

## POSITION DESCRIPTION

<b>Position Title:</b>	Allocation Officer
<b>Business Unit/Department:</b>	Nursing & Midwifery Workforce Unit (NMWU)
<b>Division:</b>	Nursing & Midwifery Workforce
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 2 – Level 1 to Level 5 (HS2 to HS21)
<b>Reports To:</b>	Deputy Director of Nursing & Midwifery – Nursing & Midwifery Workforce
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	13 May 2024

<b>Position Purpose</b>
The Allocation Officer position is a pivotal role in the Nursing and Midwifery Workforce Unit Allocation Team. The main responsibility of the role is to ensure that nursing vacancies at Western Health are filled according to health service policy and rostering guidelines using Part-time extra, Pool, Bank and Agency staff. The position also undertakes administrative functions required in the management of the NMWU and assists the NMWU management team as directed.
<b>Business Unit Overview</b>
The Nursing & Midwifery Workforce unit provides a dynamic and proactive service which encompasses; <ul style="list-style-type: none"> <li>• The placement of all casual and pool Nurses and Midwives into short and mid-term vacancies</li> <li>• The management of nurses and midwives who may be temporarily or permanently displaced due to service changes or interruptions.</li> <li>• Providing a first point of contact for all enquiries by Nurses and Midwives and Health Care Workers who may consider working with Western Health</li> <li>• Managing recruitment of Grade 2 Registered Nurse &amp; Midwives and Enrolled Nurse positions, Registered Undergraduate Students of Nursing / Midwifery (RUSON/Ms) and Health Care Workers (HCW) across the organisation.</li> <li>• Providing data on the management of rosters, vacancy filling and use of non-permanent staff.</li> <li>• Monitoring Professional registration of all nurses/Midwives employed at Western Health</li> <li>• Coordination of changes in scope of practice</li> <li>• Undertaking Nursing and Midwifery workforce projects</li> </ul>
<b>Key Responsibilities</b>
<ul style="list-style-type: none"> <li>• Provide a consistent and appropriate interface with staff, external agencies and visitors</li> <li>• Deliver exemplary customer service to internal and external stakeholders</li> </ul>

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- Ensure consistent and effective communication with all stakeholders to facilitate the efficient and appropriate allocation of staff replacement
- Work collaboratively within a team environment to achieve unit and organisational goals
- Match supplementary staff (part-time extra, pool, bank and agency staff) to vacancies utilising the electronic allocations platform.
- Enter requested shifts worked and unplanned leave into time sheets, clean and lock of time sheets according to guidelines
- Negotiate with Nurse/Midwife Unit Managers or delegate (Nurse / Midwife In Charge) to co-ordinate movement of available Pool, Bank and Agency staff to ensure appropriate staffing mix across the network.
- Liaise with Nursing Agencies to fill vacancies in line with guidelines and work practices relating to agency staff use.
- Undertake forward planning activities including creating / matching shift requests and offering / cold calling supplementary staff.
- Maintain Pool and Bank staff profiles and records ensuring personnel and professional details are accurate and up-to-date.
- Participate in administrative activities to support NMWU functions including processing invoices, staff engagement strategies, staff retention strategies, data entry and filing of relevant staff records and termination processes.
- Exchange and share knowledge, provide training to and supervise team members as required
- Establish and maintain appropriate work patterns and procedures for functions within role
- Provide regular operational reports to the Assistant Director of Nursing & Midwifery, NMWU as required and report activity relating vacancy replacement to the relevant AHA as required.
- Other duties as directed by NMWU management team, in line with Western Health policy and procedures

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Pool, Bank and Agency nursing/midwifery staff
- Nursing & Midwifery Workforce Unit administrative and allocations team
- Coordinator, NMWU
- Deputy Director of Nursing & Midwifery, NMWU
- Director of Nursing & Midwifery, NMWU
- Nurse/Midwife Unit Manager/Nurse In Charge
- After Hours Administrators
- Psychiatric Liaison team
- Access & Bed managers
- Executive Director, Nursing & Midwifery
- Divisional Directors/Operations Managers

#### External:

- Agency Providers
- Agency Nursing staff

### Selection Criteria

#### Essential:

- Highly developed communication skills both verbal and written
- Highly developed customer service skills
- Exceptional organisational skills with excellent attention to detail
- Ability to work in a self-directed manner and manage time efficiently and effectively
- Ability to work under pressure and meet deadlines
- Ability to problem solve

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- Ability to work in a team environment
- Sound computer literacy
- Possess fast and accurate data entry skills
- Flexible and positive attitude

**Desirable:**

- Completion of relevant Certificate or Diploma level qualification or willingness to undertake
- Understanding of Health-related Awards and pay classifications.
- Understanding of Agency contractual terms and conditions including pay classifications.
- Proficiency in use of Roster-On and Healthy Workforce Solutions allocations platform
- Experience in a similar role

**Additional Requirements**

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- 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 Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

**General Information**

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

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*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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