

## POSITION DESCRIPTION

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<b>Position Title:</b>	Allocation Clerk
<b>Business Unit/Division:</b>	Nursing Workforce Unit
<b>Award Agreement:</b>	10 – Admin Officer
<b>Classification:</b>	HS2
<b>Employment Type:</b>	Casual
<b>Reports to:</b>	<ul style="list-style-type: none"><li>• Manager Nursing Workforce Unit</li><li>• Senior Coordinator Nursing Workforce Unit</li></ul>
<b>Date Prepared/Updated:</b>	16/06/25
<b>General Role Statement:</b>	Responsible for backfilling wards / units with staffing shortages

## ORGANISATIONAL OVERVIEW

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### Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

**Our Vision:**

Creating a healthier future by working together, innovating and delivering great care.

**Our Values:**

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

**Our Priorities:**

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

**Safety, Quality and Clinical Governance at Northern Health**

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

**Commitment to Child Safety at Northern Health**

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

**Family Violence and Child Safety Statement:**

- Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.
- Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.
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- Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

## **ROLE STATEMENT**

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The Allocations clerk is responsible for assisting wards / departments across Northern Health, fill roster shortages in a timely and appropriate manner. This is achieved through utilisation of a computerised rostering system and in collaboration with: Nurse Unit Managers and/or their delegate, General Managers, Operation Directors and Access Team. Excellent communication, organisational and problem-solving skills are crucial to the success of this role and provision of quality healthcare to our patients.

This position is responsible for:

- Effectively and promptly escalate staffing concerns to Nurse Unit Managers and/or their delegate, General Managers, Operation Directors and Access Team.
- Effectively and promptly escalate complaints and enquiries from, or pertaining to, Casual Bank and Agency staff to the NWU management.

**All employees:****Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.

- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

## KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

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### Leadership

Works with other NWU allocators to:

- Ensure timely and accurate data entry onto Roster-On
- Ensure timely, accurate and appropriate management of vacancies
- Ensure effective communication in the process of performing duties
- Screen and redirect calls from Northern Health Pool/ Bank/Mental Health employees to appropriate staff in NWU.

### Strategic and Project Management Leadership

- Complete mandatory training relevant to the role and discipline.
- Participate in performance review including establishing and working toward achievement of a professional development plan
- Complete appropriate orientation
- Complete appropriate computer training
- Attend training seminars / in-services relevant to role
- Ensure involvement in communications / meetings relevant to role
- Undertake other clerical administrative duties as directed by Senior Coordinator and NWU NUM.
- Filing and data entry

### Organisation-Wide Contribution

- Ensure all staff and visitors to area are greeted in a positive and courteous manner
- Ensure all emails, incoming and outgoing telephone calls are attended to in a positive and courteous manner providing accurate and appropriate information if requested
- Complete mandatory training relevant to the role and discipline

### Diversity and Inclusion

- Ensure all of our staff are treated with respect and equally included in all information and updates required for them to perform their roles.

**Innovation and Culture Change**

- Identifies areas for improvement or change within the Mental health allocation/administration role to ensure this position continues to meet the needs of the workforce and organisation.

**SELECTION CRITERIA****Qualifications, Registrations and Qualities****Essential**

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

**Experience****Essential**

- Current administrative experience
- Proficient with Microsoft packages
- Excellent organisational and communication skills

**Desirable**

- Roster-On experience
- Previous / current administrative experience in a hospital setting

**Knowledge, Skills and Behaviours**

- Ability to work independently and collaboratively as required to meet the administrative needs of the Allocation Advisor role.
- Ability to focus and work effectively in a small office environment with respect for all those that share that space
- Take direction and seek advice as required in managing casual staff.
- Excellent communication skills and ability to interact with all diversities and levels of staff
- Proficient computer skills in Microsoft Word, Excel and Outlook
- Ability to work to the demands of the departments at any given time
- Proactive in own professional development to meet the needs of this role
- Commitment of regular work engagement to meet the needs of this role

**Employee Declaration**

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: