

Role description

Mackay Hospital and Health Service

Role details

Job ad reference	QLD/574175	Classification	AO4
Role title	Workforce Recruitment Officer	Salary	\$88,187 to \$97,157 p.a. \$3,380.20 to \$3,724.00 p.f.
Employment status	Temporary Full Time (76 hours p.f.) From date of appointment for up to 6 months and to cover periods of leave relief over the next 12 months	Closing date	Monday, 8 July 2024
Unit / Team / Department	Workforce Recruitment	Contact name	Annette Rixon – Team Leader, Workforce Recruitment
Division	People and Culture	Contact number	07 4885 6817
Facility	Mackay Base Hospital		
Location	Mackay		

Applications must be submitted online via the Smartjobs website – www.smartjobs.qld.gov.au

Your employer – Mackay Hospital and Health Service

The Mackay Hospital and Health Service (MHHS) provides a working environment which embraces professional development, builds capabilities, provides roles with variety and flexibility, supports staff to maximise their health and wellbeing and encourages work/life balance.

Our values

To support that the MHHS is regarded as an employer of choice, staff have been consulted and selected four values they strive to demonstrate in their daily activities:



Through partnerships and co-operation, we drive innovation



Having confidence and belief in each other to be able to rely and depend on our actions



We show respect and compassion for the people we care for and work with



We depend on and support one another individually and as a team

There is an expectation of each employee, by their colleagues, manager and the Executive, to exhibit values-based behaviours in the completion of all their tasks.



About the Mackay Hospital and Health Service

The MHHS is a contemporary organisation providing extensive health services in a range of regional, community and rural settings, to a population of around 182,000 people. Our region covers Sarina in the south, Clermont in the west, and Bowen and the Whitsunday Islands in the northeast, which is an area of approximately 90,000km².

The MHHS has six hospitals, two multi-purpose health services and four community health centres that employs more than 3,300 staff. The Mackay Base Hospital is the referral hospital for our region and is one of the most modern healthcare facilities in Queensland. It is a state-of-the-art facility equipped with leading edge technology to assist us in providing the highest level of care to our patients and their families.

Our staff are passionate about community engagement and delivering outstanding healthcare services to the communities throughout our diverse region. Our Vision is to deliver Queensland's Best Rural and Regional Health Care, and our Purpose is to deliver outstanding health care services to our communities through our people and partners.

The MHHS respectfully acknowledges the Traditional Custodians of the land and sea on which we serve our communities, and pay our respect to Elders past, present and emerging. We also declare our commitment to reducing inequalities in health outcomes for Aboriginal and Torres Strait Islander peoples as we move to a place of equity, justice and partnership together. We strongly encourage Aboriginal and Torres Strait Islander peoples to apply for all advertised positions.

The MHHS values its people, respecting and embracing diversity and a balance between work and life commitments. People of all ages, abilities, gender and ethnicity are encouraged to apply for positions.

Working for the MHHS offers all the benefits of coast and country living and the convenience of a growing regional city where you can pursue a wide range of interests and lifestyles in a secure, family friendly and culturally diverse environment. We throw in eclectic cafes, restaurants and bars, quirky festivals and an arty and interesting community to make this a great place for those looking to escape the craziness of the city and try life at a different pace.

Visit: <http://www.mackay.health.qld.gov.au/>.

About the Unit / Team / Department

The Workforce Recruitment team is a cohesive team responsible for the recruitment of all MHHS staff including nurses, doctors, professional, administrative and operational staff.

Your opportunity

The purpose of the Workforce Recruitment Officer role is to facilitate and support the seamless process of employment of Health Service staff by contributing to a team-based environment in one or more of the above-mentioned areas. This position will also support the Manager Workforce and Recruitment and Executive Director People as required from time-to-time maximising value to the organisation.

This position will be sitting within the Nursing and General Team.

