

STRATEGIC WORKFORCE PLANNER

POSITION TITLE:

Strategic Workforce Planner

REPORTS TO:

Executive Manager – People, Culture and Safety

ACCOUNTABILITY:

Vision:

That every person can say that I am *living the life that I want*.

With the *focus* vision for continued improvement at the heart of all we do; the team at *focus* will be responsive, progressive and innovative leaders in the development and provision of support services to people who have a disability.

Values:

The Strategic Workforce Planner will consistently exhibit the following qualities:

Respect:

You commit to treating others in a professional manner with consideration, mutual trust, courtesy and cultural diversity.

Communication:

You undertake to communicate information in the most appropriate manner, accurately, promptly and with sensitivity to the people we support. You will respond constructively to any information received.

Support:

You will support others by listening, encouraging, inspiring and acknowledging individual contributions. You will be consistent in your actions and actively seek to lead others by example.

Positive Attitude:

You will strive to maintain a positive working environment. Each team member will endeavour to inspire and encourage each other.

Professional Development:

You will each take an active role in developing our skills and knowledge to ensure the best service provision possible to the people we support. You will recognise the strengths in others and seek innovative ways to share knowledge and learn from one and other.

Teamwork:

You will seek to understand your colleague's roles and support requirements.

Accountability:

Irrespective of your position within the organisation, you will be accountable to the people we support, your colleagues, direct support staff and the mission and vision of *focus*.

You must support the *focus* Mission, Vision and Values at all times. Specific expectations of *focus* employees are detailed in the contract of employment and *focus* policy. You must support the *focus*

policies and conduct yourself in a way which is consistent with the policies and practices of *focus* at all times.

EXTENT OF AUTHORITY:

Number of staff directly reporting to position:	1: Roster Officer
Extent of delegated authority:	<p>General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.</p> <p>Internal Organisational Relationships: You are directly accountable and responsible to the Executive Manager – People, Culture and Safety.</p> <p>Other: You provide roster management and support to Area Managers, Team Leaders, and Activities Facilitators as directed by the Executive Manager(s) – Operations and Executive Manager – People, Culture and Safety.</p> <p>At all times, it is expected that you represent <i>focus</i> in a professional manner. It is anticipated that objective judgements will be shown in all of your decision-making processes with reference to <i>focus</i> policies and procedures.</p>
Locations:	Primary base: <i>focus</i> People and Culture Team, located at <i>focus</i> Head Office and other <i>focus</i> sites as required.
Allowances/Special Conditions:	As per <i>Social, Community, Home Care and Disability Services Award 2010 Award</i> and contract of employment.
Specialised equipment/Special licence requirements:	N/A
Other important dimensions:	Mandatory Current:

	<ul style="list-style-type: none"> • National Police Check • Disability Worker Exclusion Scheme Check • Victorian Drivers Licence • Code of Conduct • Active Support Worker induction program. <p>Duties not explicitly specified in the Position Description may be required from time to time.</p> <p>These duties will be in accordance with the Workforce Capability Framework level and conditions of employment for the position.</p>
--	--

SUMMARY STATEMENT:

The Strategic Workforce Planner is a data driven role that identifies current and future workforce requirements through data analysis, recommendations and responsiveness. The position entails a combination of day to day rostering (operational) and strategic workforce planning components.

Strategic workforce planning includes but is not limited to:

- design and delivery of regular workforce reporting to stakeholders
- data analysis
- business analytics
- roster compliance
- recruitment forecasting
- demographic staff profiling
- environmental scanning
- training needs analysis, and
- effective resource management
- project based HR/Rostering systems implementation and/or review.

focus applies a person centred rostering approach to ensure that our clients are actively supported to live the life they want. This is facilitated by quality, proactive and considered strategic workforce planning that is informed by client goals and choice.

OTHER REQUIREMENTS:

It is the responsibility of every staff member to actively participate in the management of risk and to ensure a safe work environment for themselves, their co-workers, clients and *focus*. This position description is subject to the Risk Management and Control Framework and Policy, and Occupational Health and Safety (OHS) Policy. The employee must ensure that prescribed tasks are performed subject to established risk assessments and safe work practices.

To that end the following are also requirements of this role:

1. Report all hazards observed including any potentially unsafe work practices as soon as practicable;
2. Report all incidents of injury or near miss as soon as practicable;
3. Actively participate in all professional development and training regarding Risk management and OHS;
4. Cooperate with any reasonable request for action to ensure the safety of self and others and the mitigation of risk to *focus*.

All Services are provided in compliance with the Mission, Policies, Philosophies and Procedures of *focus* and are governed by the *Disability Act 2006*, *Occupational Health and Safety Act 2004* (Vic) and other relevant legislation.

focus is committed to the safety of the people we support and are required to undertake background screening in accordance with the Department of Human Services Safety Screening Policy. This policy requires that successful job applicants must consent to screening via the Disability Worker Exclusion Scheme and prospective workers must sign a statutory declaration stating that they have fully disclosed all relevant information regarding their criminal record and employment history.

