DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Rostering Services Support Officer |
| **Position Number:** | 509136 |
| **Classification:** | General Stream Band 3 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals South - Integrated Operations Centre |
| **Position Type:** | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| **Location:** | South |
| **Reports to:** | Team Leader - Roster Support Unit |
| **Effective Date:** | October 2020 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Position Features:** | This role will work in the Roster Office on a rotational basis |

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:

In accordance with established policies, guidelines, systems and processes, the Rostering Services Support Officer will ensure best practice in respect to data integrity and security of information within the ProAct Rostering System (ProAct) and will provide:

* Effective staffing support to southern region managers.
* ProAct administrative support, guidance and assistance to system users including collating staffing related reports and responding to regular system enquiries.
* General administrative and clerical support to the Team Leader - Roster Support Unit (RSU) and the Nurse Unit Manager (NUM) - Nurse Staffing and Support.

### Duties:

1. Support the coordination of the roster process, including Award/Agreement clarification and compliance, in consultation with Human Resources and Payroll Services.
2. Assist in the management of staffing allocations due to unplanned leave and update ProAct accordingly.
3. Validate Casual Pool timesheets to correspond with ProAct records prior to forwarding to Payroll Services for processing.
4. Validate ProAct establishment data against actual establishment data within client groups and provide information and support to the relevant NUM accordingly.
5. Maintain ProAct database integrity and security of information by updating data to reflect daily roster changes and changes to the staff database such as completion of mandatory education.
6. Provide advice and support to relevant staff in the utilisation of the ProAct System and data entry requirements.
7. Oversee and/or initiate the generation of roster related management reports, as required, for managers and divisional directorates.
8. Maintain and modify the Roster Support Units (RSU) electronic files including routinely uploading and scanning information.
9. 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.
10. 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:

Under the direction and supervision of the Team Leader - RSU, working autonomously according to established guidelines, the Rostering Support Services Officer will:

* Provide efficient and effective administrative and clerical support, guidance and instruction to managers accessing the RSU’S services.
* Maintain and modify the ProAct database in accordance with established policies and procedures.
* Exercise independent judgment in the practices, methods, and standards to be applied in the performance of allocated duties, including the planning and timing required to complete tasks and will apply creativity and initiative to provide effective options, recommendations, and solutions to satisfy non-standard requirements.
* Exercise reasonable care in the performance of duties consistent with the relevant Work Health and Safety legislation and for providing labour in an efficient and safe manner.
* 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.

### 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. Current knowledge and experience in electronic rostering and payroll processing, personnel functions and legislative provisions including Awards/Agreements, policies and procedures within the Agency, or the ability to quickly acquire this knowledge.
2. High-level computer skills including the ability to undertake research of statistical data, recording and maintenance of database information systems and report production in a timely and efficient manner.
3. High-level interpersonal, organisational and communication skills and the ability to participate effectively in a team environment subject to work pressures and change, including having the capacity to liaise with a diverse range of stakeholders.
4. Proven ability to effectively prioritise work and comply with established timeframes and have the capacity to deal with several tasks concurrently.
5. Demonstrated ability to apply established processes, methods, initiative, and judgement to effectively resolve operational issues to meet staffing needs.

### 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](http://gormpr-cm01/pandp/showdoc.aspx?recnum=P19/000365).