

Position Description

Title	Allocations Officer
Department	Nursing Midwifery Workforce Unit
Classification	Administration Officer Grade 2 (AO21-AO25)
Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative workers) Single Interest Enterprise Agreement 2021-2025
Responsible to	Workforce Manager

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

Department/Unit Specific Overview

The Nursing and Midwifery Workforce Unit (NMWU) provides workforce support, both with permanent, casual and agency staff to the Women's Hospital. Our major areas of focus are filling unplanned leave, as well as filling shortfalls from roster builds for all clinical service areas.

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Position Purpose

Reporting to the Workforce Manager, this role will provide administrative support to clinical areas of Nursing and Midwifery within the hospital, ensuring that day-to-day staffing shortfalls are filled with either permanent or casual bank staff. This role will also provide support to all areas of the hospital with filling administration shortfalls with casual administration staff. It is a customer service role that communicates frequently with the Senior Allocations Officer, Unit Managers/Team Leaders, After Hours Managers, Access Manager regarding staffing.

Key responsibilities

Casual and Agency Workforce – Key Responsibilities

Shift Allocation and Staffing

- Allocate shifts to permanent and casual staff to fill shortfalls in roster and unplanned leave, develop forward plans for reallocation of shifts to fill internal staff vacancies.
- Answer the central line for sick calls and action sick calls promptly using the Optima system.
- Liaise with relevant stakeholders to address and manage staffing deficits efficiently.
- Manage the leave certificates inbox to ensure timely processing and recording.
- Maintain up-to-date databases related to the casual bank workforce.

Recruitment and Onboarding

- Assist with internal recruitment processes for casual bank staff, including:
 - Requesting contracts.
 - Commencing staff on Optima casual roster.
 - Adding staff to distribution lists.
 - Updating casual staff profiles.
- Ensure bank staff receive appropriate induction by arranging orientation sessions and buddy shifts in clinical areas.
- Provide day-to-day support and act as a resource for casual staff, handling inquiries and addressing concerns.
- Communicate regularly with external agencies to secure non-casual bank staff as required.
- Assist with end-to-end Agency EMR onboarding processes.
- Oversee internal and external EMR onboarding for all casual staff, including re-engagement and retraining of staff returning early from parental leave.

Compliance and Competency Management

- Complete and submit Optima amendment forms to ensure correct documentation of leave type and correct payments are completed.
- Organise and facilitate Keeping In Touch (KIT) days for casual staff returning from parental leave.
- Support Infection Prevention and Control with immunisation compliance for the casual workforce.
- Monitor and follow up on competency compliance for casual bank staff.
- Assist with ensuring yearly AHPRA registration compliance for relevant staff.
- Assist with the quarterly casual bank contractual obligation audit.

Financial and Operational Management

- Monitor and ensure that bank and agency staff utilisation meets operational needs and complies with Department of Health directives.
- Adhere to Health Services Victoria directives regarding agency staff utilisation.
- Verify and reconcile agency dockets and invoices daily to maintain financial accuracy.

Additional Support

- Assist the Workforce Manager and Senior Allocations Officer with administrative duties as reasonably expected.

Key Performance Indicators

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Key performance measures are how you will be measured as meeting the responsibilities of the position listed above. These will be set with you as part of your Performance Development plan within the first six months of your appointment to the position.

Key Selection Criteria

Essential Criteria

- Previous experience within a similar role
- Demonstrated proficiency and accuracy in a range of computer programs and platforms especially Microsoft Office 365, rostering programs, search engines, etc.
- High level organisational and time-management skills, including the ability to assess and prioritise workload.
- Excellent customer service skills, and ability to communicate effectively with consumers.
- Demonstrate an understanding of privacy and confidentiality requirements.
- Capacity to work effectively in a changing organisational environment.
- Ability to work within a busy, dynamic environment.
- Able to work well in a team environment, but also the ability to work independently when needed.

Desirable Criteria

- Experience with electronic medical records (EMR) and booking systems.
- A basic understanding of frequently used medical terminology.
- Previous experience in a Health Service.

Attributes

- Embodies the Women's values of courage, passion, discovery and respect.
- "Can do" and flexible approach.
- Receptive to feedback and shows an interest in professional development.
- Well-developed interpersonal skills.
- Balancing competing and conflicting priorities.
- Time management and prioritising.
- Professional demeanor.
- Strong customer service focus.
- Demonstrated ability to communicate effectively.
- Attention to detail.

Organisational Relationships

Internal relationships:

- Workforce Manager
- Casual staff
- Access/Afterhours Managers
- Nurse Unit Managers/Team Leaders
- PCW
- Finance and Payroll

External relationships:

External Service Providers – e.g., Nursing agencies, AHPRA

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Rare
Sitting – remaining in a seated position to complete tasks	Prolonged / Constant
Standing – remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Rare
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	N/A
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	N/A
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5–10 kilos	Rare
– Heavy lifting and carrying – 10–20 kilos.	N/A
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Rare
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers / hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	N/A
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged / Constant
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Frequent
Problem Solving issues associated with clinical and non-clinical care	Frequent
Attention to Detail	Prolonged / Constant
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare
Definitions used to quantify frequency of tasks / demands as above	
Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.

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- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role has limited direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

Developed Date: August 2025

Developed by: Nursing and Midwifery Workforce Manager

Date of next Review: August 2026

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