All employees must undertake a national police check and demonstrate a record in accordance with *focus* policy and legislative requirements.

All employees must comply with road traffic regulations and laws and be responsible with payment of fines relating to traffic infringements and pay excess in the instance of when damage has been caused as a result of negligence of the driver.

All employees are required to participate in learning and development activities as requested by *focus*.

DUTIES AND RESPONSIBILITIES:

Key Responsibility Areas	Capability Requirements	Key Performance Measures
STRATEGIC CORE REQUIREMENTS:		
Sector and organisation purpose and values	<p>A thorough practical working knowledge of human rights based approaches, the individual and community context, and sector and <i>focus</i> purpose and values.</p> <p>Is able to articulate and integrate sector and <i>focus</i> approaches and values into behaviour and practice.</p>	<p>Consistently demonstrates and applies sector and <i>focus</i> knowledge to decision making.</p> <p>Receives consistent positive feedback from staff and stakeholders regarding alignment with <i>focus</i> values, policy and procedure.</p>
Leadership and teamwork	Assists with the formal leadership, learning and coaching of less experienced team members.	Actively mentors and coaches less experienced team members to achieve common strategic and operational

	<p>Assists in prioritising the work of others.</p> <p>Promotes and models sharing of knowledge and information.</p> <p>Assists with gauging the effectiveness of team members.</p>	<p>objectives.</p> <p>Effectively assists in prioritising the duties of the Roster Officer whilst ensuring broader department and organisational deadlines are met.</p> <p>Demonstrates a growth mindset. Actively seeks and shares knowledge and information to inform decision making and foster a learning organisation.</p> <p>Assesses the effectiveness of team member(s) and actively manages according to <i>focus</i> values, policy and procedure.</p>
Communication	<p>Uses a range of positive engaging techniques and can adapt style to meet needs of the other person.</p> <p>Effectively collaborates with other teams.</p> <p>Deals regularly with complex matters involving interaction with internal and external stakeholders.</p> <p>Assists with the preparation of complex management reports.</p>	<p>Situational leadership and adaptive communication styles are consistently evident and aligned with <i>focus</i> values.</p> <p>Effective listening skills demonstrate empathy and understanding ensures that service and client requirements are consistently met.</p> <p>Collaborates and positively engages with all colleagues including cross functional team members.</p> <p>A customer service centric approach is modelled at all times.</p> <p>Clear verbal and written communication skills and meaningful analyses provide concise information for reporting purposes.</p>
Customer Relationships	<p>Works with customers to explore and resolve a variety of their complex needs, expectations and goals.</p>	<p>Partners with internal customers to ensure complex requirements and expectations are fully understood.</p> <p>Jointly develops workforce solutions to meet service objectives and quality</p>

	<p>Models a flexible and creative approach.</p> <p>Promotes diversity awareness and confidentiality aspects.</p>	<p>client outcomes using HR and business methodology.</p> <p>Understands and applies a person-centred approach to rostering.</p> <p>Thinks 'outside the square' and facilitates creative solutions. Is flexible, adaptable and proactive.</p> <p>Applies the importance of diversity awareness and confidentiality to strategic workforce planning and rostering practices.</p>
<p>Personal Accountability</p>	<p>Promotes and adheres to organisation policies & procedures and all relevant government legislation and standards.</p> <p>Models a professional approach to own accountability.</p> <p>Guides others in the efficient use of resources and in meeting quality standards; assists in achieving compliance.</p> <p>Provides a reference point based on years of experience.</p> <p>Supports team members and models and implements safe work practices.</p> <p>Assists in the promotion of <i>focus</i> image and reputation.</p>	<p>Works effectively within legislative, compliance and policy requirements.</p> <p>Consistently demonstrates a professional approach and is a role model for peers.</p> <p>Understands and interprets relevant funding, Quality and Safeguards framework, and <i>focus</i> policy and procedure. Effectively applies this knowledge to rostering and strategic workforce planning practices.</p> <p>Meaningfully applies skills, knowledge and experience to the <i>focus</i> context and scope of the position.</p> <p>Ensures work, safety and wellbeing is promoted through communications, workforce planning and operations.</p> <p>Ensures that conduct is professional and accountable and <i>focus</i> reputation is upheld at all times.</p>

<p>Innovation</p>	<p>Adopts a resourceful and adaptable approach to work. Encourages creativity in others.</p> <p>Identifies opportunities for improvement to services provided.</p> <p>Able to address and mitigate risk and advise others; assists in risk assessments.</p> <p>Recommends changes to procedures and standards that impact beyond own team.</p>	<p>Approaches the requirements of the position with an innovative and growth mindset.</p> <p>Commitment to continuous improvement is evident in quality outcomes of strategic workforce planning and person centred rostering.</p> <p>Proactively identifies areas of risk in consultation with Client Services, People and Culture and Finance Departments.</p> <p>Works effectively within <i>focus</i> 'risk framework.</p> <p>Recommends changes to procedure and practice, as appropriate.</p>
<p>Service Delivery</p>	<p>Understands and is able to respond effectively to a variety of complex service needs and a variety of complex situations.</p> <p>Liaises and participates in discussions with internal and external customers at all levels.</p> <p>Provides training in service techniques and guidance to less experienced staff.</p>	<p>Strategic workforce planning recommendations are responsive - recognising the complexity of internal and external environments and service nuance.</p> <p>Responsive, customer centric troubleshooting is consistently evident, with planning and operations effectively meeting service and client requirements.</p> <p>Positive relationships and partnership is consistently evident with Client Services Team Leaders and Area Managers.</p>

