

Manly Adolescent and Young Adult Hospice



Timing: Anticipated opening date 7 November, 2022.

Overview of Service

The Manly Adolescent and Young Adult Hospice (AYAH) will provide specialised and designated support to Adolescents and Young Adults between the ages of 15 – 24 with life limiting illnesses. This includes those who were either born with or acquired their condition during childhood and survive to adolescence, as well as those who have acquired a condition later in life. It is the first facility of its type in Australia.

The AYAH will provide a unique Model of Care and Service Model that is not currently delivered to this cohort of patients, whilst aligning to the principles and goals of the End of Life and Palliative Care and Youth Health Frameworks. The Manly AYAH will be a centre of excellence for palliative care and supportive care, and seeks to provide exceptional experience to patients, carers, family, and friends of patients.

The aim of the service model is to assist in the delivery of best practice care and services for adolescents and young adult patients with life limiting illnesses as they progress through their healthcare journey. We aim to ensure they receive seamlessly coordinated, culturally appropriate care by compassionate, skilled staff. Additionally, the AYAH will provide person centred, high quality care within a setting specifically designed for adolescents and young adults. This includes holistic care and support to young people and their families, comprising a range of individualised services including social events, supportive care and counselling, and bereavement support.

The AYAH will provide expertise in age-appropriate inpatient care for adolescents and young adults. A key role of AYAH staff will be to facilitate integration and a high level of communication with patient's primary care providers to ensure a continuum of care with primary and other specialised services. As a centre of excellence, the AYAH will not only treat patients within the facility, but also provide advice to clinicians and families across NSW in respect to the care and management of adolescents and young people.

Staffing Profile

The facility will have 8 beds, with 4 beds opening on Day 1. The Facility is expected to be fully operational within 6 weeks of opening.

Staffing needs

It is vital that adolescents and young adult patients and their families receive a service that is tailored to meet their specific needs. The Manly AYAH will address identified concerns and deliver high quality person centred general respite, symptom control, holistic care, and end of life care to these patients. Care will be delivered through a compassionate, empowered, and multidisciplinary workforce working in partnership with patients, their carers and other stakeholders.

As part of the development of this service a model of care has been developed requiring the following staffing by clinical and support specialty.

Medical

Day 1 medical staffing will be made up of the following:

- 0.53 x Palliative Care Staff Specialist
- 0.53 x Advanced Trainee
- 1.53 x Resident Medical Officer

In addition, the JMO workforce across Mona Vale and the AYAH will have increased sufficiently to require a 0.53 FTE Resident Medical Officer reliever. As a standalone site, the AYAH cannot be left uncovered for prolonged periods in case of sick leave or annual leave. The inclusion of a JMO relief position across the wards will allow for this flexibility of workforce and assist in covering JMO leave at Mona Vale.

The roster provides half day cover at weekends, with rotation and cross cover at weekends between the AYAH and the PCU/GEM ward at MVH. On-call cover will be provided by the existing NSLHD Palliative Care roster. The SRMOs for the AYAH and the PCU/GEM will rotate every 4 weeks to provide them with a breadth of experience.

Nursing

Day 1 nursing staffing will be:

- 1.0 FTE NUM2 (working M-F 0800-1630hrs)
- 1.0 FTE Palliative Care CNS2 (working M-F 0730-1600hrs)
- 0.63 FTE CNE2 (working M-F 0700-1530hrs)
- 13.1 FTE RN (24/7)
- 1.84 EN FTE (24/7)
- 1.63 AINs FTE (24/7)
- 2.96 FTE Wardsperson/Security officer (HASA) (M-F 12 hr shift 1830-0700, Sat and Sun 2 x 12 hrs shifts providing 24/7 cover). As this service is a standalone facility in a remote location, we will employ a combined Security Officer/Wardsperson role

The proposed roster is attached as Tab A.

Allied Health

Day 1 allied health staffing will see the allocation of the following clinicians:

- 1.0 FTE Social Worker
- 1.0 FTE Bereavement Support/Family Support Worker
- 0.63 FTE Physiotherapist
- 0.42 Occupational Therapist
- 0.32 Dietician
- 0.32 Speech Pathologist
- 0.63 Clinical Psychologist
- 0.63 Diversional Therapist

Staffing Profile

- 0.53 Pharmacist
- 0.21 Pharmacy Technician

The Occupational Therapist, Speech Pathology and Dietetics FTE will sit within the central Mona Vale teams and be provided on a referral basis as needed.

Clerical

There is the requirement for one full time Ward Clerk (working M-F 0800-1630hrs) and a part time CSO.

