

## POSITION DESCRIPTION

# NNSWLHD - Administration Officer AO3 - Recruitment Support Officer

Our CORE values  
Collaboration Openness Respect Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Northern NSW Local Health District
<b>Position Classification</b>	Admin Off Lvl 3
<b>State Award</b>	Health Employees Administrative Staff (State) Award
<b>Category</b>	Human Resources and Recruitment   Recruitment and Resourcing   Recruitment and Resourcing Support
<b>Website</b>	<a href="http://www.nnswlhd.health.nsw.gov.au/">www.nnswlhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Providing a high level of customer focused support to the Recruitment team, ensuring the efficient and effective delivery of recruitment transactional services to meet the workforce requirements of Northern NSW Local Health District (NNSWLHD).

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

## ESSENTIAL REQUIREMENTS

Responsibilities under WHS - Non-Supervisor

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

## KEY ACCOUNTABILITIES

Provide an effective, efficient, confidential and standardised recruitment support function through processing all stages of recruitment actions in the eRecruitment system, ensuring recruitment processing activities meet identified timeframes and KPI's

Working under limited direction, support the Recruitment Partners in the provision of timely and accurate transactional recruitment activities to ensure the recruitment of successful candidates.

Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of clear and accurate information to all stakeholders

Collect and compile information to support the development of documentation and reports. Update records and databases, complying with records management processes, to ensure information is accurate, stored correctly and accessible.

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Utilise and build relationships with key business partners to expedite recruitment processing activities.

Maintain a working knowledge of all relevant recruitment legislation and NSW Health Awards, applying established procedures practices and workflows to ensure correct recruitment processes are undertaken.

Participate as a highly performing recruitment team member, identifying issues that may impact on timely recruitment of successful candidates and suggesting solutions.

Collaborate with colleagues to develop, implement and maintain work procedures which ensure the provision of a consistent, standardised recruitment process across the organisation.

## KEY CHALLENGES

- Working in a demanding, busy and complex environment where there are competing priorities and staff working to strict deadlines.
- Ensuring the NNSWLHD Recruitment team receive sound and consistent support in relation to recruitment processes and providing ongoing assistance using the Recruitment and Onboarding (ROB) System.
- Prioritising and organising high volume workloads in a busy and demanding environment, whilst dealing with a wide range of stakeholder demands.

KEY RELATIONSHIPS	
Who	Why
Manager	Receive direction, supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.
Team members	Support other team members within the unit in the provision of a quality service.
Key internal stakeholders	Develop a good knowledge of, and relationship with key staff to provide support or accurate redirection of enquiries as required.
HealthShare	Ongoing communication and support to assist in the troubleshooting of any issues in ROB as they arise.

## SELECTION CRITERIA

1. Recent experience working in a Recruitment or HR Transactional unit for a large complex organisation, or a similar position working with an eRecruitment system and/or a Human Resources information System
2. Demonstrated communication, interpersonal and customer service skills utilised in developing and maintaining effective client relationships and delivering outcomes
3. Demonstrated ability to work in a high volume and demanding environment with proven capacity to manage concurrent activities whilst maintaining a high level of attention to detail and the ability to meet strict deadlines
4. Demonstrated commitment to providing a high level of customer service for a broad range of clients

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- whilst maintaining confidentiality and compliance to legislation
5. Demonstrated ability to work independently and as team member, with capacity to be flexible, motivated and responsive in delivering services to a diverse client base
  6. Demonstrated experience in the use of electronic recruitment systems, Human Resources Information Systems and the use of Microsoft Office applications
  7. Demonstrated capacity to interpret and apply NSW Health Policies, Awards and Agreements and provide accurate advice

## OTHER REQUIREMENTS

### Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

### Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

### Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

### Performance

All employees will:

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- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

### Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

### Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

### Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

All employees will:

- Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage

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## CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

### Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Foundational</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational

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### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Foundational	<ul style="list-style-type: none"> <li>• Be willing to develop and apply new skills</li> <li>• Show commitment to completing work activities effectively</li> <li>• Look for opportunities to learn from the feedback of others</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Foundational	<ul style="list-style-type: none"> <li>• Complete own work tasks under guidance, within set budgets, timeframes and standards</li> <li>• Take the initiative to progress own work</li> <li>• Identify resources needed to complete allocated work tasks</li> <li>• Seek clarification when unsure of work tasks</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>• Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>• Understand information, communication and document control policies and systems, and security protocols</li> <li>• Comply with policies on acceptable use of technology</li> </ul>

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**Job Demands for:** NNSWLHD - Administration Officer AO3 - Recruitment Support Officer

Physical Demands	
<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>	<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>
<p><b>Walking</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Occasional</p>	<p><b>Running</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Not Applicable</p>
<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Not Applicable</p>	<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Not Applicable</p>
<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>	<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p>
<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>	<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Infrequent</p>

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<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>	<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>
<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>	<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Not Applicable</p>
<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Not Applicable</p>	<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>
<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Repetitive</p>	<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p>
<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>	<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Not Applicable</p>

**Sensory Demands**

<p><b>Sight</b> - use of sight is an integral part of work</p>	<p><b>Hearing</b> - use of hearing is an integral part of</p>
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performance (e.g. viewing of X-Rays, computer screens)  Constant	work performance (e.g. Telephone enquiries)  Frequent
<b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)  Not Applicable	<b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)  Not Applicable
<b>Touch</b> - use of touch is an integral part of work performance  Not Applicable	

**Psychosocial Demands**

<b>Distressed People</b> - e.g. emergency or grief situations  Infrequent	<b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness  Not Applicable
<b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries  Not Applicable	<b>Restraining</b> - involvement in physical containment of patients/clients  Not Applicable
<b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies	

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Health  
Northern NSW  
Local Health District

Not Applicable

### Environmental Demands

**Liquids** - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE

Not Applicable

**Dust** - exposure to atmospheric dust

Not Applicable

**Gases** - working with explosive or flammable gases requiring precautionary measures

Not Applicable

**Fumes** - exposure to noxious or toxic fumes

Not Applicable

**Hazardous Substances** - e.g. dry chemicals, glues

Not Applicable

**Noise** - environmental/background noise necessitates people raise their voice to be heard

Not Applicable

**Inadequate Lighting** - risk of trips, falls or eyestrain

Not Applicable

**Sunlight** - risk of sunburn exists from spending more than 10 minutes per day in sunlight

Not Applicable

**Extreme Temperatures** - environmental temperatures are less than 15°C or more than 35°C

Not Applicable

**Confined Spaces** - areas where only one egress (escape route) exists

Not Applicable

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<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Not Applicable</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Infrequent</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>