

## POSITION DESCRIPTION

# Rostering Support Officer (Admin Off. Lvl 4)

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Admin Off Lvl 4	
State Award	Health Employees Administrative Staff (State) Award	
Category	Administration & Health Records   Administration	
Vaccination Category	Category B	
ANZSCO Code	531111 General Clerk	
Website	<a href="http://www.swslhd.health.nsw.gov.au">www.swslhd.health.nsw.gov.au</a>	

## PRIMARY PURPOSE

The Rostering Support Officer provides support within the Rostering Team for the delivery of an efficient and effective support service. The role provides a high level of support and customer service to all SWSLHD customers, stakeholders and service delivery business partners.

The position duties include, but not limited to assisting with quality checks of all roster and payroll information, process of adjustments, pre and post pay run and other reports and other administrative assistance for HR Support Services. The Rostering Support Officer provides support and works with to the Rostering team to assist in the delivery of accurate, effective and timely pay runs. Transforming Your Experience is SWSLHD's key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high quality health services and build the health of our communities –now and into the future.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

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At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL REQUIREMENTS

### WHS Responsibilities:

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

### WWCC:

Current Working with Children Check Clearance (where applicable).

### NPC:

National Police Check (This check will be conducted by the Health Service for Recommended Candidates only).

### Staff Health:

Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy (Only for Category A Positions).

### Driver's Licence:

Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment.

## KEY ACCOUNTABILITIES

1. Ability to produce, adjust and interpret reports including reports for senior officers and other stakeholders, accurately and clearly.
2. Carry out a variety of functions which may be complex in nature and require judgement in selecting and applying established principles, techniques and methods.
3. Ability to investigate, evaluate or apply legislation, regulations, instructions or procedural guidelines relevant to the tasks and responsibilities.
4. Support the team with efficient and effective day to day operation of HR Support Services activities and initiatives related to rostering and human resources operational systems and processes.
5. Quality checking and processing of all pay files and adjustment files to ensure the payment of all staff.
6. Assist in ensuring that all systems and process comply with NSW Health procedures in relation to pay and award conditions.
7. Assist in analysis and verification of information from Rostering and HRIS System and running of the payroll interface and other processes.
8. Assist in education of staff and managers in relation to Workforce Systems and processes.
9. Take an active role in the efficient operation of staff rostering including accurate and secure maintenance and confidentiality of individual employee files and other records when required.
10. Provide assistance across all HR Support Services functions where required and collaborate effectively with all teams, with the employee being at the center of everything we do.
11. Model and actively promote workplace behaviour that reflects the SWSLHD values and NSW Health Code of Conduct; drive, lead and model behaviours to staff that reflect the CORE values, ensure work is conducted in a manner that demonstrates values of respect.
12. Provide outstanding customer service focused on education, support and improvement to all internal and external stakeholders.

## KEY CHALLENGES

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- Working under limited direction and guidance with regard to work priorities
- Balancing the needs of competing demands within a complex, high work volume environment.
- Working in an environment which requires a high degree of accuracy and attention to detail, pressure with time constraints and dealing with a diverse client base.

## KEY RELATIONSHIPS

Who	Why
Manager/Supervisor/Team Leaders	To receive direction and to prioritise workflows
Other staff and departments or internal customers	For the provision of effective service delivery of the unit/department
External service providers and other organizations	To provide effective service delivery for the unit/department

## SELECTION CRITERIA

1. Demonstrated skills and knowledge of human resources information, payroll and rostering processes and systems.
2. Sound interpersonal, communication, problem solving and conflict resolution skills.
3. Possess organizational and prioritization skills to complete tasks within defined timeframes and proven capacity to manage concurrent activities of a diverse nature.
4. Demonstrated competency in computer use and relevant software programs (e.g Word, Excel, Outlook).
5. Proven ability to work autonomously and as an effective member of a team with minimal supervision.
6. Demonstrated ability to work in a high volume, high pressure and demanding environment to stringent deadlines.
7. Sound knowledge of the NSW Public Hospital awards, policy and procedures or ability to quickly acquire such knowledge.
8. High level of accuracy, attention to detail and investigation skills.