Your role

Generic responsibilities:

- Fulfil the responsibilities of this role in accordance with the Queensland Public Service and the MHHS Values as outlined above and <http://www.mackay.health.qld.gov.au/about-us/living-our-values/>.
- Understand your broad responsibility for safety and quality in healthcare, actively participate in continuous quality and safety improvement activities within the workplace and notify a relevant clinical or non-clinical responsible officer when concerns exist about workplace or patient safety.
- The provision of a Healthy and Safe environment within MHHS is everyone's responsibility.
- Carry out work in accordance with prescribed practices and procedures and in a manner that will not create health and safety hazards for yourself or others in the workplace. Understand your accountability to uphold the principles and practices of the Health Service's Health and Safety Management System in accordance with legislation and industry standards. For supervisors, actively promote good health and safety practices to staff of your work area.
- Employees who are appointed to the MHHS are accountable for information security, management and appropriate use, in accordance with legislation, standards, policies and procedures.

Role-specific responsibilities:

- Provide administrative support by applying relevant processes to employ Health Service staff, through the provision of high-quality service, time management and organisational skills.
- Facilitate, coordinate and implement the recruitment and appointment processes for Health Service staff, to service the needs of the Mackay Health Service in consultation with the Manager Workforce and Recruitment including but not limited to:
 - Process requests to advertise positions, develop role descriptions and compose advertisements in line with corporate advertising procedures, and process candidate correspondence such as job applications.
 - The preparation and coordination of onboarding of successful candidates including pre-employment checks such as general criminal history clearances, blue cards and aged care clearances, registration, Medicare provider applications and college requirements.
 - Engage with external recruitment agencies to source agency nurses, midwives and locum doctors on short-term contracts.
 - Review of Health Service staffing and forward planning workforce requirements
 - Coordinate and advise on recruitment and candidate care activities including relocation and transfer and entitlements.
 - Process onboarding of Nursing and Midwifery graduates.
 - Assist with continual process improvement initiatives as it relates to the provision of recruitment support services.
 - Coordinate aspects of the annual Queensland Health recruitment campaigns including attending allocation and selection meetings.
 - Undertake and forward to the relevant Delegates' pay calculations for staff including any involvement of specialist colleges and any external stakeholders involved in this process.
- Provide a welcoming and client focused service, facilitating with the units to ensure the orientation of Health Service staff and their commencement needs are met. Assisting newly appointed staff with their relocation arrangements in conjunction with the Divisions, the Mackay Health Service Resource Officer and the Division Executive Support Officers.

- Initiate, build and maintain relationships and clear communication with internal and external stakeholders, developing effective working relationships with the use of high-level communication and interpersonal skills.
- Ensure all required documentation and checks are completed by following established and endorsed recruitment processes.
- Monitor and report on statutory and administrative requirements for medical staff with emphasis on the specific requirements for overseas trained doctors working under Area of Need Registration using knowledge of policies and legislation.
- Provide all required paperwork and ensure completion in a timely fashion for commencement of credentialing and scope of clinical practice for relevant staff within the Hospital and Health Service.
- Ensure all relevant requirements such as Queensland Health policies and practices, AHPRA, Medicare Australia Provider status and Immigration status of all potential and existing Health Service staff are compliant.
- Maintain a high-level knowledge of the relevant Awards, HR policies, Certified Agreements, Acts, etc. and provide advice to the relevant delegate/line manager with regards to their implementation within the workforce.
- Ensure accurate personnel records are maintained included registration, immigration, appointment and term placement through the implementation and maintenance of processes and systems that are robust and sustainable.
- Ensure day to day decision making and problem-solving techniques focus on achieving quality service driven outcomes in relation to the Health Services' Workforce.
- Investigate, manage, and resolve difficult or complex issues relating to appointments and conditions of employment and the capacity to act flexibly and resourcefully, supporting the objectives of Health Service recruitment with limited direction.
- Integrate quality management processes into all activities to ensure effective and efficient systems, thereby promoting and maintaining a client focus to service delivery.
- Maintain desktop manual, use initiative in learning new processes and developing knowledge and provide ethical decision making in the achievement of organisational goals.
- Ensure a strategic approach to the development of contemporary human resource policies and practices such as workplace health and safety, equal employment opportunity and anti-discrimination and performance management and demonstrate a commitment to their implementation consistent with the core values of Queensland Health.

Mandatory qualifications / Professional registration / Other requirements

- **Qualification:** While not mandatory, possession of a qualification in human resources and/or business administration from a registered tertiary institution or equivalent would be well regarded.
- **Supporting Documentation:** For the purposes of Criminal History checking, applicants must provide copies of any identification documents that are requested by the hiring manager during the recruitment process. In addition, applicants must provide copies of any qualification, registration and/or licence documents that are requested by the hiring manager. All requested documents must be certified by a Justice of the Peace or a Commissioner for Declarations.
- **Licence to Operate Vehicle:** The incumbent may be required to operate a class C motor vehicle, therefore possession of the appropriate licence endorsement to operate this type of vehicle is required.
- **Travel:** The incumbent may be required to travel throughout the MHHS.

- **Vaccination Requirements (Vaccine Preventable Diseases):** It is a mandatory condition of employment for this role for the incumbent to be, and remain, vaccinated against Measles, Mumps, Rubella, Varicella (chicken pox), Pertussis (whooping cough) and Hepatitis B. This is a requirement of the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines. Employees that were engaged with the MHHS prior to 1 July 2016, with no break in service, are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS). Evidence of vaccination will be required prior to commencement.

How you will be assessed

You will be assessed on your ability to demonstrate the following key capabilities, knowledge, and experience. Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate the following:

- High level communication and interpersonal skills with the ability to accurately prepare correspondence and reports, and to effectively liaise with a broad range of clients.
- Current knowledge of (or ability to acquire knowledge of) recruitment and human resource practices, including relevant legislation, HR policies and procedures, and best practice standards.
- Proven ability to prioritise and coordinate activities in a team environment to meet established timeframes whilst providing a high quality, efficient and customer focussed service. This will include proven time management skills, and the ability to coordinate multiple tasks while balancing immediate operational duties within established deadlines/timelines.
- Knowledge of contemporary human resource management issues including Workplace Health and Safety issues, Equal Employment Opportunity and Anti-discrimination.

Your application

Please provide the following information to the Selection Panel to assess your suitability:

- **A short response/cover letter:** Document should be a maximum of 2 pages and outlines how your experience, abilities and knowledge would enable you to achieve the key responsibilities and meet the key attributes in the 'How you will be assessed' section above.
- **Your current CV or resume:** Document that includes names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current or past supervisor.

Additional information

- **Currency of Applications:** Applications remain current for 12 months (permanent roles) and for the duration of the vacancy (temporary roles).
- **Recruitment Agency Submissions:** Only applications from candidates will be accepted; applications that may result in an agency fee will not be considered.
- **Future Vacancies:** Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- **Pre-Employment Screening:** Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a blue card, unless otherwise exempt.
- **Probation:** Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.

- **Child Abuse/Neglect:** All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- **Disclosure of Employment as a Lobbyist:** Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment:
<https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>
- **Disclosure of Pre-Existing Illness:** Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the *Workers' Compensation and Rehabilitation Act 2003*:
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027>
- **Smoke-free Healthcare:** In accordance with Government requirements and Queensland Health's commitment to a healthier workplace the Queensland Health Smoking Management Policy supports a smoke-free environment. Smoking is prohibited at all Queensland public hospitals and health facilities and for five (5) metres beyond their boundaries. Queensland Health employees may obtain assistance to quit smoking through staff program Quit Smoking for Life Program.
- **Quantitative Fit Testing of P2/N95 Masks:** As part of the ongoing response to COVID-19, the MHHS has implemented a respiratory protection program with procedures and processes for conducting fit testing of P2/N95 masks for relevant healthcare workers.

Organisational chart

