

# Statement of Accountability

## Roster Officer

<b>TEAM</b>	OPH&R Nursing and Allied Health
<b>ROLE TITLE</b>	Roster Officer, OPH&R Nursing and Allied Health
<b>REPORTS TO</b>	Nursing Director- Older Persons Health

### Our Culture

At Te Whatu Ora, we are committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage, doing the right thing by each other and our communities. We demonstrate care and concern for our own and others' wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints, especially those from minority groups. We acknowledge New Zealand as a bicultural nation and support and respect the integration of Tikanga Māori and Te Reo Māori at work.

### Our Team

As a member of the OPH&R team, this role has shared accountability for:

- Supporting scoping, discovery and alignment of work to the strategic priorities of OPH&R.
- Fostering a collaborative culture and connectedness across the team, organisation and wider health system.
- Communicating widely to be transparent in what we do and build trust in the services we provide.
- Growing ourselves and our team; embracing all opportunities for everyone to have access to further training or education internally and with nationally recognised training organisations.
- Ensuring we provide services that consider everyone's Wellbeing, Health & Safety.

### Role Responsibilities

This shared accountability will be exercised in support of the OPH&R strategy and operating model, in relation to timely, efficient and responsive rostering of staff.

The Roster Officer is an integral member of the team and is responsible for assisting managers/leaders with rostering both nursing and allied health teams. The role strives to maintain an excellent level of customer service by answering enquiries, resolving problems, fulfilling requests, keying data, coaching people leaders and resolving issues.

Specifically, the role is responsible for:

- Assisting roster owners to build and maintain their rosters.
- Providing expert advice to roster owners and transactors.
- Ensuring Te Whatu Ora rostering strategy, policies and procedures are complied with.
- Supporting regular roster maintenance for changes of rosters.
- Assisting with the updating of live roster changes.
- Identifying areas of improvement in service and process.
- Answering phone and online enquires satisfactorily and within a reasonable timeframe.
- Working collaboratively with HRSS and support teams to resolve issues.
- Maintaining a customer focused can do approach to customer service interactions.

### My Capabilities

To be effective and succeed in this role it is expected the person will have the following proven capabilities:

- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Help others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** - Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** - Seeks and integrates ideas, information, and different perspectives.

**Qualifications, experience, knowledge and skills:**

- High level of computer literacy with Microsoft Suite applications.
- Minimum of NCEA Level 3.
- Experience of working in a fast-paced administration function.
- Analytical skills with a demonstrated ability to learn quickly, work accurately, resolve problems and achieve results.
- Demonstrated experience of working as an effective team member.
- Ideally practical experience of rostering practice.
- Ideally experience of working in the health sector or other large and diverse organisation.

### My Relationships

#### Internal

- Roster owners
- Roster transactors
- Te Whatu Ora employees
- HRSS team members

#### External

- None

- HR Advisory Team

**Wellbeing,  
Health & Safety**

At Te Whatu Ora, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

**Clinical Capabilities**

Not applicable