



ROLE DESCRIPTION

Role Title:	Medical Rostering Officer		
Classification Code:	ASO3	Position Number	TBA
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Hospital / Service / Cluster	The Queen Elizabeth Hospital		
Division:	Acute and Urgent Care		
Department/Section / Unit/ Ward:	Emergency Department		
Role reports to:	Business Officer, Acute and Urgent Care		
Role Created/ Reviewed Date:	March 2024		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Medical Rostering Officer is accountable to the Business Officer, Acute and Urgent Care for the provision of administrative support related to the preparation, coordination and distribution of Medical staff rosters, including training Medical Officers and Specialists across the Emergency Department.</p> <p>The incumbent provides an administrative support service to Emergency Department and it's subspecialties by contributing to the Human Resource management of the Directorate.</p>

Direct Reports:
<p>The Medical Rostering Coordinator reports directly to the Business Officer for all administrative and professional matters. The Medical Rostering Coordinator is also accountable to the Clinical Service Director, Head of Unit or Network Directors for all matters relating to medical rosters and related services.</p>

Key Relationships/ Interactions:Internal

- Required to work collaboratively on a daily basis with the medical staff within the Directorate, and the Directorate's Business Support team for matters regarding medical rostering and medical workforce matters.
- Work closely with the Clinical Service Director, Head of Unit or Network Director/s for all matters relating to medical labour rosters and related issues.
- A required active member of any internal medical rostering committee/s and other Committees as delegated by the Medical Administration Coordinator, Acute and Urgent Care
- Work collaboratively with the Workforce Department, Clinical Services and Medical Administration Central Adelaide, to provide assistance to Training Medical Offices (TMOs).

External

- May be required to liaise with external organisations regarding medical rostering practices and/or requirements.

Challenges associated with Role:

Major challenges currently associated with the role include:

- The ability to communicate effectively with TMO's from diverse cultural backgrounds.
- Ability to manage conflicting priorities for the production and maintenance of rosters and the delivery of a recruitment function.
- Knowledge of the DH SMO Enterprise Agreement and Award, specifically how these provisions relate to roster planning and service delivery.
- Preparing an efficient roster which meets the needs of the services whilst working within a limited budget, skill mix profile and resource allocation, and within nominated deadlines.

Delegations:

N/A

Special Conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children and Young People (Safety) Act 2017* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Code of Fair Information Practice.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Health Care Act 2008, and the *SA Health (Health Care Act) Human Resources Manual*.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Ensure the preparation, coordination and publication of efficient and EB compliant medical roster/s	<ul style="list-style-type: none"> • Liaise with clinical areas to discuss and evaluate daily and projected requirements in order to manage and maintain multiple medical staff rosters and distributing those rosters to those involved; • Liaise with medical staff to coordinate the provision of clinical services with non-clinical commitments, e.g. teaching, research, personal, etc. in order to manage, assess and report commitments of staff on a daily, weekly, monthly and annual basis by developing an integrated spreadsheet database of service commitments, other commitments and allocations; • Assist with the evaluation and redistribution of workloads within the service as required; • monitoring medical leave entitlements to provide an accurate determination of staff levels to manage the clinical services during periods of planned and unplanned leave or unexpected commitments; • coordinating and assisting Medical Management with medical leave rosters; • coordinating and disseminating the afterhours on call roster; • Assist TMOs with administrative, work allocation and rostering advice. • Identify and notify the Medical Administration Coordinator on discrepancies with the relevant Enterprise Agreement/Award and rostering practices/requirements. • Identifying and communicating implications of rostering practices changes, Award/Agreement requirements, policy changes, service demand and clinical speciality requirements. • Timely distribution of medical labour rosters across the relevant clinical network. • Managing, coordinating roster changes requested by staff, ensuring medical authorisation has occurred. • Provide assistance and support to other Rostering Officers within the Directorate and Organisation in relation to roster preparation and distribution.
Reporting and notification	<ul style="list-style-type: none"> • Identification and notification of discrepancies with the relevant Enterprise Agreement/Award and rostering practices/requirements. • Reporting on rostering trends, including leave allocations, overtime and teaching. • Reporting on rostering changes, in particular where financial and workforce implications occur. • Verifying accuracy of medical timesheets against rosters and notifying Clinical management of inconsistencies. • Reporting on medical roster implications due to statutory, legislative, policy or service demand changes. • Identifying and reporting on medical labour shortages as soon as possible and in advance, where able. • Reporting and coordinating leave applications and leave approval processes for medical staff, in consultation with Clinical management.

<p>Provision and coordination of medical administration support</p>	<ul style="list-style-type: none"> • Preparing medical student rotations and handouts; • Coordinating orientation information (written) for new medical staff; • Acting as focus contact person for provision of information and advice about medical rostering issues; and • Coordinating theatre training attachments for medical students, paramedical officers, general practitioners and other medical officers where relevant. • Assisting the Clinical managers with medical labour resource allocation to enable service demands to be met.
<p>Ensure a safe and healthy working environment at all times by:</p>	<ul style="list-style-type: none"> • Maintaining effective work practices; • Making proper use of all safeguards, safety devices and personal protective equipment (as required in undertaking the duties of the position); • Taking reasonable care to protect the health and safety of self and others; • Attending mandatory safety training programs; and • Reporting all accidents, incidents and near misses.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Completion of excel training at the advanced level or willingness to undertake such training.

Personal Abilities/Aptitudes/Skills:

- Highly developed oral and written communication skills to interact effectively with a variety of professional and non-professional staff, external agencies and members of the community at large.
- Ability to maintain confidentiality and interact with others in a tactful, sensitive and ethical manner.
- Ability to work with a high degree of independence and set plans, coordinate the workflow of the Service, achieve set objectives and evaluate outcomes.
- Ability to meet deadlines, work under pressure and manage change in a changing work environment.
- Ability to analyse problems objectively and logically, to identify issues and make recommendations for rational solutions.
- Ability to undertake research and compile data for the preparation of reports and rosters.
- Demonstrated conflict resolution and negotiation skills.
- High grade keyboard skills and the ability to utilise computer based systems, including Word, Excel and Outlook.
- Ability to analyse and interpret data to assist with decision making.

Experience

- Preparing, managing and maintaining staff rosters.
- Experience working in a multidisciplinary team.
- Experience in the establishment and maintenance of spreadsheet data and computer applications.
- Experience in customer service and interacting with variety of people.

Knowledge

- Knowledge of rostering practices.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Nil

Experience

- Demonstrated experience with rostering staff within a multidisciplinary environment.
- Experience with preparing reports and reconciliations for decision making purposes.

Knowledge

- Knowledge of Hospital policies and procedures.
- Knowledge of Salaried Medical Officers Award and Enterprise Agreement.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial

sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

Acute and Urgent Care Services incorporates the following clinical services:

- Emergency Services
- Acute Assessment Unit(s)
- General Medicine
- Geriatrics
- Trauma Service

With over 1200 employees from various employment groups such as Medical, Nursing, Allied Health, Administration, Scientific, Technical and Health Ancillary, Acute and Urgent Care Services is one of the largest Directorates within the Central Adelaide Local Health Network.

Acute and Urgent Care is also responsible for the research activities undertaken by the clinical services and also consists of several special purpose funds.

Acute and Urgent Care operates services at both the RAH and TQEH, with some services providing outreach support to intra and interstate communities.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- We are committed to the values of integrity, respect and accountability.
- We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name:

Signature:

Date: