

Blue Care Wesley Mission

Individual Classification Upgrade

4.0% - 7 July, 2011

CLASSIFICATION	WEEK	HOUR
Level 3 Year 1	\$848.63	\$22.33
Level 3 Year 2	\$867.20	\$22.82
Level 4 Year 1	\$876.70	\$23.07
Level 4 Year 2	\$895.27	\$23.56

*Find out how
you can get what you deserve.*

Together Queensland,
Industrial Union of Employees

together

Your Blue Care Administrative Staff Delegates (from left):
*Michel Pattison, Cecilia Condratoff, Shane Daly, (at back), Kathy Josey
and Aileen Barnett (front).*



Your Delegates recently met and identified a concern that a very small number of admin staff had taken up the Reclassification opportunity provided in their current Collective Agreement. It is estimated that for some staff the opportunity exists to obtain a real wage increase (up to approx. \$1500 per year) if they take the time to make an application. This handbook, developed by your union representatives, is designed to make the application process for members as easy as possible.

What have you got to lose!

NB: Applicants must be on Level 3 - Paypoint 2 for 12 months or more before applications will be progressed to the higher level.

The purpose of this booklet is to provide you with information to help simplify the process required for a classification upgrade.

Please summarise your reasons for applying for an individual classification

upgrade: (and provide examples preferably supported by Service Manager/Supervisor).

Eg 1: I believe that I am eligible for a classification upgrade as my current level does not accurately reflect my qualifications and experience. As well as the fact that I work independently and without supervision in my role.

Eg 2: Provide information/documentation on how long you have been employed at Blue Care and how your role/responsibilities have grown during your time with Blue Care.

Eg 3: Do you feel that other staff come to you for assistance, if so, please provide examples. ie: IT, Rostering, procurement, cash handling, payroll problems.

Eg 4: I have consistently taken on roles and responsibilities over and above what is contained in my position description.

Eg 5: I believe and can clearly demonstrate that I contribute and support Blue Care on a day-to-day basis by adhering to Blue Care procedures and policies.

Eg 6: I am eligible to apply as I have been at level 3 pay point 2 for more than 1 year.

Eg 7: Length of time worked in the Aged Care Industry, please provide details.

QUESTIONS IN APPLICATION

(A) Please document and provide evidence of a Diploma in Administration, or working towards similar qualification or evidence of relevant administration experience and industry knowledge (including professional/personal development).

Please be aware that this is a sample only and your experience may be different to the example shown.

(Also, when writing about this, ensure that you reinforce the fact that you work independently without supervision).

Eg 1: Study - Copies of any certificates or if study not completed copies of results/competencies in each unit studied. (Copies of Certificates may include First Aid, Cert IV Business Management, Business Administration, or Business IV. Also can include Certificate of Attendance of any workshops or conferences you may have participated either within Blue Care or with an external provider. You may be the designated Workplace Health and Safety person at your facility, you can then provide evidence that this is your responsibility).

Eg 2: Experience - Photocopy of evidence of your responsibilities such as the Microster sign off check list. Or copies of balancing of cash float such as petty cash or banking. (There must be a few copies of same showing that you have done this over a period of time not just a once off). A good idea is to also include a copy of your last 2 PDS.

(B) Please document and provide evidence of your personal contribution to administrative procedures in consultation with relevant others at your centre.

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Eg 1: Any contributions that you have made to improved operation of your workplace, for example: improvement projects, changes to systems or processes.

Eg 2: Have you designed a new Brochure or Form?

Eg 3: Implemented a new procedure for more effective operation in your workplace?

Eg 4: Involved in a working party such as quality champions, pandemic or housekeeping reviews?

Eg 5: Have you trained, supported or mentored other staff in areas such as Office procedures or IT?

Eg 6: Problem solving, crisis management (floods) or evacuations.

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(C) Please document and provide evidence of your ability to ensure adherence to administrative procedures.

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Eg 1: Working within Blue Care policies and procedures:

- *Banking within banking procedures.*
- *Do you assist with the payroll responsibilities?*
- *Transacting in Microster according to procedures.*
- *Involved in VHC or Monthly Residential Claim.*
- *Working to monthly deadlines.*
- *Ensure staff files are up to date.*
- *Are you a proactive staff member who shows initiative?*
- *Do you assist your Manager in ensuring Annual Leave usage is monitored?*

Eg 2: Attach a copy of a positive Performance Review or Training Plan.

(D) Please document and provide evidence of your personal working knowledge of guidelines or statutory requirements relevant to the organisation.

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Eg 1: Attend your mandatory training. Then show how you have put this mandatory training into practice in your work environment. Provide some examples (provide copies of forms).

