

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Workforce Planning Officer
Position Number:	Generic
Classification:	General Stream Band 5
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Ambulance Tasmania
Position Type:	Permanent/Fixed-Term, Full Time
Location:	South, North, North West
Reports to:	Relevant Director and/or Manager
Effective Date:	September 2020
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	High-level experience in preparing, maintaining and managing rosters

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 high-quality rostering services and business support including liaising and negotiating 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.

This role is integral to improving efficiency in current rostering practices.

Duties:

1. Prepare, maintain and manage the rosters for the allocated region, including entering data in relation to shift changes, annual leave, staff absences and time credit records.
2. Analyse and maintain roster projections to ensure rosters are in line with Ambulance Tasmania Award rostering provisions.
3. Allocate staff for special duties and significant events as required.
4. Prepare shift, leave and training schedules to ensure appropriate coverage is maintained.
5. Negotiate with individual staff members in relation to ensuring appropriate coverage to meet the operational requirements of the allocated region, including liaising with frontline staff and managers outside the region in regard to shift placement.
6. Coordinate and facilitate human resource processes and requirements relative to the management of the allocated region roster.
7. Provide high-level administrative support, including coordinating and attending meetings, taking minutes during meetings and monitoring action items as required.
8. Actively contribute to the development, continual improvement and enhancement of the allocated region's business systems, business processes, policies and guidelines.
9. Facilitate communication and collaboration within the allocated region to ensure that operational business needs and issues are communicated proactively and in a timely manner.
10. Process payroll within the allocated region on a fortnightly basis, and as or when required in other regions in the case of absences.
11. 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.
12. 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 Workforce Planning Officer will work autonomously with a high degree of proficiency under the general guidance and support of the relevant Director and/or Manager. The occupant will:

- Be responsible for the delivery of a high-quality service to clients including providing advice to managers, employees and other stakeholders.
- Exercise initiative, flexibility and innovation in the performance of tasks as well as providing alternatives, options, recommendations and solutions to resolve operational issues to achieve the Unit's objectives.
- Work collaboratively with the Manager - People and Operational Performance Improvement to assist in the development of operational policies, procedure documentation and quality control processes.
- Be expected to meet individual and team benchmarks and performance targets.
- 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.
- 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 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:

1. Demonstrated ability to design, maintain and manage rosters in a complex environment.
2. Well-developed written communication skills, including spreadsheet management and the preparation of correspondence, briefings and comprehensive reports.
3. Well-developed interpersonal and relationship management skills, including a proven ability to build effective working relationships, influence decisions, and achieve effective business outcomes using consultation, negotiation, and facilitation skills.
4. Demonstrated understanding of, or experience working in, an emergency service or Ambulance operational environment and self-management skills including the ability to plan, manage and implement multiple tasks, and coordinate and implement stakeholder input to ensure timely and effective outcomes.
5. Well-developed 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](#).