



# Position Description

## Staff Support Coordinator

Wesley Hospitals

February 2021

### Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Staff Support Coordinator

## Wesley Hospitals

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Wesley Hospitals

Wesley Hospitals believe in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality treatment programs and support for people to ensure positive outcomes for patients, families and carers.

### 3 Overview of role

The Staff Support Coordinator has the responsibility for providing support to the hospital managers in relation to staff. The role will ensure that position management and recruitment processes are accurately completed. Whilst the creation of the master roster remains the responsibility of the appropriate manager, the role will be responsible for the creation of and day to day maintenance of fortnightly rosters across both hospitals.

### 4 Relationships

Reports to: Head of Hospitals

Direct reports: Nil



## **5 Major role responsibilities**

### **5.1 Our clients**

- in consultation with the appropriate manager, ensure that rosters are developed and managed to meet the care and support needs of inpatients and day programme patients
- be a strong ambassador for the Wesley Hospitals team.

#### **5.1.1 Performance Measures**

- patients express satisfaction with the availability of staffing

### **5.2 Our people (our team)**

- ensure recruitment processes used are aligned to Wesley Mission's policies and procedures
- provide subject matter advice on recruitment to managers in the hospitals
- coordinate position management within the hospitals, ensuring that the positions and head counts are accurate
- monitor compliance with the completion of statutory checks – e.g. criminal history check, working with children check - as appropriate to the role
- be aware of the requirements of the relevant Awards and Agreements for staff and roster accordingly
- ensure that the roster is available for publishing two (2) weeks in advance and that staff are aware of their rosters
- ensure all planned leave is replaced each roster
- ensure there are processes in place to record and replace unplanned leave
- ensure staff contract hours are recorded and met each roster
- report any discrepancies in staff contract hours to rostered hours to the appropriate manager
- ensure there is a roster handover process to ensure continuity outside of standard business hours
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.



### **5.2.1 Performance Measures**

- staff are rostered in accordance with their respective Award(s) including contract hours and roster or shift notification periods

### **5.3 Our operations**

- ensure the Head of Hospitals and appropriate manager is aware of any changes to the roster that will impact on service provision to patients
- seek approval from the Head of Hospitals prior to engaging agency staff
- review data entry of all shifts for accuracy, including shift times and allowances, and correct any discrepancies prior to exporting the roster
- ensure there is high quality documentation including file notes as required
- encourages an active continuous improvement culture
- ensures that if become aware of any incident that may require reporting within compulsory reporting guidelines they are escalated appropriate manager in a timely manner
- responsible for ensuring a safe and healthy work environment through the reporting of hazards, incidents and accidents
- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.

#### **5.3.1 Performance Measures**

- roster information is accurate each fortnight with minimal errors
- reporting requirements are met
- professional Wesley Mission brand presentation

### **5.4 Our financials**

- ensures that Wesley Mission staff are utilised prior to the use of agency staff
- understands and uses financial resources appropriately and consistently
- seek opportunities to minimise expense wherever possible.

#### **5.4.1 Performance Measures**

- minimise agency use

## **6 Professional responsibilities**

- as directed, other activities to support the delivery of the Wesley Hospitals Business Plan and Wesley Mission Strategic Plan, as requested by your manager



- as a worker, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation and ongoing learning and development program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission are maintained at all times
- maintain confidentiality.

## **7 Selection criteria**

To be successful in this position, candidates must possess the following:

### **Demonstrated behaviours**

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

### **Essential skills/knowledge**

- demonstrated experience in a general administration roles, including operation of roster management databases
- experience with scheduling of rosters or demonstrable transferable skills
- demonstrated experience in high level of customer service provision
- experience in managing internal and external stakeholders to achieve set objectives



- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- thorough attention to detail and ability to anticipate and solve rostering problems efficiently and effectively
- excellent written and oral skills, public speaking and presentation capabilities
- outstanding interpersonal skills, flexible, patient and the ability to relate well to all levels of society that Wesley Mission interacts with
- proficient computer skills in Microsoft Office and CRM's

**Desirable skills/knowledge**

- experience in hospitals
- experience in not for profit management experience
- an appreciation of the challenges involved in working in a diverse workforce within a not for profit environment.