



## Position Description

<b>Title</b>	<b>Casual Bank Coordinator, CasConnect (Rural Health Bank Pilot)</b>
<b>Responsible to</b>	<b>Manager of CasConnect</b>
<b>Employment Type</b>	<b>Temporary Part Time contract until April 2011 (3 month probationary period applies)</b>
<b>Work Location</b>	<b>Stawell Regional Health, Sloane St Stawell, Victoria</b>

### 1. BACKGROUND

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The Rural Health Bank (RHB) Pilot is an innovative and collaborative project managed by Stawell Regional Health (SRH) on behalf of Department of Human Services (the Department) and Grampians health services. The primary aim of the RHB Pilot is to provide a central organisation to co-ordinate the sourcing, placement and professional development of nurses, allied health professionals, and other health service workers who provide staff relief services in the Grampians region of Victoria. The establishment of the RHB is consistent with the State Government's strategic directions for rural Victoria as outlined in the *Rural Directions for a Better State of Health 2005* and meets some of the strategic objectives of the *Grampians Region Nurse Recruitment and Retention Five-Year Plan*.

The Pilot is funded for 3 years and is expected to finish in mid 2011. If the RHB can become self-sustaining after the initial pilot period, its services may be extended.

### 2. BASIC PURPOSE OF POSITION

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The purpose of this position is to provide a range of casual staff management services to Rural Health Bank members and clients. This involves the day-to-day liaising with clients (health services) and members (casual staff) to ensure the casual staffing needs of our clients are met. The role is multi-faceted and relies on the incumbent having a high degree of autonomy, accountability and a comprehensive understanding of the casual workforce structure and processes.

### **3. RESPONSIBILITIES OF POSITION**

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#### **Allocations Service**

- Coordinate the allocation of casual staff from a range of disciplines.
- Allocate staff to organisations and initiate appropriate redeployment and prioritisation strategies as required.
- Answer allocation and employment related queries from RHB clients and members and initiate processes to address concerns.
- Assist RHB manager to identify areas of shortfall and develop strategies to address.
- Interact and problem solve with key stakeholders with regards to casual staffing decisions.
- Be conscious of the implications of staffing decisions, with regards to skills mix, ward requests, financial impacts and member satisfaction.
- Under the direction of the RHB manager, prepare, disseminate and analyse casual staffing reports to clients

#### **Member Services**

- Be aware of and work in accordance with organisational policies and procedures, including Occupational Health and Safety, Equal Employment Opportunity and Confidentiality and ensure casual staff work within these guidelines at clients' premises.
- Provide the customer service face for our clients and members and continually ascertain feedback from these entities.
- Develop strategies to improve our service for our clients and members.
- Within agreed scope of activities, troubleshoot employment related enquiries.
- Organise appropriate hospital orientation for new members.

#### **Administration**

- Provision of customer focused reception.
- Provide appropriate and affective administrative and phone support for the team.
- Liaise with external agencies.
- Attend to incoming and outgoing mail/fax/email on a daily basis.
- Assist in maintaining databases in a timely manner.
- Troubleshoot employment related queries

#### **Other**

- Assist in the continuing improvement and development of RHB systems and procedures.
- Participate in any other projects initiated by RHB.
- Provide training and support to new staff members.

## **4. ORGANISATIONAL RELATIONSHIPS**

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<b>Reports to:</b>	Manager of CasConnect
<b>Collaborates with:</b>	Other Casual Bank Coordinators
<b>Internal relationships:</b>	SRH staff
<b>External relationships:</b>	Staff from participating health services Private Nurses Agencies Health Services Unit, Grampians Regional Office of the Department of Human Services (particularly the Regional Nurse Recruitment and Retention Coordinator and the Regional Allied Health Recruitment and Retention Coordinator)

## **5. KEY SELECTION CRITERIA**

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### **1 Essential**

- 1.1 Well developed and professional customer service skills (particularly effective verbal communication, interpersonal and telephone skills).
- 1.2 Evidence of flexibility and adaptability to changes in the work environment.
- 1.3 Excellent time management skills and commitment.
- 1.4 Ability to problem solve and pay attention to detail while under pressure.
- 1.5 Ability to calmly and professionally manage conflict scenarios.
- 1.6 Be able to make autonomous decisions with confidence and demonstrate advanced problem solving ability.
- 1.7 Demonstrated history of working effectively with other team members to provide a service in a professional, consistent, accurate and timely manner.
- 1.8 Demonstrated ability to identify areas that require improvement or change, and to make suggestions regarding these.
- 1.9 Ability to implement and document systems/processes that ensure accuracy, consistency and excellence in customer service.
- 1.10 Demonstrate a can do, flexible approach and attitude.
- 1.11 High level computer literacy skills.

### **2 Highly desirable**

- 2.1 Knowledge of issues related to casual staff management such as rostering systems, specific skills and experience required of casual staff, matching casual staff with specific unit/ward requirements, professional development needs of casual staff.
- 2.2 Knowledge and experience with casual staff management systems and processes within health services.
- 2.3 Work experience in and knowledge of rural health sector particularly of workforce issues inherent in this system.
- 2.4 Knowledge of the casual and permanent nursing / health professional industry award and conditions
- 2.5 Business management skills and experience.

## 6. OTHER RELEVANT INFORMATION

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- SRH is committed to selecting people able to provide quality services and a safe work environment for staff. In order to achieve this goal, all competitive applicants will be required to undergo additional safety screening. This involves consenting to a national Police Records check and verification of claims through referee checks.
- The incumbent will be required to abide by the Public Service Code of Conduct, Stawell Regional Health Policies, Procedures, Values and Behaviours, the Occupational Health and Safety Act and all other Acts and Legislation relevant to the position.
- Applications close at 5pm on Friday 27<sup>th</sup> August 2010. Applications received following this time will not be considered.
- Applicants must address the Key Selection Criteria as part of their application.
- **Enquiries are to be made to:**  
Karla Dewhurst – Manager of CasConnect  
mobile: 04 0005 8883 email: [karla.dewhurst@srh.org.au](mailto:karla.dewhurst@srh.org.au)
- **Applications are to be sent to:**  
Post/delivery: Karla Dewhurst  
Manager of CasConnect  
C/- Stawell Regional Health  
Sloane Street  
STAWELL VIC 3380  
  
Email: karla.dewhurst@srh.org.au