# Role Description

# Manager, Workforce Strategy and Planning

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| **Reference:** | TV576117 | **Position ID:** | 30487605 |
| **Role title:** | Manager, Workforce Strategy and Planning | **Classification:** | AO7 |
| **Employment status:** | Permanent full-time | **Salary:** | $5062.30 – $5432.80  per fortnight |
| **Unit/ Branch:** | Strategy and Planning  People, Strategy and Governance | **Contact Name:** | Billy Bragg |
| **Contact Number:** | 07 4433 0047 |
| **Location:** | Townsville | **Closing Date:** | Thursday, 25 July 2024 |

# The Opportunity

This is your opportunity to apply your strategic thinking, stakeholder engagement and technical workforce planning proficiency within the largest public healthcare organisation in regional Queensland.

The Townsville Hospital and Health Service delivers the full spectrum of health services to communities across a significant catchment with over 7,000 staff, 21 facilities, and an annual operating budget of more than $1.4 billion.

In this role you will work across the full breadth of the organisation, with frontline staff and senior executives,   
to develop, monitor, evaluate and refine a coordinated approach to workforce strategy, planning and analytics to position the organisation to optimally meets the health needs of the community.

# Reporting line, staffing, and budget responsibilities

* This position reports to the Director, Strategy and Planning
* This position has no direct reports but may manage external consultants from time to time.
* No financial delegations.

*Responsibilities:*

* Establish an effective workforce planning framework for the organisation and manage its implementation and continuously improvement, ensuring workforce planning is developed, implemented, and monitored in an integrated manner that meets organisational needs.
* Lead detailed analysis of a range of data to identify current workforce issues and opportunities and translate this analysis into actionable insights for the Executive and the Board as part of a robust workforce analytics function.
* Develop projection models to estimate and forecast the future workforce requirements of the organisation, including the workforce requirements for major capital expansion projects, ensuring these models are based on best practice methods and validated with key stakeholders.
* Lead research and horizon scanning of health sector trends and contemporary health workforce solutions and translate this research into actionable insights for the organisation to consider as part of strategy development.
* Lead effective engagement activities with staff from all disciplines and levels as well as external stakeholders to effectively identify, consider and respond to the major workforce challenges and opportunities of the organisation.
* Work proactively and negotiate with a range of internal and external stakeholders, including senior clinicians, senior management, other hospital and health services, the Department of Health, the primary health sector,   
  private health sector, and education providers, to co-develop strategies to address complex workforce issues.
* Formulate effective workforce strategies and plans for the organisation to implement to optimally position itself to attract and retain the workforce needed now and, in the future, to meet its service delivery objectives.
* Prepare high-quality professional documents, including strategies, plans, discussion papers, and other reports.
* Lead the development of an appropriate governance, assurance, and reporting system to effectively support the development, implementation and monitoring of workforce strategy, planning and analytics for the organisation.
* As a workforce planning subject matter expert, provide astute advice and recommendations to clinical leaders and senior management about current and emerging challenges and what can be done to address them.
* Lead and manage the delivery of workforce planning projects across the organisation using best practice project management methods, ensuring outcomes are achieved within tolerances of time, cost, quality, and risk.
* Represent the organisation at local, regional, and statewide levels regarding workforce strategy and planning.

*Additional:*

* Fulfil the responsibilities of this role primarily in accordance with the Townsville Hospital and Health Service (HHS) core values, as outlined below, and in accordance with the [values outlined for the public service](https://www.forgov.qld.gov.au/our-values) with the Queensland Government.
* Ensure that service standards, safety and quality are maintained through adherence to defined service quality standards and relevant occupational health and safety policies, procedures and work practices.
* Some roles within Queensland Health are designated as Vaccination Preventable Disease (VPD) risk roles.

# Work Health and Safety

Townsville HHS is committed to providing a safe workplace for all employees. This commitment includes a dedicated *People Focussed Safety* culture.

A *People Focussed Safety* culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Townsville HHS is everyone’s responsibility.

# Safety and Quality

Relevant to the position, participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives set by [*The Australian Commission on Safety and Quality in Health Care*](https://www.safetyandquality.gov.au/) to achieve a safe high-quality and sustainable health system, including compliance with the *National Safety and Quality Health Services Standards.*

For more information in regards to Work Health and Safety Accountabilities within the Townsville HHS please review [*Workplace Health and Safety Act 2011*](https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkHSA11.pdf) *-* ***Part 2, Health and Safety Duties.***

# Mandatory qualifications/ professional registration/ other requirements

* No formal qualifications are required for this role however, while not mandatory, a relevant qualification would be well regarded.