Corporate Services

Day 1 Corporate Services staffing will be made up of the following:

- 0.63 x AYAH Service Manager (HM4) (working M-F 0830 to 1700 weekdays)
- 1.00 x Fundraising and Community Relations Manager (HM2) (working M-F 0830 to 1700 weekdays)
- 0.63 x Volunteer Co-Ordinator (HM1) (working M-F 0830 to 1700 weekdays)
- 1.00 FTE Administration Officer (A04)
- 1.60 x Environmental Staff (hrs worked – M-F and Weekend coverage, the proposed roster is attached as Tab A)
- 1.40 x Cooking Staff (working 1000am to 6pm (lunch and dinner, self-service breakfast)
- 0.80 x Maintenance Staff (Electrician & Plumber)

In addition, the following existing positions at MVH will be enhanced to account for the additional workload:

- 0.40 x Finance Manager (currently 0.4 FTE)
- 0.20 x Quality and Safety Manager (currently 0.6 FTE)

AYAH STAFFING PROFILE		Day One	
Position	Grade/ Level	Total FTE	
MEDICAL			
Senior Staff Specialist Palliative Care	Level 1	0.53	
Advanced Trainee Registrar	Reg 04	0.53	
Resident Medical Officer	RMO03	1.00	
Resident Medical Officer Reliever	RMO03	0.53	
Medical Sub Total		2.59	
NURSING			
Nursing Unit Manager	NUM2	1.00	
Palliative Care Clinical Nurse Specialist	CNS2	1.00	
Clinical Nurse Educator	CNE2	0.63	
Registered Nurse	RN	13.1	
Enrolled Nurse	EN	1.84	
Assistants in Nursing	AIN	1.63	
Nursing Sub Total		19.20	
ALLIED HEALTH			
Physiotherapist	Level 3	0.63	

Staffing Profile

AYAH STAFFING PROFILE	Day One	
Social Worker/Bereavement Support	SW Level 3	2.00
Occupational Therapist	Level 3	0.42
Dietician	Level 3	0.32
Speech Pathologist	Level 3	0.32
Clinical Psychologist	Fourth Year	0.63
Diversional Therapist	Level 3	0.63
Pharmacist	Grade 3	0.53
Pharmacy Technician	Grade 2	0.21
Allied Health Total		5.69
SUPPORT SERVICES		
AYAH Service Manager	HM4	0.63
Finance Manager	HM3	0.42
Quality and Safety Manager	HM3	0.21
Fundraising and Community Relations Manager	HM2	1.00
Volunteer Co-ordinator	HM1	0.63
Environmental Services (Cleaners/Housekeepers)	Hospital Assistant Grade 2	1.63
Cooking Staff	Chef Grade B	1.40
Wardsperson / Security	HASA	2.96
Maintenance Staff	Elec. Tradesperson L4	0.42
	Plumber L4	0.42
Administration Officer	A04	1.00
Corporate Total		10.72
Grand Total		38.20

Impacted employees

Due to increased Allied Health staffing as a result of the opening of AYAH, we are required to re-grade four Allied Health positions based on the NSW Health Service health Professionals (State) Award.

Level 3 Senior Inpatient Physiotherapist and Occupational Therapist to Level 4 Team Leaders. These positions are responsible for all inpatient physiotherapy/occupational therapy staff working across distinct areas including IP rehabilitation, Palliative Care, GEM and the AYAH. Re-classification from a Senior Clinician to a Team Leader is required due to this position overseeing separate services over separate facilities. The award defines a Level 3 Senior Clinician as having a supervisory role in a small facility under the direction of a Department Head with responsibilities across a zone, region or cluster. A team leader is responsible for the leadership, guidance and line management of a multidisciplinary clinical unit or specialist team that may work across a geographic region, zone or clinical network.

The award states a level 3 Team Leader supervises up to 5 FTE staff members and a Level 4 supervises 5-10 FTE. With the opening of the AYAH, the total FTE that the

Staffing Profile

Physiotherapy Team Leader supervises will be 9.9 FTE and the Occupational Therapy Team Leader will supervise 6.9FTE.

The current incumbents in these roles are affected.

Level 5 Occupational Therapy Department Head regraded to a Level 6 Department Head. The award states where a department contains more than 15-25 FTE the head of department is a Level 6. With the opening of the AYAH the total OT department will manage 15.2 FTE. The current incumbent in this role is affected.

Level 4 Social Work Manager regraded to a level 5 Department Head – the award states where the department contains over 5 FTE the Department Head is a level 5. With the opening of the AYAH the SW department will manage 6.59 FTE. The substantive incumbent is affected.

Any affected employees will be able to apply for the new position when the role is advertised internally. If unsuccessful, redeployment options would be considered.

