



**Position Title: Regional Liaison Officer**

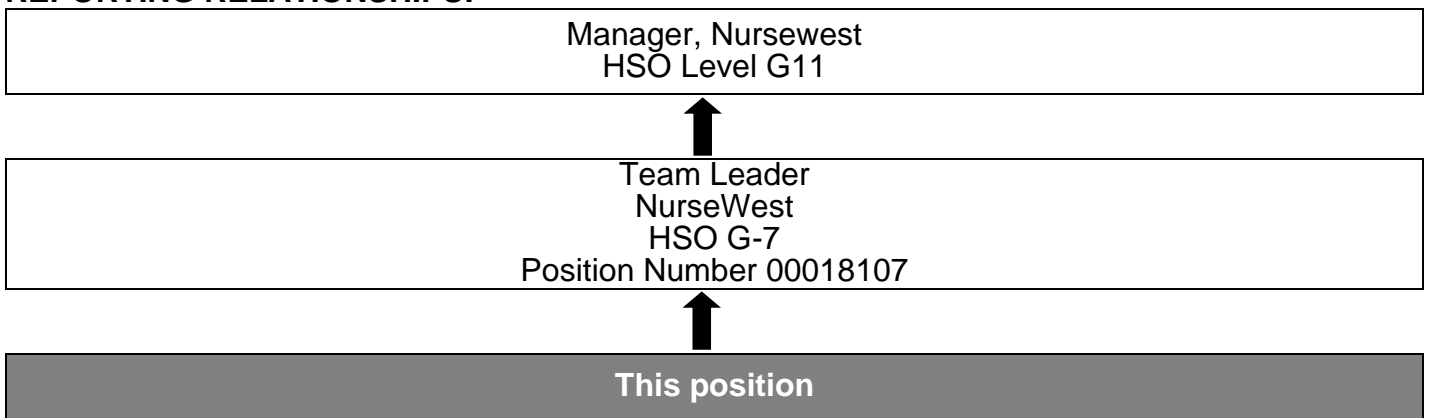
<b>Position number</b>	00004320
<b>Classification</b>	HSSO Level G4
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Workforce and Organisational Development
<b>Function</b>	NurseWest
<b>Location</b>	Perth Metropolitan Area

**KEY ROLE STATEMENT**

As part of the Health Support Services (HSS) Workforce and Organisational Development, NurseWest Business Area, Regional Customer service officer is responsible for:

Coordinate the provision of temporary nursing and AIN personnel to regional health services. Support the maintenance of a pool of appropriately qualified and available staff to meet temporary staffing needs. Liaise & maintain effective & on-going relationships with the tendered agencies. Maintain effective and ongoing relationships with regional site Managers. Ensure the NurseWest management is kept aware of all relevant issues concerning the Regional Contract.

**REPORTING RELATIONSHIPS:**



Directly reporting to this position:

Title	Classification	FTE
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## ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

1. Information, communication and technology services (ICT)
2. Procurement and supply
3. Workforce services, including payroll, recruitment and appointment and workforce data
4. Financial services
5. Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.

It is an exciting time in the health sector and a defining period for HSS.

## HSS VALUES



**We put our customers at the heart of what we do**



**We value and care for each other**



**We promise, we own, we do**



**We will find a way**



**We make a difference together**

Our values guide our behaviours and the way we interact with our customers and each other.

## BUSINESS UNIT ROLE:

Workforce and Organisational Development (W&OD) shapes and directs HSS culture, ensuring it is aligned with our purpose, values, objectives and strategic direction, delivering value for money, customer-focused services that meet client expectations and continuously improve. W&OD also provides human resource (HR) and industrial relations (IR) functions for HSS.

W&OD delivers its services through four functions:

**Payroll Services** ensures WA health system employees are paid accurately and on time and includes services such as payroll advice, assistance processing leave, taxation, superannuation and workers compensation payments.

**Employee Services** delivers end to end recruitment and appointment services and supports customers across the WA health system with establishing organisational structures and providing workforce data analytics and reporting.

**Assurance and Knowledge Management** ensures services provided by Recruitment and Payroll Services meet quality, legal and compliance standards. This function also implements strategies that build organisational capability such as knowledge management, education and training and fosters a culture of continuous improvement.

The function manages **NurseWest** which provides centralised casual nursing and midwifery pools to fill temporary nursing shifts in public hospitals.

**HR and Capability** provides the day-to-day HR management, organisational development, industrial relations and occupational safety and health for HSS. This function leads the implementation of the organisation's culture strategy and provides HSS leaders and employees with HR consultancy, strategic workforce planning, performance management and capability development services.

