

POSITION DESCRIPTION

Position Title:	Administration Officer
Business Unit/Department:	Nursing & Midwifery Workforce Unit (NMWU)
Division:	Nursing & Midwifery
Award/Agreement:	Victorian Public Sector Health & Allied Services Managers & Administrative Workers Enterprise Agreement 2021-2025
Classification:	HS2
Reports To:	Manager, Nursing and Midwifery Workforce Unit
Direct Reports:	Nil
Date Prepared/Updated:	27 May 2024

Position Purpose

The Administration Officer position is a pivotal role within the Nursing and Midwifery Workforce Unit (NMWU) responsible for administrative functions across the spectrum of NMWU roles ensuring the delivery of an efficient and effective service. Working directly with the Recruitment, Attraction & Retention Lead and the Workforce Team leads, the position assists with and undertakes the aspects of nursing and midwifery recruitment at Western Health facilitated by NMWU as well as the requirements for retention of supplementary staff workforce ensuring the NMWU is meeting operational requirements.

Business Unit Overview

The Nursing & Midwifery Workforce unit provides a dynamic and proactive service which encompasses:

- The placement of all casual and pool Nurses and Midwives into short and mid-term vacancies.
- The management of nurses and midwives who may be temporarily or permanently displaced due to service changes or interruptions.
- Providing a first point of contact for all enquiries by Nurses and Midwives who may consider working with Western Health
- Managing recruitment of Grade 2 Registered Nurse & Midwives and Enrolled Nurse positions, Registered Undergraduate Students of Nursing / Midwifery (RUSON/Ms) and Health Care Workers (HCW) across the organisation.
- Providing data on the management of rosters, vacancy filling and use of non-permanent staff.
- Monitoring Professional registration of all nurses/Midwives employed at Western Health
- Coordination of changes in scope of practice
- Undertaking Nursing and Midwifery workforce projects

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Key Responsibilities

Accurate maintenance of NMWU workforce data, profiles, and reports

- Competently use technology skills including experience with word processing, spreadsheet and database software and electronic communications to manage, capture and retrieve information on the business unit's activities
- Generate and distribute operational reports as required
- As delegated,
 - Undertake Pool roster completion prior to Manager approval
 - Review and record Pool leave documentation
 - Maintain Pool and Bank staff profiles ensuring personnel and professional details are accurate and up-to-date.
 - Assist with the monitoring, scheduling and recording of Bank and Pool staff training updates.
 - Monitoring and notification of mandatory competency compliance, police and working with children checks for casual bank and pool staff
 - Assist in the unit recruitment, termination / resignation process as directed by NMWU management.
- Archive records in accordance with Western Health policies and procedures

Provide administrative assistance to the NMWU management team to:

- Assist and coordinate the recruitment process for centralised NMWU recruitment model
- Undertake checks to ensure candidate appropriate for employment i.e. right to work, qualified and AHPRA registration
- Undertaking all aspects of the recruitment process which do not require the direct involvement of the Unit Manager such as:
 - Collate and format advertisements for inclusion in both web and other recruitment media
 - Assist administratively in shortlisting of candidates for interview
 - Organisation of interview times, candidates and interviewers
 - Participation in interview process where appropriate
 - Ensuring all information required for the interview is available
 - Completion of reference checking
 - Complete all onboarding documentation, follow up all requirements are met
 - Assisting with the production of accurate employment contracts in a timely manner under the guidance and supervision of the Recruitment Advisor / Recruitment Officer
- Assisting with the compilation, facilitation and delivery of organisational orientation to new employees
- Complete spreadsheets and databases to ensure data capture for reporting purposes including maintaining the Police Record Check database

Other duties as directed by the Team Leader / NMWU management team, in line with Western Health policy and procedures

- Ensure commitment to equity and diversity, occupational health and safety (OH&S), risk management and ethical practices
- Maintain quality customer service by undertaking duties in a courteous and approachable manner
- Promote and enhance the customer service ethic within the team and continually work to implement and improve strategies to deal with enquiries and issues more effectively
- Seek assistance from superiors or specialist when decisions are required beyond the nature of your duties
- Take a problem solving approach to conflict situations and recognise the need to escalate situations to the manager/supervisor for attention as appropriate
- Contribute to the implementation of the Division's workforce plan including appropriate strategies to attract, recruit, develop and retain quality employees
- Ensure a professional manner to all employees, patients and the public at all times by providing clear and concise communication with all parties and participate in activities to improve or develop relationships with internal or external stakeholders
- Contribute to creating and maintaining a work climate which is conducive to positive morale, employee growth, development and retention.

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- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums, team meetings, etc.
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in practice
- Maintain up to date knowledge of policies, procedures, awards and agreements and employment related laws as they relate to recruitment

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:

- Manager, NMWU
- Deputy Director of Nursing & Midwifery, Workforce
- Coordinator, NMWU
- Recruitment, Attractions & Retention Lead
- Workforce Allocations, Analytics & Process Lead
- Allocations / Administration Officers NMWU
- Pool, Bank and Agency nursing/midwifery staff
- Director of Nursing & Midwifery, Workforce
- Directors of Nursing & Midwifery
- Executive Director, Nursing & Midwifery
- Divisional Directors / Operations Managers
- Unit Managers
- Infection Prevention team
- Recruitment Services Team
- Operations Team
- People and Culture Team
- All levels of management and employees, particularly within designated portfolio

External:

- External Benefit Providers
- Western Health Applicants

Selection Criteria

Essential

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

Desirable

- Previous experience with staff recruitment
- Previous experience with staff rostering

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Additional Requirements

All employees are required to:

- Obtain a name / 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), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information	
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- 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
- 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

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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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