

## RESPONSIBLE WORKFORCE MANAGEMENT APPROACH

### FRONTLINE ROLES

For the purposes of the Responsible Workforce Management (RWM) approach –

- Key frontline roles are those that have direct contact with patients or the public accessing health services. This includes positions with immediate supervision of direct contact roles.
- Other frontline roles that provide support to key frontline roles and/or patient care and/or maintain the critical functioning of the service to ensure no disruption to the delivery of frontline health services.

Examples of these roles may include the following and must meet the definition above, for –

#### Hospital and Health Services <sup>1</sup>

- Doctors <sup>2</sup>
- Nurses and midwives <sup>2</sup>
- Health practitioners <sup>2</sup>
- Dental officers, assistants and technicians <sup>2</sup>
- Clinical assistants <sup>2</sup>
- Aboriginal and Torres Strait Islander Health Workers and Liaison Officers <sup>2</sup>
- Building and trades and medical equipment technicians
- Operational staff e.g. security officers, ward persons, patient transport officers, food services officers, cleaners, linen and laundry officers, waste management officers and gardeners <sup>3</sup>
- Administrative e.g. ward clerks, receptionists, switchboard staff, revenue officers, patient support roles, clinical coders, medical records, health information management, work health and safety, return to work coordinators <sup>3</sup>
- ICT staff maintaining clinical and critical business ICT systems and cyber security <sup>3</sup>
- COVID-19 Response staff (e.g. contact tracers, compliance officers, call centres, virtual wards, emergency operation centres, response coordination, bio-security/quarantine officers and travel teams) <sup>3</sup>

#### Queensland Ambulance Service <sup>1</sup>

- Paramedics <sup>2</sup>
- Doctors <sup>2</sup>
- Emergency medical dispatchers
- Patient transport services
- Staff support services – Priority One
- Administrative e.g. rostering, work health and safety, return to work coordinators <sup>3</sup>
- Fleet and equipment staff
- Clinical support – e.g. infection control nurses <sup>2</sup>, mental health liaison clinicians <sup>2</sup>, clinical support officers <sup>2</sup>, educators, quality assurance officers, operational supervisors and managers
- ICT staff maintaining clinical and critical business ICT systems and cyber security <sup>3</sup>
- COVID-19 Response staff (e.g. compliance officers, call centres, emergency operations response, response coordination etc) <sup>3</sup>

# RESPONSIBLE WORKFORCE MANAGEMENT APPROACH

## FRONTLINE ROLES

### Department of Health <sup>1</sup>

- Medical technicians e.g. Mortuary attendants, phlebotomists, pathology assistants and laboratory technicians
- Medical practitioners
- Nurses and midwives
- Health practitioners
- Counsellors
- Scientists
- Biomedical technician
- Chemists and pharmacists
- Engineers and trades persons
- Operational staff e.g. linen and laundry officers, store persons, delivery and truck drivers <sup>3</sup>
- Administrative – clinical support and clinical support functions <sup>3</sup>
- Procurement, purchasing, supply officers and accounts payable <sup>3</sup>
- ICT staff maintaining clinical and critical business ICT systems and cyber security <sup>3</sup>
- COVID-19 Response staff (e.g. SHECC, Response Lead, contact tracers, compliance officers, call centres, health directions, response coordination, advisory etc) <sup>3</sup>

### Caveats

- <sup>1</sup> Roles must be assessed against the Frontline Definition.
- <sup>2</sup> All roles classified within these clinical streams (including within the operational stream) are deemed frontline for the purposes of Responsible Workforce Management. However, it is acknowledged there may be a small number of roles that may not meet the definition, and these are to be referred to the Human Resources Branch, Department of Health for clarification and reported to the weekly CHRO Union RWM meeting.
- <sup>3</sup> The filling of these roles, whilst frontline, must be filled using the following order –
  - (a) internal deployment (including surplus pools (within and external), temp/casual to perm conversions, across Queensland Health)
  - (b) closed merit across the public sector
  - (c) external Advertising