A summary of the impacted positions are shown in the table below:

Department	Classification		FTE
Physiotherapy 9.9 FTE, number of subspecialty teams, two sites, split funding	Current	L3 Senior Inpatient Physiotherapist	1
	Proposed	L4 Physiotherapy Team Leader	
Occupational Therapy 6.9 FTE, number of subspecialty teams, two sites, split funding	Current	L3 Senior Inpatient Occupational Therapist	1
	Proposed	L4 Occupational Therapy Team Leader	
Occupational Therapy 15.2 FTE, number of subspecialty teams, two sites, split funding	Current	L5 Occupational Therapy Department Head	1
	Proposed	L6 Occupational Therapy Department Head	
Social Work 6.59 FTE, number of subspecialty teams, two sites,	Current	L4 Yr 2 Department Head	1
	Proposed	L5 Department Head	

Expected benefits include alignment with the Award and consistency within the LHD in terms of Allied Health Team Leader / Department Head classifications.

Incumbent employees in the positions who are not successful will be managed in accordance with the Managing Excess Staff of the NSW Health Service Policy Directive (PD2012_021) and will be redeployed to suitable vacancies across NSLHD.

Notification to Union/Industrial Bodies and other relevant parties

Consultation is required following the proposal document and corresponding brief being approved by the Mona Vale Hospital executive body and NSLHD CE.

This restructure consultation paper which includes the proposed new organisational structure is being provided for consultation. The consultation paper will be sent to the following stakeholders as detailed below:

- All affected staff working in the Mona Vale Hospital Allied Health teams

Staffing Profile

- Health Service Union (HSU)
- New South Wales Nurses and Midwifery Association (NSWNMA)
- Australian Salaried Medical Officers' Federation (ASMOF)

The dates of the consultation period will be 2 weeks from 20 June 2022 to 8 July 2022. We have scheduled the opportunity to hold Union and Staff Consultation Committee (USCC) meetings with the General Manager, HR, union partners and staff. A list of concerns would be provided by the unions prior to this meeting to be included in the agenda.

Recruitment plans

The following table outlines the timeframes for recruitment to roles in the AYAH service. Key management and administrative roles will be recruited to first, followed by key clinicians. Other roles will be recruited to for day 1 and as patient numbers increase.

Date	Actions	Responsibility
April 2022	Advertise to NUM and CNS roles	DON
31 May 2022	Appoint NUM and CNS NUM commencing July 2022 CNS commencing early July 2022	DON
1-31 May 2022	Finalisation of Position Descriptions and submit to Grading Committee (16 July 2022)	Relevant Managers with HR review
20 June - 1 July 2022	Present AYAH plans and staffing at USCC meeting Send staffing paper to HSU, NSWNMA, ASMOF and Trades unions to advise staff of new service and proposed staffing. 2 week consultation period on Staffing Profile from 20 June – 8 July 2022. Schedule 3 x USCC meetings – June, July, October 2022 to provide updates on build progress and recruitment to new service	HR
11 July 2022	Review and incorporate consultation feedback into plans and documents. <i>If changes have been made to the original approved brief, as a result of the consultation process, the modified brief must be again approved by the MVH Executive and NSLHD CE.</i>	GM and HR
11 July 2022	Finalise outcome of consultation and advise unions of the final structure and implementation timetable. Update CE Brief to reflect agreed changes following consultation, submit revised CE Brief for approval.	GM
13 July 2022	ATF Brief submitted	GM
15 July 2022	Sign off at LHD ATF Committee	NSLHD
18 July 2022	Communications strategy to promote new service and attract candidates	GM
18 July 2022	Advertise and recruit to all positions internally/externally for two weeks. Liaise with Felicity Martin, Recruitment Manager to facilitate this process. 2 weeks external, 1 week internal	Relevant professional manager
1 August 2022	Culling of applicants for positions - 3 weeks	Relevant professional manager

Staffing Profile

Date	Actions	Responsibility
15 August 2022	Interviews and checks - 4 weeks	Relevant professional manager
15 September 2022	On-boarding process – 6 weeks	Relevant professional manager and NSLHD Employee Services
15 September 2022	Redeployment options identified for any affected allied health staff	
30 September 2022	Announce appointments	AYAH Service Manager
30 September 2022	Confirm establishment with Employee Services to update StaffLink	AYAH Service Manager and NSLHD Employee Services
9 October 2022	Final sign off by HR in consultation with Employee Services to ensure all positions are established in line with the new organisational structure, staff are mapped to the correct positions/classifications, and obsolete position numbers/cost centres are eliminated in StaffLink and obtain final sign off from requesting manager	AYAH Service Manager, HR and NSLHD Employee Services
10 to 24 October	Commencement of new staff, orientation and team building	All new staff
Early November 2022	Commencement of Patient Care	All new staff

Review

The restructure will be reviewed 3 months following implementation to ensure that staff and patients are safe and patient flow is maintained. The review will assess the efficiency, staff satisfaction with the restructure and continued patient safety.

Monitor and finalise changes. AYAH Service Manager to attend team meetings to determine staff views of the structure and incorporate into review and any recommended changes.