	<p>Provides support and assistance to direct service staff or oversees the support provided by the team.</p>	<p>Fosters trust and positive relationships with stakeholders.</p> <p>Meets deadlines and delivery outcomes including but not limited to:</p> <ul style="list-style-type: none"> - Strategic Workforce Planning function as outlined in the 'Summary Statement' - Vacant shift and leave replacement operational roster management - Matching of workforce skill and capability to individualised client needs. <p>Consistently delivers a person centred, responsive and solution focused rostering approach.</p>
<p>Work area knowledge and application</p>	<p>Assists with the implementation of corporate and service support policies, procedures and projects.</p> <p>Prepares short reports for management indicating variance from policy and/or procedures.</p> <p>Compiles non-routine documentation from systems and databases.</p>	<p>Provides meaningful input and timely assistance in the implementation of policy, procedures and specific projects related to strategic workforce planning and rostering.</p> <p>Concise regular reports are provided to management identifying variances, root causes and recommendations.</p> <p>Able to respond to organisational requirements by working with colleagues and vendors.</p> <p>Source non-routine data from multiple systems/databases (as required) to provide accurate and timely information for decision making and review.</p>
<p>Reporting, documentation and administration</p>	<p>Adheres to reporting, documentation and business administration requirements and assists others in following procedures and</p>	<p>Uses standard business reporting format and approved systems, policy and procedures. Assists others to do same.</p>

	<p>using business systems.</p> <p>Modifies documentation and procedures for organisational approval.</p> <p>Assists with the implementation of new/amended reporting and administrative requirements and meeting team and <i>focus</i> requirements for data and information.</p>	<p>Reviews system functionality for rostering and business systems relevant to the function.</p> <p>Makes recommendations for improvement.</p> <p>Reviews policy and process within scope of position to achieve <i>focus</i> strategic and operational objectives.</p> <p>May assist with implementation of new systems relevant to HR and rostering functions. This may form a component of the position for fixed periods of time.</p> <p>Reviews reporting and administrative requirements of the rostering system in consultation with own team and other departments to ensure data requirements are met, and information is accurate and timely.</p>
--	---	---

KEY SELECTION CRITERIA:

Knowledge

Required:

- Equivalent to VET Diploma/Advanced Diploma/Associate Degree, or equivalent knowledge and experience obtained through ongoing professional development.
- Proven experience in a workforce planning position, or exposure to similar in a HR function, or business analytics position.
- Working knowledge of Award/Enterprise Agreement implications on rostering practices.
- Understanding of pay scales, penalty rates and workforce budget management.
- Proven ability to work with changing ratios and to develop contingencies to ensure the business adapts to rapidly changing environments.

Desirable:

- Understanding of strategic workforce planning methodology and how this links to organisational strategy.
- Working knowledge of NDIS.

- Undertakes regular professional development.

Skills

- Excellent communication skills.
- Advanced interpersonal skills.
- Intermediate proficiency in Microsoft Office suite.
- Strong administrative skills with attention to detail.
- Strong business analytical skills.
- Strong report writing skills.
- Well developed numeracy, verbal and written communication skills.

Attributes

Confidentiality and discretion

- Commitment to the mission, vision and values of *focus*.

Ethical

- Has integrity and principles.

Honest

- Is credible and truthful
- Is reliable and trustworthy
- Acknowledges and learns from mistakes.

Collaborative

- Works with others to achieve common goals
- Engenders a spirit of teamwork
- Inspires trust.

CONDITIONS OF EMPLOYMENT:

This is a full-time position of 76 hours per fortnight.

All staff working for *focus* will be required as a condition of employment to:

- be a role model for other workers that promotes team work, a learning culture and independent attitude
- participate in mandatory and reasonable staff development, training and quality assurance activities
- undertake national police check and demonstrate compliance with the Employment Safety Screening Policy
- hold a current Victorian Driver Licence

- comply with all road traffic regulations and laws and be responsible for payment of fines relating to traffic infringements. Reimburse the costs (excess) incurred as a result of damage caused to vehicles through negligence of the driver.

The incumbent must agree to the performance objectives set annually with the Executive Manager – People, Culture and Safety.

Note: This position is subject to review and may change in accordance with the strategic and operational requirements of *focus* and the people we support.

Industrial instrument:	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Level:	4
Workforce capability framework level:	CSS 5
Job Family:	Corporate Service Support
Formulated:	31 August 2020

Used with permission: National Disability Services Ltd and PeopleAdvantage Pty Ltd