# How you will be assessed

You will be assessed on your ability to demonstrate the following key requirements, knowledge and experience which is outlined under ‘The role’. The ideal applicant will be someone who has proven ability and can demonstrate the following:

* Expert knowledge of, or the ability to rapidly acquire expert knowledge of, the health system, drivers of reform, the healthcare workforce, and the associated human resource and policy environment of Queensland Health.
* Demonstrated ability to develop and apply best practice workforce planning frameworks to develop high-quality workforce strategy and plans (or similar) for a large, complex organisation.
* Strong research and analytical skills with a demonstrated track record of using these skills to interrogate data, trends, and other factors to provide expert advice to management on optimal solutions to complex issues.
* Well-developed written communication skills and the demonstrated ability to prepare high-quality briefings, reports, strategies, plans and other documentation for executive decision-makers.
* Excellent interpersonal, facilitation and negotiation skills, and the proven ability to influence stakeholders.

# Your Application

Please provide the following information to the panel to assess your suitability:

* Your current CV or resume, including referees. You must seek approval prior to nominating a person as a referee. Referees should have a thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.
* A short response (maximum of two pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, addressing the key responsibilities and key attributes of the position.
* Applications will remain current for 12 months after they have been submitted.
* Future vacancies of a similar nature throughout the Townsville Hospital and Health Service may also be filled through this recruitment process.

Once completed, your application should be submitted online – visit [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au). If you have difficulties, please contact Recruitment Services on 1300 193 156.

# About the Townsville Hospital and Health Service

The Townsville Hospital and Health Service (HHS) is the public healthcare provider for more than 250,000 people across a geographic area of 150,000km2.

We serve the local government areas of Townsville, Burdekin, Charters Towers, Flinders, Richmond, Hinchinbrook and Palm Island.

In doing so, we operate 21 facilities: 19 hospitals and health centres and two residential aged care homes. More than 6,600 staff work across our facilities, which is about one in every 17 working people, making us members of the communities we serve.

We provide a comprehensive range of services, from primary care in remote locations, to highly specialised care at Townsville University Hospital. This is the largest tertiary hospital in Northern Australia, providing specialist referral services for the 700,000 people living from Mackay to the Torres Strait, to the Northern Territory border.

More than providing the healthcare of today, we are planning and innovating for the future. Our staff and collaborators are advancing healthcare through impactful research. While as a major teaching hospital, we are training tomorrow’s doctors, nurses, midwives, allied health practitioners, and more.

Our vision is world-class healthcare for northern Queensland. The [Townsville Hospital and Health Service Strategic plan 2022-2026](https://qheps.health.qld.gov.au/__data/assets/pdf_file/0035/2801978/strategic-plan.pdf) commits to this ambitious direction, outlines our strategic objectives and lists the measures we will use to know we have achieved them.

**Our Vision: World-class healthcare for northern Queensland**

**Our Purpose: Great care every day**

**Our Values:**

Please visit our website for additional information about the [**Townsville Hospital and Health Service**](https://www.townsville.health.qld.gov.au/)

# Health Equity and Racism

Townsville Hospital and Health Service has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people’s health and wellbeing outcomes.  The Health Equity Strategy and Implementation Plan can be found at [First Nations Health Equity Strategy 2022-2025 and Implementation Plan](https://www.townsville.health.qld.gov.au/about-us/health-equity/)

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people’s health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.

It is expected that all Townsville Hospital and Health Service staff, including the incumbent of this role as a valuable member of the Townsville Hospital and Health Service workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services;  and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

# Additional Information

* Pre-employment screening, including criminal history, aged care checks, and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services to children will require a ‘working with children check’ from the Blue Card Services Department of Justice and Attorney-General prior to appointment, unless otherwise exempt.
* Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2
* 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.
* Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details [Lobbyist Disclosure](https://www.qld.gov.au/gov/documents/policy/lobbyist-disclosure).
* 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/legisltn/current/w/workerscompa03.pdf).
* 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. Information is available at [Quit smoking.....for life!](https://qheps.health.qld.gov.au/smoke-free/quitsmoking)

# Organisational Chart