

Position Description

Position Title	Workforce Systems Coordinator
Position Number	30008581
Division	Innovation & Digital Services
Department	Workforce Systems and Analytics
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Administration Grade 3 L1 – L5
Classification Code	HS3 – HS25
Reports to	Manager Workforce Systems and Analytics
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 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 Digital Services Division

The Digital Services Division is charged with delivering technology solutions that deliver on our vision. As well as responsibility for the mainstream ICT services and support, the division encompasses the ePR project, Project Management Office, Clinical Analytics and associated resources including the Chief Clinical Information Officers.

The Division leverages ICT technologies and expertise to provide the technical foundations for innovation and transformation of our clinical service delivery. Critical to this is the successful implementation of an ePR in the acute setting and the development of innovative ways to use the data this will create. The Division is instrumental in building a strong culture of utilising health informatics and using data to drive innovation.

Loddon Mallee Shared Services

The Loddon Mallee Shared Services (LMSS) model provides for a single Regional Chief Information Officer who oversees delivery of the core and non-core services to all members of the Loddon Mallee Rural Health Alliance (LMRHA). The services delivered by the LMSS enable a supported delivery of core services to all Agencies within the region, and access to non-core services as required, whilst leveraging its position to engage services to support all Agencies.

The Architecture and Applications Department

The Architecture and Applications department manage the implementation, consolidation, integration and development of corporate and clinical information systems at Bendigo Health and LMSS. The team is responsible for the development, maintenance and availability of applications within Bendigo Health and LMSS. The team is split into four functional areas. Three areas focus on delivery of services and products (applications) to their users. The fourth, focuses on the overall effective management of the BHCG portfolio of applications (software), understanding what we have, why and for whom.

The Workforce Systems and Analytics Team

The Workforce Systems and Analytics (WSA) team primarily oversees the governance, configuration and maintenance of people systems and data to achieve organisational and service objectives. This includes systems that provide position hierarchy management and profiling; recruitment and onboarding; employment compliance; and learning management. In addition to this, the team manages workforce reporting and analytics to meet the requirements of a variety of stakeholders. Projects and change management functions related to workforce systems are also undertaken by the team. The team's main client base covers health services across the LMSS.

The Position

Reporting to the Manager Workforce Systems and Analytics, this role coordinates a variety of tasks in relation to workforce systems and provides high level customer support to build capacity of region wide customers. The position is an entry level workforce systems specialist role requiring a strong understanding of a variety of workforce systems. It has a priority focus on stakeholder relationships to achieve end user satisfaction and supports the delivery of accurate, efficient, compliant and secure systems to support workforce management, development and resourcing.

Responsibilities and Accountabilities

1. Provide timely response and support to workforce systems customers including triaging service desk requests, investigating issues, providing solutions and escalating to System Specialists where applicable.
2. Undertake tasks and support the process of running fortnightly payroll including preparing batch reports, completing integration processes and monitoring for any issues.
3. Produce extensive reporting cycles required to support payroll audit processes and checking to improve payroll outcomes and distribute to regional payroll customers.
4. Produce ad hoc reports from various workforce systems as required to support audit processes and help inform decisions and processes.
5. Coordinate the setup of position based hierarchy data across multiple systems and maintain relevant spreadsheets.
6. Develop and maintain guides, instructions and matrices as directed by the Director and System Specialists, covering internal Workforce Systems and Analytics processes and region wide customer requirements.
7. Liaise with internal and region wide stakeholders to collate information as required to review, problem solve and streamline processes to ensure good practice, data integrity and consistency of system operations.
8. Undertake modifications to various workforce systems as directed by system specialists.
9. Assist with the testing of system configuration changes, upgrades and new system implementations.
10. Participate in workforce system implementation projects.
11. Support the Workforce Systems Specialists in undertaking projects.

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

1. Extensive experience in providing high level workforce systems coordination preferably in a public health service. For example a payroll and/or human resource information system. Experience using SAP/Kronos applications highly desirable.
2. Successful customer service skills with excellent communication and interpersonal skills to interact with a diverse range of stakeholders.
3. Established technical skills to prepare documents, present information and process data/reports using complex workforce systems and Microsoft Office suite with particular expertise in Word, Excel and Outlook.
4. Aptitude to work with a range of industrial awards/enterprise agreements, legislation and policies as they relate to workforce systems and information.
5. Demonstrated ability to identify process improvements and implement effective solutions, which deliver improvements to stakeholder experience.
6. Recognised capability to work as part of a team, be collaborative and adaptable.
7. Proven ability to effectively manage time and resources to meet competing priorities.

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.