Position Description

Position Title	Casual Workforce Manager
Position Number	30013539
Division	People and Culture
Department	Workforce Planning and Resourcing
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative G6
Classification Code	HS6
Reports to	Director Workforce Planning and Resourcing
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Drivers Licence • Immunisation Requirements (annual flu vaccination)

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Casual Workforce Manager will be responsible for the oversight and management of Bendigo Health's casual and agency workforce, including Health Service Assistants, Administration, Nursing and Midwifery staff across the organisation.

The position will provide strategic and operational leadership to ensure the casual workforce is effectively managed, supported and aligned with the organisation's evolving workforce needs. This includes workforce planning, recruitment, orientation, workforce utilisation, employee engagement and retention, and ensuring appropriate staffing levels to meet service demands.

The Casual Workforce Manager will work collaboratively with key stakeholders across the organisation to identify workforce requirements, improve workforce efficiency, strengthen workforce capability and support the delivery of safe, high-quality patient care and services.

Responsibilities and Accountabilities

Key Responsibilities

- Provide strategic and operational leadership in the management and coordination of Bendigo Health's casual workforce.
- Oversee our casual and agency workforce planning, recruitment, orientation and retention to ensure a sustainable and appropriately skilled workforce.
- Support the effective utilisation and management of casual staffing resources to meet organisational and operational requirements.
- Build and maintain strong relationships with key stakeholders to support workforce needs and service delivery.
- Ensure casual workforce practices align with relevant legislation, enterprise agreements, organisational policies and procedures.
- Monitor workforce trends, performance and utilisation to identify opportunities for continuous improvement and workforce efficiency.
- Contribute to organisational workforce strategies and initiatives that support workforce capability, engagement and sustainability.
- Oversee casual employee performance, attendance and conduct, ensuring performance concerns are appropriately managed in accordance with organisational policies and procedures.
- Review and oversee casual workforce payroll processes to ensure accuracy, compliance and timely resolution of payroll-related matters.

Key Selection Criteria

Essential

1. Relevant tertiary qualifications in Human Resources, Business Management, Health Administration or a related discipline, or equivalent demonstrated experience in workforce management.
2. Demonstrated experience in workforce management, human resources or a similar leadership role, preferably within a healthcare or large organisation.
3. Strong understanding of workforce planning, recruitment, employee engagement and retention, with the ability to effectively manage a diverse workforce.
4. Demonstrated leadership and people management skills, including the ability to manage employee performance, attendance and workplace matters.

5. Sound knowledge of relevant enterprise agreements, organisational policies and workforce compliance requirements.
6. Highly developed interpersonal, communication and stakeholder engagement skills, with the ability to build effective working relationships across all levels of an organisation.
7. Strong analytical, organisational and problem-solving skills, with the ability to interpret workforce data, identify trends and implement continuous improvement initiatives.
8. Demonstrated ability to work independently, manage competing priorities and contribute to strategic workforce initiatives in a dynamic and changing environment.

Desirable

9. Experience working within a public health service or similarly healthcare environment.
10. Experience using workforce management and human resource information systems, including UKG/Kronos and SuccessFactors, or equivalent systems.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.