilience, and proactive conflict resolution across the team
 - Contingency planning
 - Appropriate team member accountability.

6. Prepare high level correspondence, reports, and submissions for senior management. Develop and manage project documentation including communication plans, risks and issues registers, change management processes and plans as required.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

The RSU Manager works under broad direction from the Nursing Director - Rostering and Resource Innovation but may be required to take direction from other Managers within Human Resources. The role works with considerable autonomy within the defined operational priorities of the unit.

The work of the team has a direct impact on the achievement of the RSU outcomes, requiring the role to clearly address and articulate complex issues to executive, colleagues, customers, and stakeholders. Competing demands are often impacted by non-negotiable deadlines, requiring the role to effectively manage stakeholder expectations and to reprioritise activities. It is an expectation that a professional, consistent, and reliable approach to customer service is paramount in all stakeholder interactions.

The occupant of this role is responsible for:

- Utilising highly developed management skills, leading and motivating others to gain cooperation in the achievement of difficult and sometimes conflicting objectives that may include incompatible processes, in developing and implementing improvements to established plans, systems or processes. The role leads the team accountable for the delivery of the roster solution program of work, projects or seamless business continuity aligned to the RSU business plan.
- Exercising considerable independence in determining priorities and approaches to managing team outcomes. The occupant determines appropriate objectives, milestones, priorities, and approaches to product and service delivery, interpreting requirements, business plans, policies, regulations, and guidelines to support decision making and achievement of business and organisational outcomes.
- Oversight of all solution adoption decisions, including working with stakeholders to deliver a solution which is fit for purpose and meets the needs of the health service.
- Where applicable, exercising delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Complying at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participating in and contributing to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

In the context of the focus of duties please address the following capabilities:

Personal Attributes

- In a project management context, demonstrate leadership, sound judgement, intelligence, and innovative thinking with demonstrated professionalism, integrity, resilience, and self-awareness.
- Proven self-management skills, including a demonstrated capacity to work to strict deadlines, be flexible and adaptable, solve problems and be highly organised.

Relationship Building and Maintenance

- Demonstrated high level interpersonal, negotiation and communication skills with the ability to nurture internal and external relationships, facilitate cooperation and value difference and diversity, particularly in the context of change management.
- Demonstrated capability to lead a team, with exemplary people management skills with a successful track record in creating and sustaining positive workplace culture, motivating teams, and effectively leading a team through change to achieve results.

Job Skills

- Demonstrated:
 - Ability to provide high level specialist advice on business practices, with the ability to challenge the status quo and develop innovative solutions to complex problems.
 - Ability to support, promote and champion change, and assists others to engage with change.
 - Ability to prepare high level documentation for a variety of audiences.
 - Experience in human resources, or other relevant field, including the ability to interpret and apply Tasmanian State Service legislation and regulations and ensure compliance with those requirements.

Outcomes/Deliverables

- Ability to lead within a project management environment to problem solve and deliver high quality project outcomes that are both timely and compliant.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).