



Position Title: Customer Service Officer

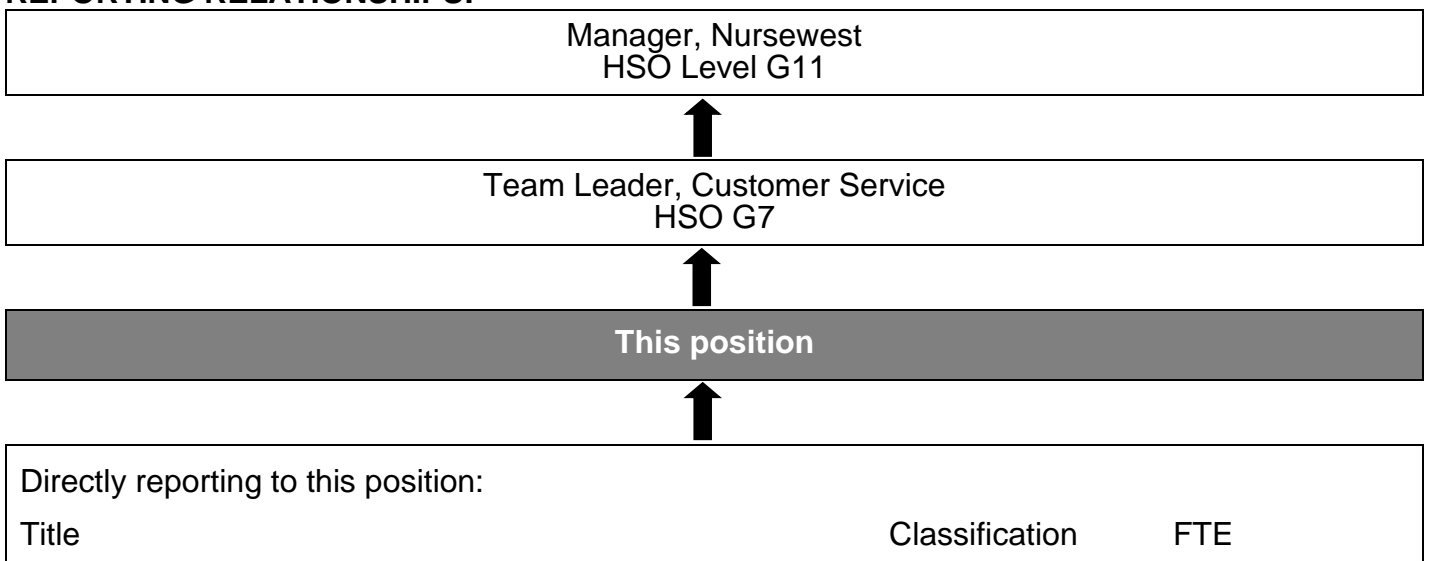
Classification	HSO Level G3
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Workforce and Organisational Development
Function	NurseWest
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Workforce and Organisational Development, NurseWest Business Area, a Customer Service Officer is responsible for:

- To act as a first port of call for telephone enquiries to NurseWest
- To support NurseWest operational activity and the rostering of NurseWest casual and agency staff to the Western Australian public health system
- To liaise with hospital sites in the rostering and allocation of casual and agency staff
- To assist casual and agency staff in rostering allocations

REPORTING RELATIONSHIPS:



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:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- 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 which includes:

NurseWest as a Business Area within 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, midwives, 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 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 1800 nurses, midwives and assistants in nursing (AIN), 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.

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:

1. Provide a service to hospital/health service-based staff who require the allocation of temporary nursing staff. This involves:
 - Participating in a shared working roster between the hours of 0445 to 2230 across a seven-day roster.
 - Receiving telephone, email, and other requests for staff allocation.
 - Assessing the staffing need and matching this to available resources.
 - Coordinating the allocation of a suitable temporary staff -to meet advised shortfalls across Western Australia’s public health services/hospitals.
 - Entry of health service shortfalls and staffing allocations onto the staffing management system.
2. Support the maintenance of a pool of appropriately qualified and available staff to meet temporary staffing needs by:
 - Maintaining liaison with NurseWest staff to ensure currency and accuracy of contact information, employment location preferences and staff availability.
 - Updating the staffing management system information as required.
 - Providing information and advice in response to enquiries from current staff and fielding of casual staff recruitment enquiries.
3. Support the effective operation of the NurseWest office by providing other administrative support as directed. This may involve:
 - Data entry and/or the preparation of paperwork to support the appropriate allocation of costs for services arranged by NurseWest.
 - Preparing, responding and filing of routine correspondence.
 - Other duties as directed by Team Leader.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Willingness to work in a structured shift-work environment across a seven day per week roster, based on operational need, and in the absence of direct supervision.
2. Demonstrated ability to provide a high level of customer service including well developed interpersonal and verbal communication skills, with the ability to liaise with customers and colleagues in the clinical and corporate environment.
3. Act as the direct point of contact with clinical managers to enable the allocation and rostering of temporary staffing personnel, including management of urgent shift requirements and cancellations.
4. Demonstrated ability in the use of software applications and database applications including rostering or client management systems.
5. Well-developed organisational skills and ability to work effectively both independently and in a team environment.

DESIRABLE CRITERIA:

1. Current understanding of the Western Australian public health system.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100-point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

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

Version control	Description	CRC Approval Date	Registered Date
Vs 3.0	JDF Amended	7/06/2017	7/06/2017
Vs 4.0	JDF Amended	30/05/2024	30/5/2024