## BRANCH ROLE:

NurseWest is a branch of the Workforce Services Directorate and provides a state-wide, centrally co-ordinated service for the recruitment and deployment of temporary nursing and assistants in nursing to all public hospitals and health services within WA Health. NurseWest offers nurses and assistants in nursing the opportunity to join a government temporary staff pool. The pool allows for flexible modes of employment in public hospitals throughout Western Australia.

NurseWest offers casual shifts in all public metropolitan hospitals and health services and also short-term placements for those who wish to work in rural and remote hospitals and health services.

NurseWest currently employs, on a casual basis, approximately 1805 nurses, midwives and assistants in nursing who are equipped to work across all specialties and are available to work across all public hospitals and health service sites. If NurseWest is unable to fill the position with its own staff, it will source staff from external agencies via a panel contract to provide cost effective temporary personnel services to WA Health. These have been designed to meet Government savings objectives and increased efficiencies.

NurseWest also plays an important role in WA Health's' Disaster Management Plan for the placement and movement of temporary nursing and midwifery staff

## POSITION RESPONSIBILITIES:

### HSS Participation (Self):

- Maintains the HSS "We put our customers at the heart of what we do" culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.

- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute to maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

### **Role Specific Responsibilities and Key Outcomes:**

#### **Communication:**

- Ensures effective communication channels with Regional and site-based Managers.
- Negotiates staffing strategies utilising NW casual employees and the Agency employees as per the contract. Ensure the Western Australia Country Health Service (WACHS) staff are aware of the role of NW and the contract framework. Refers complex or contentious issue to the Nurse Manager.
- Maintains a liaison with NurseWest staff to ensure currency and accuracy of contact information, employment location preferences and updating the database.
- Negotiates shortfall conditions, travel details and accommodation and prepares associated documentation.
- Ensures effective communication with health service managers, employees and tendered Agency's.
- Keeps accurate written documentation for use in audit / complaint management / dispute resolution
- Promotes the NurseWest Regional service through advertisements, expos or leaflets.

#### **Staff allocation:**

Coordinates the service provided to regional hospital and health service-based staff, which requires the allocation of temporary nursing and AIN personnel.

This includes receiving telephone, email, workflow, and other requests for allocation.

#### **Administration:**

- Manages the email inbox: **NurseWest, Regional**, dealing with appropriate issues or referral of matters outside the remit of the role.
- Provides a professional customer service focus
- Collates, monitors, and analyses statistical data of compliments, complaints and performance management pertaining to regional sites
- Contributes to the operational delivery of the NurseWest Business Continuity Plan, by developing risk management strategies for the regional service.

**Governance activities:**

- Ensures that the end of contract Description of Performance is completed, providing feedback to the nurse and agency, and collates monthly statistics for the management team and WACHS Coordinators.
- Ensures that clinical / professional performance management issues are reported to the NurseWest Nurse Manager, in a timely and effective manner, in accordance with NurseWest policies and procedures.
- Provides monthly reports for the Management team regarding compliments, complaints, and performance management in the regional areas.
- Participates in ongoing quality activities pertaining to the regional service, and NurseWest as an organisation.
- Takes responsibility, under the supervision of the NurseWest Manager, for the NurseWest policies and procedure with regards to regional matters. Operationalises and further develops these Policies to reflect the current Regional Contract.
- Reviews /evaluate and maintains the WACHS NurseWest Manual.
- Works collaboratively with NurseWest office staff and Management team, providing expert knowledge of regional issues.
- Participates in relevant NurseWest meetings & forums.

**SELECTION CRITERIA:****ESSENTIAL CRITERIA:**

1. Demonstrated ability in the use of personal computer-based software applications including MS Word, Excel and database applications.
2. Demonstrated ability to provide high levels of customer service including well developed interpersonal and verbal communication skills and the ability to liaise with individuals at all levels and in a variety of contexts.
3. Proven high levels of accuracy in the receipt and recording of information from a variety of sources.
4. Current knowledge of or a proven ability to develop knowledge of the structure and operation of hospitals/health services.
5. Proven organisational skills, including the ability to manage tasks within required timelines and with minimal supervision.

**DESIRABLE CRITERIA:**

6. A demonstrated understanding of nursing practice.
7. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

**APPOINTMENT FACTORS**

Appointment is subject to:

1. Completion of 100-point identification check
2. Successful Criminal Record Screening Clearance
3. Successful Pre-Employment Integrity Check
4. Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

<b>Version control</b>	<b>Description</b>	<b>CRC Approval Date</b>	<b>Registered Date</b>
Vs 1.0	JDF Amended	2/03/2021	2/03/2021