

## Position Description

<b>Position title</b>	Casual Allocator		
<b>Department / Division</b>	Nursing Workforce Unit (NWU)		
<b>Classification</b>	AO21 – AO25, Grade 2 Level 1 – Grade 2 Level 5	<b>Employment Status</b>	Casual
<b>Position reports to</b>	Manager Nursing Workforce Unit		
<b>No. of direct &amp; indirect reports</b>	nil		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently		

<p><b>The Royal Children's Hospital</b></p> <p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>
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<p><b>ROLE CONTEXT</b></p> <p>The Nursing Workforce Unit (NWU) is responsible for the coordination of staffing replacements and allocations for nursing and administrative vacancies across RCH and operates between 0530 – 2200, 7 days a week. The NWU Unit works closely with the Access &amp; Hospital Management team to ensure all wards and departments are appropriately staffed to meet their operational requirements and support the delivery of high-quality patient care.</p>
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<b>ROLE PURPOSE</b>
<p>The Casual Allocator is an administrative role that is responsible for ensuring all nursing and administrative vacancies across RCH are replaced with appropriately skilled staff. In addition to nursing &amp; administrative replacement, the staffing coordinator is responsible for the replacement of after-hour vacancies for the medical workforce unit and Family Healthcare Support. The Casual Allocator utilises the RCH electronic rostering management systems, RosterOn and Shift Match, to monitor vacancies across the organisation and find appropriate staff to replace these deficits. The Allocations Officer will work with the hospital and bed managers to troubleshoot staffing challenges across RCH to meet operational demand and industrial requirements for every shift.</p>
<b>KEY ACCOUNTABILITIES</b>
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Provide clear, accurate and timely information to key stakeholders (Wards, Departments, Access &amp; Hospital Management team, casual administrative and nursing staff)</li> <li>• Communicate professionally to all enquiries and requests from key stakeholders</li> <li>• Troubleshoot and fill staffing vacancies with a positive and supportive approach</li> <li>• Prioritise enquiries and requests that are time sensitive</li> <li>• Attend and contribute relevant data and information at bed meetings and other relevant meetings</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Support daily operations of NAW with continuous monitoring of relevant phone and email communication</li> <li>• Follow standard operating procedures and work plans to complete tasks as directed</li> <li>• Utilise electronic rostering management systems</li> <li>• Coordinate daily workflow to ensure optimal outcomes within prescribed timelines</li> </ul>
<b>QUALIFICATIONS AND EXPERIENCE</b>
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in an administrative role</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Previous experience in a health care setting and/or staffing allocations role</li> <li>• Previous experience with electronic rostering management systems</li> </ul>
<b>KEY SELECTION CRITERIA</b>
<ul style="list-style-type: none"> <li>• Strong customer service skills with demonstrated ability to build and maintain working relationships</li> <li>• Well-developed organisational skills</li> <li>• Excellent written and verbal communication</li> <li>• Is responsible, reliable and can work well both autonomously and in a team environment</li> </ul>
<b>OTHER REQUIREMENTS</b>
<ul style="list-style-type: none"> <li>• Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment</li> <li>• Employees are required to maintain a valid Working with Children Check throughout their employment</li> </ul>

- Employees are required to maintain compliance with RCHs “Staff Immunisation - Prevention of Vaccine Preventable Diseases” procedure.

### IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children’s Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

### RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other’s company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren’t right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don’t hold back – I’m all in

### QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation’s commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.**

Position description last updated

January 2025