Attachments

Tab A – Proposed rosters

Tab B – Proposed position descriptions, new roles

Tab C – Proposed organisational chart

Approved	Position	Date	Signed
Jennifer McConnell	General Manager Mona Vale Hospital		

TAB A- Proposed Rosters AYAH Consultation Paper

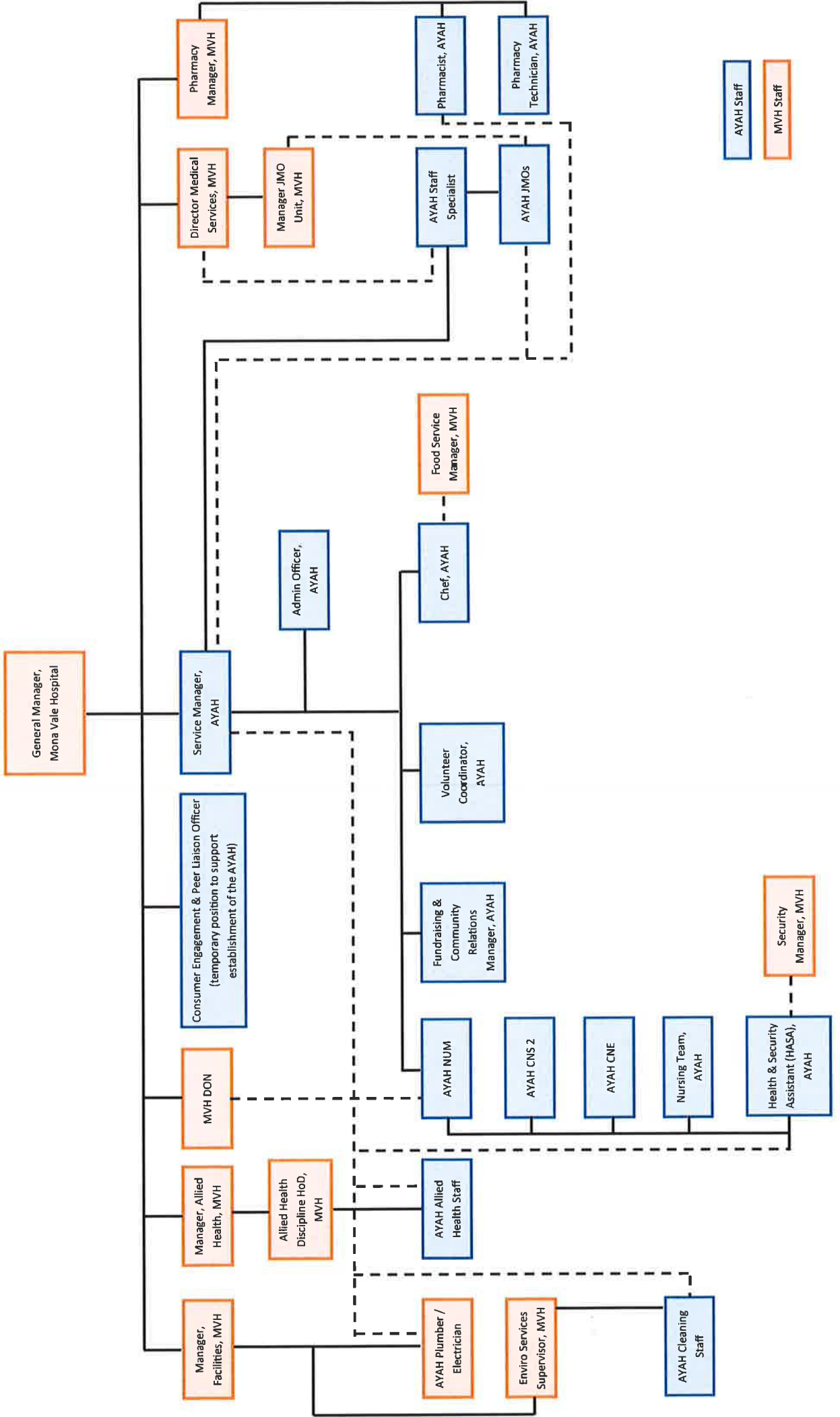
Proposed Nursing Roster for AYAH (Including HASA)

	Headcount per Shift Excluding NUM, CNE, CNC					
	Morning		Afternoon		Night Duty	
	8	8	8	8	10	10
Duration of Shift in Hours	8	8	8	8	10	10
Monday	3		3			3
Tuesday	3		3			3
Wednesday	3		3			3
Thursday	3		3			3
Friday	3		3			3
Saturday	3		3			3
Sunday	3		3			3

Proposed Cleaning Roster

	Week 1							Week 2							Week 3							Week 4												
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun						
AG 06:00-14:30						06:00-14:30						06:00-14:30								06:00-14:30						06:00-14:30						06:00-14:30		
AG 16:00-22:30			06:00-14:30							06:00-14:30							06:00-14:30											06:00-14:30						06:00-14:30

