

Monday, 7 August 2023

Dear Team Members,

For some time, we have received feedback from many of you that the administrative support provided throughout NSWHP-ICPMR is not defined nor consistent. Therefore, the need to review the current administrative support.

The purpose of the review is to understand the current structure and to provide recommendations for an efficient and effective administrative workforce to support local operational needs. The review will provide an analysis and evaluation of existing administration positions, their functions, and responsibilities at a local level. We hope to highlight the efficiencies to be gained, understand the current processes and procedures, and ensure that all groups/seniors are adequately supported.

I want to reassure you that no current staff will be impacted.

With your input, we are planning a review of the administrative workforce via a qualitative approach.

The review will include;

- Review and document the current Administrative Workforce structure e.g. Reporting Lines, Group/Department/Senior(s) supported, FTE of Administrative Workforce, Grades, and Job Classifications
- Review the position descriptions and Award definitions of roles and responsibilities of the current Administrative Workforce and document any variances
- Understand the administrative tasks that are completed by each employee and understand how they complete each of their tasks through a qualitative assessment approach e.g. feedback, observations, surveys
- Identify and understand the resourcing gaps and inequalities between the levels of support provided by each of the employees
- Propose recommendations on how to improve

The timeline for review and activities;

3.0	EXPLORATION PHASE	TIME FRAME
3.1	Pre-observation surveys	14/08/23
3.2	Self-managed diary	25/08/23
3.3	Manager Interviews	25/08/23
3.4	Direct observations	15/09/23
3.5	Comparable site interviews	25/08/23

What is in scope?

This review primarily covers those positions who conduct administrative duties under different classifications within the laboratories.

Employees in the below job classifications

- Operations Directors/ Head of Department Administrative Support
- Administrative support for Local Pathology Teams
- Administrative support within individual laboratories and clinical departments

What is not in scope?

The below roles will not be reviewed:

- Anatomical Pathology dedicated Typists
- Billing and Revenue Clerks
- IT Administration
- Finance Administration
- Call Centre staff – Customer Service Officers

We will commence communicating with you directly on what is required in the exploration phase.

If you have any questions, please contact your manager in the initial instance, otherwise the Human Resources Department via nswpath-metrohnrnorthwest@health.nsw.gov.au.

Yours sincerely,



David Spence
Senior Operations Manager
NSW Health Pathology



Prof David Brown
Director, WSLHD-NSWHP ICPMR
NSW Health Pathology