DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:**  | Workforce Support Officer |
| **Position Number:** | Generic  |
| **Classification:**  | General Stream Band 3 |
| **Award/Agreement:**  | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Community, Mental Health, and Wellbeing – Ambulance Tasmania  |
| **Position Type:**  | Permanent, Full Time/Part Time |
| **Location:**  | South |
| **Reports to:**  | Relevant Manager |
| **Effective Date:** | April 2024 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Desirable Requirements:** | Proven experience in preparing, maintaining, and managing rosters. Current Driver’s Licence |

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:

Provide quality 7- day rostering services and business support to the unit manager, including liaising with frontline staff, managers and relevant industrial representatives.

Establish and maintain collaborative relationships with Managers and other senior staff to ensure the provision of high quality, effective services relating to rosters and reporting.

### Duties:

1. Contribute to the preparation and maintenance of rosters for the Operational business units, including entering leave data and , staff absences
2. Assist in ensuring roster projections are in line with Ambulance Tasmania Award rostering provisions.
3. Provide assistance to Operational business units by supporting tasks such as rostering, updating establishments, and assisting with recruitment as required.
4. Maintain communication and collaboration with managers and supervisors to ensure that operational business needs and issues are communicated proactively and in a timely manner.
5. Add Manage incoming phone calls, accurately record absences of the front-line staff, and update Daily Alternations accordingly.
6. Develop and maintain relationships with stakeholders, including internal Ambulance Tasmania, Department of Health and other external stakeholders.
7. Actively participate in and contribute 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.
8. The incumbent can expect to be allocated duties, not specifically mentioned in this document, which are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### Key Accountabilities and Responsibilities:

The Workforce Support Officer will work under the general guidance and support of the Workforce Planning Officer. The occupant will:

* Assist in the delivery of quality service to clients including managers and other stakeholders.
* Contribute to the performance of tasks, including providing options and recommendations to help resolve operational issues to achieve the Unit’s objectives.
* Be expected to meet individual and team benchmarks and performance targets.
* Contribute to the effective and ongoing roster development for regional operations within the requirements of Ambulance Tasmania Award rostering provisions.
* Champion a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
* Where applicable, exercise 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.
* Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category B position.

### 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:
	1. crimes of violence
	2. sex related offences
	3. serious drug offences
	4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. Demonstrated ability to assist in the maintenance and projection of rosters in a dynamic environment.
2. Sound knowledge of information technology skills with business applications or demonstrated ability to acquire such knowledge, including Microsoft Office Suite of programs.
3. Well-developed written communication skills, including spreadsheet development, maintenance and the assistance in preparation of correspondence, briefings and reports.
4. Well-developed interpersonal and relationship skills, including a proven ability to build effective working relationships and the ability to show initiative, discretion and maintain confidentiality.
5. Demonstrated understanding of rostering in an operational environment and the management of multiple tasks, to ensure timely and effective outcomes.
6. Knowledge and experience working with human resource policies, processes and employment awards.

### 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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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 | Tasmanian Department of Health](https://www.health.tas.gov.au/consumer-and-community-engagement-principles)