AYAH Organisational Chart



POSITION DESCRIPTION



POSITION TITLE	Service Manager, Adolescent and Young Adult Hospice (AYAH)
STAFFLINK POSITION NO.	
COST CENTRE	279567 MV AYAH GEN
CLASSIFICATION	Health Manager 4 (HM4)
AWARD	NSW Health Manager (State) Award
REGISTRATION/LICENCE REQUIREMENTS	NSW Driver Licence
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	Working With Children and National Criminal Record Check
RESPONSIBLE TO	General Manager, Mona Vale Hospital
RESPONSIBLE FOR	<ul style="list-style-type: none"> • Nurse Unit Manager AYAH • Fundraising and Community Relations Manager AYAH • Volunteer Coordinator AYAH • Chef AYAH • Staff Specialist AYAH • Administration Support Officer
PRIMARY PURPOSE OF THE ROLE	<p>Primary responsibility for operational and strategic management, coordination of integrated services to customers of the AYAH, providing excellent patient and staff experiences.</p> <p>The incumbent will develop sustainable AYAH services for the delivery of contemporary and innovative multi-disciplinary models of care to young adults with life limiting illnesses. They will that deliver on budget, generate revenue, and meet activity targets in partnership with Clinical and Nursing Management.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>1) Strategic</p> <ul style="list-style-type: none"> a) Shape the AYAH strategic, workforce and operational plans and actively monitor progress toward achievement of objectives; b) Ensure development of high quality, coordinated multidisciplinary and evidence-based service delivery that delivers patient centred care <p>2) Leadership and Management</p> <ul style="list-style-type: none"> a) Provide leadership and management to support the delivery of AYAH services; b) Effectively lead and manage multidisciplinary (MDT) to build an engaged and empowered workforce to deliver excellent patient and family care.

	<ul style="list-style-type: none"> c) Lead, support and manage the design, conduct and management of complex projects as required for the AYAH service; d) Provide strategic, expert and coordinated advice to the MVH Executive Unit in the management and resolution of critical and emerging service and governance matters across the AYAH e) Develop and maintain strategic alliances and effective relationships within and across NSLHD and the local community to support the fundraising and community engagement, with the AYAH Fundraising and Community Partnerships Manager f) Develop and implement policies, processes, and systems to enhance coordination, improve clinical efficiencies and access to services within the AYAH domain, under the principles of integrated care; g) Ensure clinical and corporate governance structures are developed and embedded within the AYAH; h) Manage, support and promote quality improvement initiatives including leading evidence based, data driven practice into local delivery of services, minimising inappropriate clinical variation. i) Promote AYAH services widely, including through maintaining the AYAH webpages on NSLHD Internet and Intranet; <p>3) Quality and Safety</p> <ul style="list-style-type: none"> a) Ensure that the AYAH provides a safe and high quality service to consumers, with key indicators in line with peer facilities b) Develop and monitor monthly quality and safety reports for the facility and implement quality improvements based on the results c) Ensure the highest standards of consumer involvement in the development and delivery of services <p>4) Financial and Performance Management</p> <ul style="list-style-type: none"> a) Utilise financial and clinical information systems to analyse service delivery and to inform future service delivery models; b) Establish and maintain a comprehensive reporting framework, including the provision of regular reports on progress against operational plans to MVH Executive; c) Ensure effective allocation, monitoring, and management of resources to meet budget and activity targets; d) Meet performance targets as defined and for key performance indicators as determined for the AYAH NSW. 		
<p>KEY CHALLENGES <i>(Maximum of 3)</i></p>	<p>Leadership of clinical and operational service delivery within a unique setting. Develop and then continually improve a new service model.</p> <hr/> <p>Develop and support monitoring and reporting systems that enable efficient and effective service management and benefit realisation of the AYAH.</p> <hr/> <p>Work with Adolescent and Young Adult consumers and their families to develop patient centred care that is tailored to their needs.</p>		
	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;">WHO</td> <td style="width: 50%; text-align: center;">WHY</td> </tr> </table>	WHO	WHY
WHO	WHY		

KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	Mona Vale Hospital Executive	Engage on service development and direction of clinical services
	Frontline clinicians, clinical managers, SMEs and Clinical Networks in NSLHD	Partnering with clinical and operational management in the design and implementation of clinical services
KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO	WHY
	NSW Ministry of Health, NSW Health Pillars and Health Agencies	To engage on behalf of NSHL D.
	Primary Health Networks, Non-Government Organisations, Private Healthcare Organisations, Consumers and Community Groups	To engage on behalf of NSHL D and raise funds and promote the AYAH services.
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Relevant tertiary qualification in a clinical or health management field or relevant extensive experience of operationally managing a health service.	
	Demonstrated ability to manage conflicting priorities and tight timeframes, including the management of complex teams and reporting requirements.	
	Demonstrated experience in managing negotiating and advocating for budget levels within an environment of limited resources and increasing activity pressures in a large, complex organisation to achieve targets.	
	Demonstrated ability to anticipate and solve problems, collaborating with stakeholders, using tactical and innovative solutions to financial and operational challenges within the public sector context.	
	Demonstrated high level interpersonal, written and verbal communication skills and experience delivering persuasive presentations.	
	Proven ability to inspire, lead and motivate a team of MDT staff and stakeholders in service delivery and to build an engaged workforce that provide high standards of care.	
	Demonstrated patient and customer service focus and complaints management experience.	

