

## POSITION DESCRIPTION

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| <b>Position Title:</b>           | Senior Workforce Manager   |
| <b>Business Unit/Department:</b> | Business & Workforce Management  |
| <b>Division:</b>                 | Health Support Services  |
| <b>Award/Agreement:</b>          | Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 |
| <b>Classification:</b>           | HS5  |
| <b>Reports To:</b>               | Operations Manager – Business & Workforce Management   |
| <b>Direct Reports:</b>           | Workforce Coordinator  |
| <b>Date Prepared/Updated:</b>    | 3 May 2024   |

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| <b>Position Purpose</b>  |
| The position carries hands-on responsibility Health Support Services Staff Training together with departmental support in areas of recruitment and training for ESD, PSA, Food, Ward Clerks, Emergency Clerical, Security, Engineering, clinical equipment support, Communications, Logistics and all Health Support Managers  |
| <b>Business Unit Overview</b>  |
| To achieve a high standard in all services delivered by the Health Support Services Division in a way that supports Western Health in providing Best Care to our consumers. To ensure all customers (patients / visitors & staff) receive a high level of service satisfaction that can be provided within the available resources. To ensure staff are adequately skilled and appropriately trained to deliver services in a safe and effective manner. Develop a Future Workforce Strategy that employs innovative approaches to address complex workforce challenges. This will require a comprehensive rethinking of roles and processes, emphasizing retention, automation, recruitment, and partnerships to meet Western Health's workforce needs. |
| <b>Key Responsibilities</b>  |
| <ul style="list-style-type: none"> <li>• Contracts and Recruitments</li> <li>• Develop future Workforce strategy that addresses complex challenges and that meets the needs of a constant changing environment</li> <li>• Develop and maintain a HSS workforce intranet page</li> <li>• Develop and implement a career pathways matrix for HSS workforce</li> <li>• Complete and manage all recruitment requests on eRecruit and SuccessFactors system for Trainees.</li> <li>• Participate in interviews where required.</li> </ul>   |

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- Work in collaboration with the WH academy to complete request, process and manage staff Government Wage Subsidies where required.
- Manage Rosteron for Department and for trainees where required
- Programming to create vacancies where required.
- Staff roster changes where required.
- Check rosters and pay lock as requested
- Manage Health Support Services Training and Education Programs
- Recruit, retain and manage leave for trainees in line with agreed budget profiles with all Health Support Services departments
- Ensure all training incentive paperwork is completed and processed where applicable.
- Manage relationships with training providers and government agencies to successfully deliver the traineeship program.
- Evaluate training provision and continual evolve programs to meet business needs.
- Identify additional funding opportunities.
- Manage and Develop Staff Training
- Ensure all staff Mandatory training is kept up to date within all HSS departments.
- Identify and develop training courses / activities for staff.
- Ensure up to date record of training is completed.
- Participate in the training of new staff.
- Oversee, in collaboration with department managers, Trainee staff within agreed areas of responsibility.
- Assist Managers as requested with Trainee rosters
- Prepare and complete monthly reports on training and workforce labor, as requested the Operations Manager.
- Identify, develop and administer opportunities to provide a suitability trained Trainee workforce at the lowest cost to the organization.
- Foster a high standard of service provision by maintaining collaborative relationships with all disciplines.
- Apply conflict resolution skills when dealing with problems involving all levels of staff, patients, their significant others and the public.
- Maintain and help deliver a culture within the workplace which focuses on the delivery of innovative quality services and exceeding prescribed benchmarks
- Review, identify and develop initiatives on improving the quality and productivity of the Training Department in conjunction with the Operations Manager and Western Health Academy.
- Facilitate and coordinate the implementation of agreed initiatives and improvement programs.
- Provide leadership in the application and review of policies in relation to Training activities.
- Implement and update appropriate policies and guidelines for all processes involved in the provision of Training services.
- Contribute to compliance of quality standards for the Hospital as necessary.
- Ensure performance targets and accreditation standards are met.
- Ensure risk management, quality improvement and strategic plans are implemented.
- Foster collaborative working relationships within clinical and non-clinical divisions, key stakeholders and the community.
- Support Directors, Managers and Department Heads as required.
- Facilitate the development of staff
- Promote staff participation in education, learning and development programs.
- Ensure all trainee staff have position descriptions and work schedules and these are reviewed and updated as business needs change.
- Coordinate orientation of new Trainee staff.
- Ensure staff are appropriately trained in the performance of their duties by completing all mandatory training.
- Provide training support to Environmental Services and Food Services staff, Clerical Workforce, Engineering Services, Bio Medical Services, Clinical Equipment Library Services, Communication Services, Security Services, Business Administration Staff and Logistics.
- Develop and review annually a Training calendar for all Departments across Health Support Services.

