

POSITION DESCRIPTION

NNSWLHD - Administration Officer AO6 - Recruitment Partner

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Admin Off Lvl 6
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing Recruitment and Resourcing Administration
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Supporting quality recruitment activity within Northern NSW Local Health District (NNSWLHD) to meet workforce needs, providing contemporary, innovative and practical recruitment best practice solutions and support to LHD Managers.

Working closely with stakeholders to build relationships to ensure a successful, seamless and effective recruitment experience whilst providing specialist recruitment advice and strategy on the end to end process.

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

Valid unrestricted drivers' licence for use in NSW/Australia.

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

Deliver a customer focused end to end recruitment service to NNSWLHD managers and staff, in accordance with identified timeframes and KPI's, to support the realisation of strategic and operational goals.

Provide specialised information and expert advice to all recruitment stakeholders to support best practice candidate selection process and ensure compliance with relevant NSW Health Policies Awards and Legislation as well as LHD processes and procedures.

Develop and maintain effective relationships with customers and key business partners, interpreting their needs,

POSITION DESCRIPTION

NNSWLHD - Administration Officer AO6 - Recruitment Partner

building trust and taking personal responsibility to ensure effective and efficient practices that provide for the timely recruitment of successful candidates. Strengthen partnerships and customer engagement through face to face visits, education and information sessions, and attending business unit meetings.

Provide an effective, efficient, confidential and standardised recruitment function whilst coordinating and tracking all stages of the recruitment lifecycle, within and outside of the NSW Health Recruitment and Onboarding System Solution (ROB).

Collaborate with colleagues to develop, implement and maintain standardised recruitment procedures and supporting documentation to ensure adequate coaching and support is provided by the Recruitment business partner team to recruiting managers and candidates in relation to NNSWLHD end to end recruitment processes.

Produce, create and improve reporting including NNSWLHD Recruitment Key Performance Indicators (KPIs), Recruitment tracking spreadsheets and other adhoc reporting.

Liaise with peers to identify areas for improvements in the recruitment and onboarding processes and recommend effective solutions within policy and procedure and system constraints.

Contribute and participate in the development and embedding of talent acquisition initiatives in the recruitment service model, including building talent pools, e-lists and diversity pools of talent.

KEY CHALLENGES

- Working in a demanding, busy and complex environment where there are competing priorities and staff working to strict deadlines.
- Ensuring NNSWLHD recruiting managers receive sound and consistent advice in relation to recruitment processes.

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	Provide support to other team members within the unit in the provision of a quality recruitment service.
Key internal stakeholders	Ensure efficient and effective end to end recruitment actions for NNSWLHD.
HealthShare	Establish and maintain good working relations to enable timely troubleshooting and assistance when required.

SELECTION CRITERIA

1. Relevant tertiary qualifications and/or substantial experience in Workforce/Human Resources/Recruitment or similar, including recent practical experience in a client focused recruitment environment, with demonstrated experience in providing end to end recruitment support services

POSITION DESCRIPTION

NNSWLHD - Administration Officer AO6 - Recruitment Partner

2. Demonstrated organisational skills and experience working in a high volume and demanding professional environment with a capacity to proactively prioritise competing demands and achieve results with a customer focused approach
3. Proven engagement, collaboration, interpersonal and customer service skills, with the demonstrated ability to engage with stakeholders, influence behaviour and manage client expectations
4. Demonstrated experience in providing accurate, sound and informative recruitment advice and support on recruitment best practice and innovative and contemporary recruitment approaches
5. Demonstrated ability to work cooperatively in a values based team environment with capacity to be flexible, motivated and self directed
6. Demonstrated proficiency in the use of electronic recruitment systems, Human Resources Information Systems and Microsoft Office applications
7. Demonstrated ability to interpret and apply NSW Health Policies, Awards and Agreements with the ability to provide accurate and sound informative advice
8. Valid unrestricted drivers' licence for use in NSW/Australia and willingness to travel in the course of employment

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:

POSITION DESCRIPTION

NNSWLHD - Administration Officer AO6 - Recruitment Partner

- 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

POSITION DESCRIPTION





NNSWLHD - Administration Officer AO6 - Recruitment Partner

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
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate

POSITION DESCRIPTION

NNSWLHD - Administration Officer AO6 - Recruitment Partner

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation

POSITION DESCRIPTION

NNSWLHD - Administration Officer AO6 - Recruitment Partner

Job Demands for: NNSWLHD - Administration Officer AO6 - Recruitment Partner

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

POSITION DESCRIPTION

**NNSWLHD - Administration Officer AO6 -
Recruitment Partner**

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

Sensory Demands

<p>Sight - use of sight is an integral part of work</p>	<p>Hearing - use of hearing is an integral part of</p>
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POSITION DESCRIPTION

**NNSWLHD - Administration Officer AO6 -
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performance (e.g. viewing of X-Rays, computer screens) Constant	work performance (e.g. Telephone enquiries) Frequent
Smell - use of smell is an integral part of work performance (e.g. working with chemicals) Not Applicable	Taste - use of taste is an integral part of work performance (e.g. food preparation) Not Applicable
Touch - use of touch is an integral part of work performance Not Applicable	

Psychosocial Demands

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

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**NNSWLHD - Administration Officer AO6 -
Recruitment Partner**

Not Applicable

Environmental Demands

<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>	<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>
<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>	<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>
<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>	<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>
<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

POSITION DESCRIPTION

**NNSWLHD - Administration Officer AO6 -
Recruitment Partner**

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