POSITION DESCRIPTION



POSITION TITLE	Fundraising and Community Partnerships Manager AYAH
STAFFLINK POSITION NO.	
COST CENTRE	279567 MV AYAH GEN
CLASSIFICATION	Health Manager Level 2
AWARD	Health Manager (State) Award
REGISTRATION/LICENCE REQUIREMENTS	NSW Driver Licence
VACCINATION CATEGORY	Category A
PRE-EMPLOYMENT SCREENING CHECKS	Working With Children and National Criminal Record Check
RESPONSIBLE TO	Service Manager AYAH
RESPONSIBLE FOR	
PRIMARY PURPOSE OF THE ROLE	Responsible for promoting AYAH service, for young people with life limiting conditions, ensuring annual fundraising targets are met. Lead communication with the broader public and develop strong community partnerships aligned to the goals of the AYAH clients and services, building good relationships with prospective donors, clients and their families.
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>Strategic</p> <ul style="list-style-type: none"> • Develop goals and strategies for AYAH fundraising and community participation consistent with the NSW Health Youth Health Policy and in collaboration with the North Foundation. • Ensures community voices are heard and understood and inform strategic planning for the service. • Coordinate the development and implementation of an annual fundraising and community participation plan. • Initiate, develop and manage plans, strategies, policies and systems for fundraising and community participation initiatives within AYAH. <p>Management and Leadership</p> <ul style="list-style-type: none"> • Actively manage fundraising and community participation models within AYAH. <p>Operational</p> <ul style="list-style-type: none"> • Develop, implement, monitor and evaluate AYAH and Community partnership plans across the NSLHD catchment in conjunction with appropriate staff, services and agencies, • Identify, evaluate, mitigate and document risks into the Risk Register. • Establish and maintain a comprehensive reporting framework for the fundraising and community participation portfolio within AYAH. <p>Financial</p> <ul style="list-style-type: none"> • Achieve fundraising revenue targets

	<ul style="list-style-type: none"> • Manage fundraising budgets and ensure expenditure is within budget. • Contribute to annual organisational review and negotiation of the budget, forward-planning activities to maximise effective use of current and future resources and identify additional funding sources. <p>Communication</p> <ul style="list-style-type: none"> • Work collaboratively with other NSLHD fundraising and community partnership stakeholders on integrated and aligned initiatives, particularly the North Foundation. • Develop and maintain professional partnerships with relevant stakeholders from Government, Non-government and private organisations to facilitate effective collaboration between youth services in the local area and AYAH service delivery. 	
KEY CHALLENGES <i>(Maximum of 3)</i>	The establishment of strong networks between relevant health services, charitable trusts and fund raising agencies to establish the AYAHs reputation.	
	Meet fundraising targets and KPIs. Manage donor expectations regarding use of funds, especially when not able to accommodate requests.	
	Developing a culture of continuous engagement of community in AYAH programs and services.	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	NSLHD clinical services and relevant Clinical Networks.	Clinician engagement and relationship/network development.
	Services Manager, AYAH	For all operational related matters.
	Mona Vale Hospital and NSLHD Executive.	Providing updates regarding funding sources and community partnership models. Seek approvals were necessary.

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO	WHY
	Local Government and Non-government agencies	Establish connections and partnerships.
	Private organisations and stakeholders.	Establish connections and partnerships, seek fundraising opportunities.
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Tertiary qualifications in marketing/business management discipline and/or equivalent experience in fundraising and community participation.	

	Proven ability to raise funds through a variety of means and meet stretch targets.
	Proven ability to engage with the community and develop consumer participation and partnerships to enhance service delivery
	Experience working with volunteer organisations, government, philanthropic organisations and not for profit organisations and demonstrated ability to elicit in kind or financial contributions to a service.
	Demonstrated high level of negotiation, interpersonal and communication skills
	Ability to work independently, set priorities and adhere to deadlines.