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- Assist with Analysis, develop and review Safe Operating Procedures for all Health Support Services Departments in consultation with respective Managers. Assist as with ongoing training reviews to enable staff to be trained in and assessed against updated SOP's.
- Identify training outcomes that where required can be delivered at a local level.
- Develop training packages that are robust enough to be given to a manager or supervisor to deliver to individuals or small groups as requested.
- Develop a library of training packages available on the intranet.
- Develop session plans and supporting documents for training packages.
- Where appropriate, identify specific problem areas with job performance and provide Managers with education solutions to ensure future compliance.
- Participate in relevant professional and leadership development and continuing education activities.
- Ensure a comprehensive reporting framework is in place with regards to WH Mandatory Training.
- Assist with planning for service change and the recruitment of suitably qualified/experienced staff.
- Ensure service plans align within divisional annual strategic and operating plan.
- Ensure plans reflect a whole of organisation view.
- Provide all aspects of training administration support to the Departmental management teams.
- Fill in for leave coverage for Operations Manager -Business and Workforce Management as required.
- Other duties as requested by Operations Manager- Business and Workforce Management

**Contribute to a safe work environment for all staff (mandatory):**

- Conduct and review Manual Handling Risk Assessment for all Department activities including preparation of Action Plans to eliminate risk exposure within the work environment.
- Ensure all staff observe safety rules and maintain safe conduct in the performance of their work to preserve the safety, health and welfare of themselves, other staff members, clients and visitors.
- Conduct yourself in a manner that will not endanger yourself or others.
- Follow Western Health's Occupational Health and Safety policies and procedures.
- Report any unsafe work practices, hazards, near miss incidents and accidents.
- Maintain an awareness of the Occupational Health and Safety Act 2004 and the Accident Compensation (WorkCover) Act 1992.
- Contribute to safety awareness and promotion by contributing ideas and suggestions.
- Maintain knowledge and practice of infection control / hygiene precautions and Western Health infection control policies and procedures.
- Liaise with Infection Control and the Safety Risk and Emergency Management Unit in relation to any infection control and OH&S issues involving infrastructure services.
- Implement WorkCover and Return to Work programs where required.
- Act as a management representative at Occupational Health and Safety Meetings as requested
- Develop and implement strategies, structures and programs to ensure a safe environment for patients, staff and the community.
- Promote and provide support for health and safety initiatives within the hospital and the respective divisions within Western Health.
- Any other duties requested by direct line manager

**KPIs:**

- The annual number of trainee graduates is in line with agreed budget profiles.
- Competency assessment of all applicable staff is completed annually
- Mandatory Training for all HSS staff completed in line with organisational targets.
- Monthly Meetings with all HSS Managers to review training needs.
- Maintain and meet strategic objectives within agreed timeframes.
- Ensure Health Support Services achieve their required Mandatory Training KPI's and provide monthly and on request statistical departmental reports to Divisional Director and Operations Managers.

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.

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## Key Working Relationships

### Internal:

- Divisional Director HSS
- Director of Operations HSS
- Operations Manager HSS
- Managers HSS
- Coordinators/Supervisors HSS
- OHS
- People Services
- Western Health Academy
- Western Health Education Department
- Western health Unit managers
- Western health Directors and operation Managers clinical areas
- Western health Best care team

### External:

- Training Service Providers
- Melbourne Health – Shared Services
- Industry Groups
- Department of Health

## Selection Criteria

### Essential

- Demonstrated experience in managing a customer driven workforce.
- Certificate IV in Training and Assessment (TAE40116 or equivalent) or willing to complete within the next 12 months
- Customer focus and able to develop effective relationships with customers.
- Success in providing a cost effective relief staffing service.
- Proven skills in roster efficiency, with a strong understanding of HSU awards and conditions.
- Demonstrated leadership and management capabilities and achievements.
- Effective communication and presentation skills with the ability to influence outcomes.
- Demonstrated sound judgement and innovation in problem solving and generation of positive solutions to work situations.
- Financial and budget management knowledge and experience including achieving budget profiles.
- Knowledge of Safe Work practices and Accreditation standards.
- Proficient in the use of PC Windows application including Word, Excel and e-mail, PowerPoint.
- Proven understanding of financial management and development of cost saving strategies
- Strong written and verbal skills with the demonstrated ability to be able to effectively influence, negotiate and consult with a range of stakeholders
- Ability to develop effective teams and a team environment
- Demonstration of interpersonal and professional skills necessary to direct and lead a multi-site team management with significant numbers of staff
- Customer focused and able to develop effective relationships with customers
- Demonstrated leadership and management capabilities and achievements
- Effective communication, negotiation and presentation skills
- Demonstrated planning, organisation and analytical abilities
- Demonstrated sound judgement and innovation in problem solving and generating positive solutions to work situations
- Information/performance monitoring skills including ongoing review of information necessary for the management of services
- Quality improvement, project management and change management experience and achievements within in a complex organisation
- The appointee will be required to drive to various Western Health sites and possess a Victorian driver's license

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| <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience and knowledge of Health Support Services Departments processes in a healthcare environment.</li> <li>• Diploma of Management</li> <li>• Experience with service delivery across a multiple campus health organisation.</li> </ul>  |
| <p><b>Additional Requirements</b></p> <p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police/criminal history check prior to employment</li> <li>• Obtain a working with children check prior to employment (if requested)</li> <li>• Obtain an Immunisation Health Clearance prior to employment</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures</li> <li>• 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</li> <li>• 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</li> <li>• Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Public Records Act 1973, Fair Work Act 2009 (as amended), the Privacy and Data Protection Act 2014 and responsibilities under s141 Health Services Act with regard to the sharing of health information</li> <li>• Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.</li> </ul> |
| <p><b>General Information</b></p> <ul style="list-style-type: none"> <li>• Redeployment to other services or sites within Western Health may be required</li> <li>• Employment terms and conditions are provided according to relevant award/agreement</li> <li>• 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</li> <li>• 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</li> <li>• Western Health is a smoke free environment.</li> </ul>   |

*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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