

<b>Position Title:</b>	Manager, Workforce Operations
<b>Reports to:</b>	Executive Manager People, Culture and Quality
<b>Salary / Classification Level:</b>	Negotiated Salary Package
<b>Reporting to this Position:</b>	Rostering Team Leader and Staffing Coordinators within the Centralised Rostering Team

## ***Purpose of the Position***

The Manager, Workforce Operations is responsible for leading the design and delivery of the rostering function for residential sites that are part of the centralised rostering locations.

This position will ensure that proactive strategies are identified and implemented to meet the needs of the organisation and oversees the effective and efficient distribution of the workforce across available shifts to support excellent service delivery to meet legislative, compliance requirements including aligning resources to meet specified care minutes.

The Manager, Workforce Operations plays a critical role in providing leadership and support to the Centralised Rostering Team and the workforce planning of the residential workforce.

## ***Your Team***

This position works as a member of the People, Culture and Quality Team and the Corporate Group within Helping Hand.

The Manager, Workforce Operations is accountable to the Executive Manager People, Culture and Quality and supports the organisational strategic agenda through the provision of workforce strategy and operations. The Executive Manager People, Culture and Quality is a member of the Executive Group.

This position is primarily based at the corporate office at Tranmere, however, is required to travel to our country residential site/s and metropolitan residential site/s as necessary.

## ***Other Key Relationships***

The success of the Manager, Workforce Operations will rely on establishing and maintaining professional, cooperative, and collaborative relationships with:

- Residential Group Managers
- Residential Services Managers
- Site Management Team

The Manager, Workforce Operations will develop good working relationships with staff across Helping Hand.

## ***Key Outcomes and Responsibilities***

### **1. Leadership**

- / Provide frontline leadership and support to the Centralised Rostering Team to ensure appropriate allocation of workers to ensure client care needs are met.
- / Ensure clarity to the Team Leader and staffing coordinator on roles and responsibilities to plan resource needs to achieve optimal rostering allocation.

- / Oversee the maintenance of effective rostering function for Centralised Rostering locations.
- / Collaborate with stakeholders to lead the development of innovative services modules and workforce planning to the current and emerging needs of client needs which are responsive to trends and aged care reforms.
- / Proactively identify and mitigate potential rostering related risks.
- / Adapt and drive a positive culture within the team through effective communication, interpersonal skills and role modelling positive team behaviour.
- / Engage in positive teamwork and adopt a collaborative team approach towards problem solving.
- / Obtain feedback and conduct analysis and report on rostering teams performance in achieving key performance indicators to key stakeholders as required.
- / Regularly liaise with Residential Group Managers to ensure that staffing needs are meeting the expectations of the residents, families and staff.

## **2. Management of Casual Pool**

- / Oversee the management and allocation of the casual pool staff for site based rosters.
- / Ensure that the performance of the casual pool team is reviewed in accordance with the Helping Hand procedures.
- / Regularly liaise with site based managers to ensure that casual staff are meeting the expectations of the residential site teams and clients.

## **3. Business Outcomes**

- / Ensure business process analysis to problem solve to optimise outcomes to enhance efficiency, effectiveness and productivity and quality of care.
- / Ensure strategies are in place to ensure business key performance indicators are achieved and develop continuous improvement plans for identified opportunities.
- / Manage contracts with agency staff providers.

## **4. Workforce Planning**

- / This role will contribute to the workforce planning for the Residential Centralised Rostering site to ensure resource allocation is in accordance with data analysis and key insights to guide care minutes, recruitment and retention strategies.

## **5. Customer Service**

- / Act in a professional manner and promote and provide high quality customer service to clients and staff.
- / Meet agreed response times for all phone/email or other enquiries.
- / Assist with the efficient provision of administration support to stakeholders.
- / Provide support and assistance to the Centralised Rostering Team providing services to sites.
- / Strive to achieve agreed internal customer satisfaction KPI's.
- / Undertake on-call duties as required.
- / Demonstrate excellent communication and problem resolution practices.

## **6. Continuous Improvement and Professional Development**

- / Ensure compliance with Aged Care Act, Aged Care Quality standards and Helping Hand Policies and procedures across all areas of responsibility.
- / Ensure feedback from key stakeholders is effectively collected, analysed and responded to and that opportunities for improvement are developed to improve service delivery.
- / Demonstrate commitment to continued learning and participate in training and development activities required for the role.

- / Monitor and work closely with the Centralised Rostering Team and Site Management to continuously work towards meeting care minute targets.
- / Work with the Recruitment Team and Managers to fill vacancies in the roster.
- / Focus on monitoring and continuous work initiatives to reduce agency costs.
- / Perform duties consistent with the purpose of the position and as directed by the Executive Manager People, Culture and Quality.

## ***Selection Criteria***

### ***Qualifications / Experience***

- / Minimum qualification of an undergraduate degree in Business or HR Management or other relevant degree or work experience.
- / Experience as a manager responsible for the management of resources and staff in an aged care or health environment or equivalent.

### ***Essential***

- / Proven ability to lead, coach and develop teams effectively to ensure alignment, engagement and focus on goals and priorities.
- / Champion of innovation, customer focused thinking and flexibility.
- / Demonstrated ability in leading and transformation change.
- / Ability to develop effective working relationships with team and external networks.
- / Demonstrated high level analytical and problem solving skills.
- / High level of attention to detail, initiative, flexibility and time management.
- / Ability to work in a busy environment and meet deadlines.
- / Demonstrated high level of interpersonal skills, with the ability to communicate effectively with staff and managers to explain issues with patience and education.
- / Demonstrated commitment to creating and maintaining a positive team environment.
- / Previous experience in scheduling, utilising a range of office equipment and information management systems.
- / Computer proficiency in the operation of MS Office software and internet technologies.
- / Self-directed, committed, and innovative with an ability to manage competing demands and priorities.
- / Valid NDIS Worker Screening clearance or be willing to obtain one.

### ***Desirable***

- / Experience and knowledge in the aged care sector.
- / Experience using Aurion, PayGlobal or Optima Software.

## *Customer Service, the Helping Hand Way*

We deliver our service guided by our *Five Golden Standards*

- 1 We always offer choice.
- 2 We engage.
- 3 We speak clearly, politely and respectfully.
- 4 We deliver on our promises.
- 5 We make their day!

### *Helping Hand's Code of Conduct*

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

#### *Compassion*

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

#### *Respect*

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

#### *Excellence*

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

#### *Community*

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

### *Work, Health & Safety*

*Arrive Safe, Work Safe and Go Home Safe*

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do, it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety, report it. Hazards can turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it, be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely, make sure you use it. It's there to keep you safe.
- / If equipment isn't working properly, tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured, tell us straight away. Your supervisor will be able to help you.