

Position Description

Position Title	Resourcing Coordinator – Rostering Project
Position Number	30028107
Division	People & Culture
Department	Workforce Planning and Resourcing
Enterprise Agreement	(Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Grade 3 Managers and Administrators
Classification Code	HS3 – HS25
Reports to	Manager Workforce Resourcing
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The People & Culture Division

The People and Culture Division supports managers, staff and volunteers working at Bendigo Health through a range of services including workforce planning, resourcing strategies, employee relations, industrial relations, learning and development and workplace health and safety. Payroll and salary packaging also report into this division, providing seamless service for staff from on-boarding and contract development to applying contracts and ensuring staff get the right remuneration.

The staff in the Division of People and Culture provide support and advice in line with our strategic goals and objectives of empowering our people and providing a positive work environment for staff and volunteers where they feel valued, safe and supported to work together in delivering excellent care and services.

The Workforce Planning and Resourcing Department

The Workforce Planning & Resourcing team works in partnership with managers to tailor effective and innovative recruitment, retention, attraction and workforce planning strategies across the organisation. The team also sources the clinical and non-clinical workforces at Bendigo Health to ensure the organisation can provide optimal patient care. The team work with allocated departmental managers to support them in all aspects of the recruitment and selection process. This includes coordinating the processes of the online recruitment system, internal and external advertising of vacancies, updating position descriptions, running assessment centres, creation of employment contracts, on boarding new staff members and ensuring all pre-employment checks and credentialing are completed prior to commencement. The team also generate variation employment contracts for existing staff.

The Position

The Resourcing Coordinator – Rostering project plays a key role in the successful implementation of Kronos Dimensions Advanced Scheduling (Rostering) across the Nursing and Midwifery Workforce. In collaboration with the implementation lead and the Resourcing team this role will provide hands on support for system support, delivery high quality training, end-user support and facilitate effective communication and engagement with project stakeholders.

The role is also required to complete the Resourcing Coordinator functions of working in partnership with the key organisational leaders to assist with filling the staffing gaps across the health service. The role involves liaising with relevant managers to assist replacing staffing shortfalls with Pool and casual bank employees, which occur due to unplanned leave and roster shortfalls.

The role is dynamic and fast paced which requires the ability to respond to time sensitive resourcing demands whilst having the ability to manage competing priorities and problem solve effectively. The role is rewarding and satisfying knowing you have assisted in providing optimal care by resolving workforce shortages across the organisation.

Responsibilities and Accountabilities

Key Responsibilities

- Liaise with Nursing and Midwifery Leaders or delegates to assist with filling resourcing shortfalls utilising rostered and casual Clinical and Non-Clinical workforce employees.
- Communicate resourcing changes with the After-Hours managers, Nursing and Midwifery Leaders and relevant stakeholders to assist with resourcing demands.
- Provide end-user Kronos training and support to Nursing and Midwifery leaders, rostering employees and the Nursing and Midwifery workforce.
- Operate the functions within Kronos Dimensions Advanced Scheduling system.
- Maintain project documentation including training guides, project registers and stakeholder communications.
- Serve as a liaison within the Kronos Rostering project implementation between Nursing and Midwifery leaders and project team in gathering feedback and providing insights to guide communication, change and training efforts.
- Assist with reporting and analysis throughout Kronos Rostering project implementation.
- Complete administrative tasks associated with resourcing requirements.
- Manage incoming and outgoing telephone and emails enquiries and escalate where required.
- Assist the Manager Workforce Resourcing with projects and tasks.
- Other duties as directed.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Proven ability to provide high quality office administration within a team environment.
2. Demonstrated ability to communicate effectively to a wide range of stakeholders across an organisation.
3. Ability to work within a team in a friendly and supportive manner.
4. Demonstrated ability to prioritise and problem solve whilst working within a fast-paced environment.
5. Demonstrated ability to work in a self-directed and independent capacity.
6. Demonstrated ability to think strategically and provide effective process strategies that have a positive impact on the organisation with respect to workforce planning and resourcing.
7. Advanced computer skills, including use of Microsoft Excel and Outlook.

Desirable

8. Certificate III in Business Administration or equivalent desirable but not essential
9. Previous experience working within the Health industry and understanding of clinical environment, particularly rostering, ratios and skills mix requirements would be beneficial.
10. Experience working with Kronos Dimensions is highly desirable.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

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.