POSITION DESCRIPTION

POSITION TITLE	Volunteer Coordinator, AYAH
STAFFLINK POSITION NO.	
COST CENTRE	279567 MV AYAH GEN
CLASSIFICATION	Health Manager Level 1
AWARD	NSW Health Manager (state) Award
REGISTRATION/LICENCE REQUIREMENTS	NSW Driver Licence
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	Working With Children and National Criminal Record Check
RESPONSIBLE TO	Service Manager, AYAH
RESPONSIBLE FOR	Volunteers
PRIMARY PURPOSE OF THE ROLE	<p>The Volunteer Coordinator identifies areas where volunteers can support AYAH customers, recruits, trains, supports, appreciates and works collaboratively with volunteers to deliver enhanced experiences to AYAH customers. Regularly seeks feedback to ensure volunteer services are satisfactorily meeting the needs of AYAH staff and customers.</p> <p>To ensure volunteer practices are consistent with applicable legislation, the Ministry of Health Policy on volunteering and other policy requirements, industry standards governing their activities, and volunteering codes of practice/national standards.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>The volunteer coordinator will:</p> <ol style="list-style-type: none"> 1. Plan and evaluate volunteer services to ensure they meet the needs of AYAH customers, staff and a culturally diverse community. 2. Develop and maintain effective two way communication with volunteers. 3. Recruit volunteers in accordance with the NSLHD recruitment policy and procedure, including criminal record checks and child protection screening requirements and vaccination. 4. Conduct orientation/induction sessions for all new volunteers, ensuring it meets their development needs and is engaging. 5. Develop and implement programs and rosters appropriate to ensuring a safe working environment for all volunteer and chaplaincy workers and their customers. 6. Ensure volunteers have access to organisation learning, training and development opportunities and attend mandatory education as related to their roles and work, health and safety requirements.

	<p>7. Allocate volunteers roles appropriate to their individual skill level and interests and ensure that they have a clear understanding of their duties,</p> <p>8. Involve volunteers where appropriate in contributing to accreditation processes.</p>	
KEY CHALLENGES <i>(Maximum of 3)</i>	<p>Managing a potentially large workforce of volunteers with varying skill levels and abilities.</p>	
	<p>Ensuring volunteers understand and adhere to NSW Health and NSLHD policy requirements, specifically the code of conduct and managing those who don't.</p>	
	<p>Developing a culture of continuous engagement of volunteers in programs.</p>	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	Other NSLHD volunteer services	Ensure consistency across the District, share experiences and swap ideas.
	Services Manager, AYA	For all operational related matters and to ensure volunteers are meeting needs.
	Mona Vale Hospital & NSLHD Executive	For developing and delivering effective, efficient, high quality volunteer services, in line with the organisational objectives.

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO	WHY
	Local Government, local community organisations and Non-government agencies	To fulfil demands for volunteer services
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	<p>Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.</p>	
	<p>Relevant management qualification and/or relevant experience and knowledge of volunteer services, ideally within a healthcare setting.</p>	
	<p>Demonstrated customer service skills and ability to ensure high customer service standards around delivering person centred care through others.</p>	
	<p>Proven ability to recruit, coordinate, engage and roster staff to meet service needs.</p>	
	<p>Demonstrated ability to clearly write and verbally communicate at multiple levels and to adapt communication style to different audiences.</p>	
	<p>Demonstrated experience in the development and implementation of policies, procedures and guidelines to ensure services meet expected governance standards.</p>	

	Confident user of the Microsoft Office 365 suite of programs, including Microsoft Teams.
	Strong time management skills and ability to prioritise and manage own workload and competing needs with limited resources.

POSITION DESCRIPTION



POSITION TITLE	Chef - AYAH
STAFFLINK POSITION NO.	
COST CENTRE	279567-MV AYAH Gen
CLASSIFICATION	Chef Grade B - Patient Support Services/ Food Service/ Cook
AWARD	Health Employees (State) Award
REGISTRATION/LICENCE REQUIREMENTS	NSW Driver Licence
VACCINATION CATEGORY	Category A
PRE-EMPLOYMENT SCREENING CHECKS	Working With Children and National Criminal Record Check
RESPONSIBLE TO	Service Manager AYAH with indirect reporting line to Food Service Manager MVH
RESPONSIBLE FOR	
PRIMARY PURPOSE OF THE ROLE	<p>The Chef is responsible for all aspects of AYAH food services and catering including menu design, preparation and cooking nutritious and tasty patient meals within dietary and budgetary requirements.</p> <p>The role will be responsible for maintaining food safety and cleaning standards in a Hazard Analysis Critical Control Point (HACCP) accredited environment.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>Follow the Health Services HACCP based Food Safety Plan procedures and complete audit sheets/food safety records in your work area.</p> <p>Provide meals to patients that are prepared, cooked and served to a high standard and within dietary and budgetary requirements.</p> <p>Responsible for stock control including co-ordinating the ordering of food items and beverages, (using approved NSW Health contracted providers), rotating of stock to ensure items are clearly labelled and used within their use by dates.</p> <p>Responsible for safe storing of food, beverages and other items in appropriate locations and in accordance with Food Standard 3.2.2 of the Food Standards Australia and New Zealand (FSANZ).</p> <p>Ensure kitchen equipment is in good working order prior to use and maintained.</p> <p>Ensure a safe work environment for yourself and others in line with NSLHD Work Health & Safety policies and procedures.</p> <p>Report all accidents/incidents, workplace injuries and near misses to AYAH Service Manager, and enter into to IMS+. Assist in any investigation and/or risk management process.</p> <p>Work collaboratively and communicate effectively (formal and informal) in a team environment with other staff to achieve results.</p>

