

# Position Description



## Working in Southern NSW Local Health District - People Caring for People

Working with our communities to foster trust and engagement in the care they need to live healthy lives. Our staff work in collaboration with other health care team members to ensure the needs of our patients and families are central to all decision making.

When you choose to work within the Southern NSW Local Health District, **you are committing to and are accountable for demonstrating the CORE values and behaviours of Collaboration, Openness, Respect and Empowerment.**

Complete this Position Description template after reading the [SNSWLHD Guide to Writing a Position Description](#). Use the Guide for assistance on each section and examples of writing styles.

Role Details	
<b>Position Title</b>	<b>Coastal Network HSAs Leading Hand</b>
<b>Award</b>	Health Employees (State) Award
<b>Position Classification</b>	Health and Security Assistant with allowance
<b>Stafflink position number</b>	If known – if multiple positions numbers, leave blank
<b>Does this role manage or supervise others?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><a href="#">Vaccination Risk Category</a></b>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input type="checkbox"/> Category B
<b>Primary Purpose of role</b> <i>(Why does this role exist? 1 or 2 sentences only)</i>	<p>As HSAs Leading Hand, you will form part of our multi-disciplinary care team, performing the roles and responsibilities of a Healthand Security Assistant by supporting the delivery of safe, patient centred care as part of daily work requirements.</p> <p>Including emergency response and support to the oranisation as required, assisting with roster maintenance of the HSAs department involving planned and unplanned leave. Provide service provision through leadership to HSAs Team by monitoring, accessing and escalating daily facility needs to line management.</p>

## Key Accountabilities *(max of 8-10 key accountabilities)*

<b>Supervision and Support</b> <ol style="list-style-type: none"> <li>1. Provide supervision and mentorship to the HSA team to support the seamless operation of the HSA Unit on site,including roster development, whilst troubleshooting roster requirements for allocation of vacant shifts using Health Roster and adhering to industrial requirements as per award.</li> <li>2. Support the Management team in relevant audit processes to assist in ensuring a safe and secure work environment.</li> <li>3. Undertake securing, watching, guarding and/or protecting functions as directed, including response to any security risks identified by staff and assist in the protection of staff, visitors and patients.</li> <li>4. Assist with the revie wand analysis of Audits and drills where necessary, the implementationof corrective action. This includes <b>Mark for your input</b></li> <li>5. Provides basic patient care and support under the direction of clinical staff, reporting any observations or concerns about the patient to the nursing staff as appropriate, in the provision of person-centred care to support the safety of patients.</li> <li>6. Transfer patients within the facility or campus as requested, for ward transfers, appointments and other needs, to enable the patient to access services as required and to assist with facility bed and resource management.</li> </ol>
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# Position Description



7. Undertake a range of cleaning duties as directed, including but not limited to; cleaning and storage of equipment, reporting any damage as required, cleaning of pan rooms and utensils, emptying and replacing soiled linen bags, cleaning of patient and public areas in accordance with cleaning and hygiene standards set down by NSW Health.
8. Provide general assistance in the ward/facility, for example, moving heavy equipment, making unoccupied beds and loading to ensure the smooth running of the facility.

## Key Challenges *(max of 3 key challenges)*

1. Maintaining daily rostering deficiencies and escalating facility safety concerns.
2. Managing the competing priorities within a busy clinical environment whilst maintaining a high quality of patient/client care.
3. Providing courteous and respectful care to patients, visitors and families.
4. Working with people who can be aggressive, distressed and unpredictable.

## Key Relationships

	<i>Who?</i>	<i>Why?</i>
<b>Internal Relationships</b> <i>(max of 3 internal relationships)</i>		
1	Line Manager or delegate	Receive direction, supervision, development opportunities and feedback in relation to the duties of this role and communicate achievements and challenges.
2	HSA's Team	Provide shift supervision and coordination. Communicate respectfully, collaboratively and sensitively with all staff at all times.
3	Healthcare Team	Collaborate with other members of the care team to establish priorities, actively seek opportunities to provide support in ways consistent with the scope of this role, communicate with progress of duties and feedback on relevant matters in relation to the patient.
4	Patients / Clients	Provide person centred care as directed by clinician, communicating respectfully and sensitively with all patients at all times, considering diversity in patient backgrounds and health condition.
<b>Does this role routinely interact with external Stakeholders?</b>		
<input checked="" type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Funeral Services	
2	NSW Police	

## Staffing

<b>Direct Reports</b>	0.00 FTE
<b>Indirect Reports</b>	0.00 FTE

## Essential Requirements

- Current NSW Security Licence (Class 1A minimum) and the ability to maintain.
- Current First Aid Certificate (HLTAID003) and the ability to maintain.

## Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Current NSW Security licence (Class 1A minimum) and the ability to maintain the security licence and a current Provide First Aid Certificate (HLTAID003) and ability to maintain the first aid certificate.
2. Minimum 12 months (full time equivalent) experience in the security industry as a security officer, or equivalent qualifications.

# Position Description



3. Demonstrated ability to develop and maintain HSAs roster or willingness to learn.
4. Demonstrated experience in working in a multidisciplinary team environment and the ability to organise and prioritise work demands within required timeframes
5. Demonstrated effective communication skills, conflict resolution and aggression management and the ability to effectively communicate with a staff, patients and members of the public
6. Demonstrated knowledge of responsibilities under Work Health and Safety Legislation, the Security Industry Act and the ability to read and follow instructions, policies, duty lists etc.
7. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.
8. Availability and capacity to participate in a 24 hour/seven day rotating roster which includes working all shifts, all days of the week including public holidays

4.

## Other Requirements

*(Note this section is standard across SNSWLHD and is not to be changed or edited)*

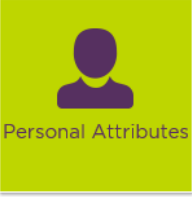



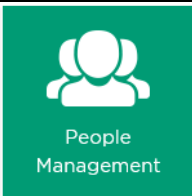

Southern NSW Local Health District is committed to providing a patient centred environment focusing on all aspects of patient safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.

All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.

All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

# Position Description

Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	