- *Submit a maintenance request form.*
- *Ensure that the visitor sign-in book is completed (fire compliance).*
- *Describe adherence to W&HS training that you do. Include risk assessment or incident form.*

Eg 2: Do you have a knowledge of compliance of Industrial Agreements (Enterprise Collective Agreements) so as to not breach requirements when rostering staff?

Eg 3: Are you the Fire Warden, First Aider, Manual Handler, Preceptor or Orientation Co-ordinator?

Eg 4: Do you assist with the Quality Improvement process?

(E) Please document and provide evidence of your personal ability to be responsible and accountable for your own work and scheduling of workloads for yourself and subordinates.

Please be aware that this is a sample only and your experience may be different to the example shown.

(Also, when writing about this, ensure that you reinforce the fact that you work independently without supervision).

Eg 1: This includes time management for yourself or others, in such instances as:

- *Timely payroll sign-off.*
- *Timely end of month according to deadlines.*
- *Responsible for your own time management.*
- *Filling shifts in residential.*
- *Banking responsibilities.*
- *Supervise staff and volunteers.*
- *Register staff and ensuring they attend mandatory training.*
- *Supervision of Volunteers.*
- *Work independently and unsupervised.*
- *Are you always reliable and other staff can depend on you when assistance is required (while working in your scope of practice)?*

(F) Please document and provide evidence of when you have used initiative and been delegated responsibility for work under your control and supervision.

Please be aware that this is a sample only and your experience may be different to the example shown.

(Also, when writing about this, ensure that you reinforce the fact that you work independently without supervision).

Eg: 1 Initiatives you have used in your role:

- *Saved the organisation money (recycled stationery).*
- *Environmental initiatives (cut down on paper waste).*
- *Update the staff/client notice boards.*
- *Do you co-ordinate staff training?*
- *Do you play a role in orientating new staff at your facility?*
- *Do you assist residents/clients when they call your facility or when they come to you at Reception?*

(G) Please document and provide any other supporting documentation for your application.

- *Copy of first aid certificate.*
- *Copy of licence (bus licence).*
- *Copy of any compliments received from clients/other staff.*

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HANDY TIPS

Some Key Advice

When writing the position description summary, claim the responsibilities the position has. One of the most obvious and effective ways you do this is to use the 'active voice' rather than the 'passive voice'. You should also spell out the purpose or outcomes of their job or task. Try the following structure:

- *(verb describing action) in order to (description of outcome), or*
- *(outcome or purpose of the job or job task) by (verb describing action).*
- *Keep sentence structure as simple as possible.*
- *Begin each sentence with an active verb.*
- *Be precise in defining the position's responsibilities.*
- *Qualify statements wherever appropriate.*
- *Choose each word carefully. Does it say what you mean?*
- *Use an ordinary word rather than a complicated or ambiguous word.*
- *Use a single verb where possible; rather than a series of verbs which might tend to obscure the meaning. If you feel the need to use a series of verbs then write separate statements for each word.*
- *Avoid technical words unless you are sure they will be readily understood.*

Examples:

"I have demonstrated knowledge and skills in maintaining a diverse and complex payroll system."

"I have demonstrated ability in ensuring administrative procedures are adhered to within the scope of the position."

Include All Skills and Job Tasks

Employees frequently undertake a range of tasks which are not reflected in their position title or position description.

For example, employees commonly 'look after' or train new staff, particularly young recruits, in the absence of, or in addition to, formal training. This introduction makes a very significant contribution to the initial productivity of the employee and to the organisation.

Many workers take on duties such as occupational health and safety representative and promoting good staff relations. These activities all contribute to a productive and harmonious workplace and require skills which are just as important as the skills used to 'do the job'.

Watch out for terms which infer an employee 'looks after' a responsibility.

The term 'look after' suggests an area of responsibility does not require skill and can be done as an afterthought. It is important to refer to the specific and actual responsibilities.

Alternatives you can consider:

Identify extra activities which you undertake and the skills you use to do so. For example, if you sometimes 'look after' newcomers to the organisation, introducing them to existing staff, showing them around, how to get stationery and so on, you could try:

- *conduct induction training for new employees; or at the very least;*
- *welcome new employees and brief them about the organisation so that they can get started/work (effectively from day one).*

If you find you are nurturing new or young staff for an extended period of time you could try:

- *train and supervise new staff, giving them appropriate support when necessary.*

Avoid minimising:

Drop the terms 'I just', 'I only' or 'I do a bit of' from your idea of your skill descriptions. No matter how insignificant an activity is, or seems to other people, these minimising words should be left out of your analysis of the position.

RETURNING APPLICATIONS

Once you have completed your application, please hand it to your HR Manager for processing. Allow for a processing period of 4 weeks.

NOT A MEMBER YET?

To join online go to: **www.together.org.au** or call the Union Office on 1800 177 244 or email: **bluecare@together.org.au**