KEY CHALLENGES <i>(Maximum of 3)</i>	Providing patients with meals they enjoy eating, navigating requests from parents to cook meals or bring in food for their child.	
	Managing food stocks to maximise choice, minimise waste and operate within budget constraints.	
	Ensuring hospital food safety and meeting relevant standards.	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	AYAH Services Manager	For all food related matters that may impact AYAH meal service operationally.
	Food Services Manager, HealthShare	To understand and comply with HS HACCP and Food Safety requirements.
	NSLHD Dietetics Services.	To collaborate and communicate with Dietician services to provide meals to patients according to their dietary requirements

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO	WHY
	External food providers	To ensure all products used for meal services are available for use, in-date and meet Australian food standard requirements.
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Certificate in Safe Food Handling and Certificate III in Commercial Cookery or equivalent.	
	Proven experience as a Chef including a demonstrated ability to maintain budgets of a commercial kitchen.	
	Demonstrated ability to meet of the NSW Health & Food Safety requirements.	
	Demonstrated ability to control and direct food preparation and production for meal service to specified deadlines, at optimal temperatures and deliver efficient kitchen productivity.	
	Ability to communicate effectively with dieticians, families, children and AYAH staff and managers, displaying empathy and building relationships.	
	Current knowledge of culinary trends and best practice kitchen processes.	

POSITION DESCRIPTION

POSITION TITLE	Administrative Assistant - AYAH
STAFFLINK POSITION NO.	
COST CENTRE	279567-MV AYAH Gen
CLASSIFICATION	Administrative Officer Level 4
AWARD	Health Employee (State) Award
REGISTRATION/LICENCE REQUIREMENTS	NSW Driver Licence
VACCINATION CATEGORY	Category A
PRE-EMPLOYMENT SCREENING CHECKS	Working With Children and National Criminal Record Check
RESPONSIBLE TO	Service Manager AYAH
RESPONSIBLE FOR	
PRIMARY PURPOSE OF THE ROLE	Provide a high standard of customer service and ensure accurate, efficient and timely administrative support to the AYAH workforce.
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>Meeting and greeting all visitors to the AYAH service and directing them appropriately.</p> <p>Timely response to staff, patient, family and carer enquiries.</p> <p>Scheduling meetings, including taking minutes, room bookings and managing attendee lists and ensuring meeting documentation KPIs are met.</p> <p>Drafting correspondence that is clear and succinctly written and uses relevant NSW Health and NSLHD template and in accordance with policies and procedures.</p> <p>Manage and co-ordinate Service Manager's diary and other AYAH staff as required.</p> <p>Monitor, verify and make payment of accounts received and billing for AYAH as directed by the Service Manager, following procurement procedures and using appropriate software.</p> <p>Carry out routine banking duties including taking payments from various internal and external stakeholders.</p> <p>Entering data into and accessing various databases including but not limited to: recruitment and onboarding (ROB), Stafflink, Incident Management System (IMS+), eMR, patient admissions, billing, volunteer matters, meeting NSLHD administration KPIs.</p>
KEY CHALLENGES <i>(Maximum of 3)</i>	<p>Working in a demanding environment with competing priorities.</p> <p>Experiencing emotional impact of the death of customers.</p> <p>Ensuring appropriate communication which is compassionate, sensitive, effective and confidential to all internal and external stakeholders.</p>

KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	AYAH Service Manager and NUM	For all administrative related matters including day to day tasks and issues as they arise.
	AYAH staff	Collaborates with staff to provide a high level of administrative support and service to AYAH.
	Volunteers	Collaborates with staff to provide a high level of administrative support and service to AYAH.

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO	WHY
	Local Government Agencies, Non-government agencies, Community organisations	To provide customer service and relevant information in keeping with privacy requirements
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Clear communication skills both written and verbal, including professional phone and reception manner.	
	Demonstrated ability to work under limited direction and guidance with regard to prioritising workload and meeting deadlines	
	Demonstrated experience in administrative support in health or a health related field.	
	Demonstrated ability to work in a demanding environment and building relationships with customers and their families and delivery excellent customer service.	
	Demonstrated competency in using Office365 and knowledge of health related applications such as medical records system and payment and billing systems.	