

POSITION DESCRIPTION

ISLHD - Senior Manager Workforce Development



Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Health Mgr Lvl 4
State Award	Health Managers (State) Award
Category	Human Resources and Recruitment Training and Development
Website	www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

The Senior Manager Workforce Development will provide strong leadership and senior management to the *Workforce Development team* while overseeing the operation of Workforce Development to ensure delivery of an integrated and effective service

Additionally, the role will provide high level technical and specialist advice on all matters concerning workforce development consistent with legislative, NSW Health and Illawarra Shoalhaven Local Health District standards, policies and procedures, for the achievement of business and service objectives

Illawarra Shoalhaven Local Health District (ISLHD) has adopted four fundamental values (CORE) which will form the foundation of our organisation: Collaboration, Openness, Respect and Empowerment. These values are the principles which will underpin our day to day work and guide how we interact with our patients and each other.

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.

KEY ACCOUNTABILITIES

- Provide sound leadership, senior management and operational oversight to the Workforce Development team through the development and implementation of effective strategies to ensure the provision of excellent workforce development client focused services.
- Manage a key workforce development work stream including managing budget, delivering change management, business process improvement and benefits realization through effective stakeholder and resource management within agreed deadlines.
- Provide timely, expert and professional workforce development advice in the development, implementation and maintenance of *policies, procedures and programs* with particular focus on leadership development and coaching, learning and development, workforce data, reporting and analysis, performance development as well as recognition and rework to ensure the provision of high level client

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- focused services.
- Manage and drive the effective, accurate and timely reporting from all human resource information systems, eg StaffLink, SMRS and My Health Learning by consulting with various stakeholder groups to ensure consistent data standards, and collaborating with system vendors to facilitate the data extracts and to ensure Health Service reporting requirements are met.
 - Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes and budgetary changes are timely managed, within budget.
 - Develop, maintain and identify opportunities to forge productive strategic relationships with staff and other key stakeholders, industry, sponsors and relevant agencies, through fostering collaborative partnerships in order to ensure People Safety and Culture objectives are met.
 - Evaluate existing service practices, policy and operational procedures by applying a practical and innovative risk management approach to ensure compliance with all obligatory requirements and to maximise organisational safety.
 - Establish and implement effectual strategic directions and business plans through fostering a consultative framework with all internal and external customers, in order to ensure the highest standards of Workforce Development are achieved.
 - Uphold the highest standards of professionalism at all times by performing the functions of this role efficiently, economically, fairly, impartially and with integrity by actively advocating organisational principles and values, to ensure that Health Service and Government expectations are met.
 - Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of management and leadership in the service.

KEY CHALLENGES

- Anticipating projected future financial, personnel and physical resource challenges and addressing these using appropriate strategies.
- Providing leadership in supporting workforce development and improvement using effective communication strategies.
- Maintain awareness of trends, developments and information in workforce development and then foster a learning environment which encourages creative ideas and innovative thinking.

KEY RELATIONSHIPS

Who	Why
Internal	Communicate regularly with SIP colleagues, ISLHD Professional Leads, Workforce Support Teams, members of the Executive as well as ISLHD managers and employees on matters around workforce development.
External	Must develop and maintain effective relationships with HETI, Ministry of Health, external education and training organisations and other LHDs on matters pertaining to workforce development

POSITION DESCRIPTION

ISLHD - Senior Manager Workforce Development

SELECTION CRITERIA

1. Relevant tertiary qualifications in human resources, adult learning, leadership, coaching and/or relevant equivalent work experience, or a combination of study and work experience.
2. Proven experience in, and demonstrated record of sound achievement and leadership at senior management level in a large and complex organisation.
3. Thorough understanding of commitment to NSW and Australian healthcare systems, and of the organisational culture of health care services and facilities in NSW.
4. Demonstrated excellence in all aspects of the management of workforce development functions using strategic/business planning, integration and evaluation skills to ensure available resources are used effectively within the People Safety and Culture service.
5. Excellent strategic planning and policy development skills, including the ability to make complex judgements and take initiative within the delegated area.
6. Highly developed and effective written oral communication skills, with excellence in Microsoft office applications.
7. Excellent negotiation, decision making and influencing skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders, throughout all organisational levels.
8. Demonstrated experience of implementing workforce development strategies into business environments, managing workforce development related organisational change and the realisation of business benefits.

POSITION DESCRIPTION

ISLHD - Workforce Development Consultant

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Human Resources and Recruitment Training and Development
Website	www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

The Workforce Development Coordinator provides a high level specialised support for the management of a range of workforce development functions in order to programs in order to increase organisational capacity as well as to create and sustain a positive workplace culture. This role also supports the efficient and effective operation of the Workforce Development Unit to achieve business and service objectives.

COVID-19 VACCINATION COMPLIANCY

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KEY ACCOUNTABILITIES

Provide high level advice, support and guidance regarding workforce development in order to ensure services are delivered within agreed timeframes, quality standards and budgetary constraints. This includes key workforce development areas such as: Leadership development, such as assisting with the development, coordination and facilitation of leadership development programs across ISLHD.

Talent Management

- Coaching, this may include providing coaching and facilitation services to build organisational leadership capability, and capacity of staff who are leading and influencing clinical and non-clinical activities to improve the delivery of high quality health care, including the provision of 360 degree feedback.
- Mentoring, providing advice regarding implementation of ISLHD Mentoring Framework.

Professional development

- Building organisational capacity eg identify opportunities for networking and communication in developing leadership capabilities within ISLHD.

POSITION DESCRIPTION

ISLHD - Workforce Development Consultant

- Actively participate in course and system improvements for the effective delivery of ISLHD leadership programs.
- Work collaboratively with ISLHD Clinical Governance Unit to supporting clinical practice improvement deliverables through leadership programs.
- Develop and maintain systems and processes and manage appropriate resources to maximise achievement of goals and required levels of skills and performance.
- Resolve conflict and complaints to ensure continuous delivery of quality service.
- Build and maintain effective relationships with key stakeholders to ensure priorities are met.
- Contribute to the development and implementation of business and strategic plans, policies, procedures, standards and practices to ensure delivery of quality workforce development services across ISLHD.
- Promote continual improvement and focus on superior service by establishing and reviewing performance indicators and relevant reporting systems.
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provision.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees.

KEY CHALLENGES

- Balancing limited resources to meet competing customer needs and expectations and managing a high volume workload while at the same time managing to achieve positive outcomes.
- Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources.
- Participating in consultations with internal and external stakeholders often where there are competing needs/objectives.

KEY RELATIONSHIPS

Who	Why
Clinical Governance Unit	Close relationship to support ongoing improvement across ISLHD
Workforce Support Teams	This team provides human resource support to all managers and staff
Director People Safety and Culture	Manager once removed
HETI	NSW Health learning and development provider
Clinical Excellence Commission & University of Wollongong	Forms part of Effective Leadership in Health Program

SELECTION CRITERIA

POSITION DESCRIPTION

ISLHD - Workforce Development Consultant

1. Relevant tertiary qualifications in leadership, coaching, adult education, human resources and/or relevant equivalent work experience, or a combination of study and work experience.
2. Demonstrated high level analytical and problem solving skills including the ability to provide authoritative advice and recommendations across a large and complex organisation.
3. Demonstrated high level negotiation and facilitation skills and commitment to customer service.
4. Effective time management and demonstrated ability to prioritise and meet conflicting deadlines.
5. Highly developed communication, interpersonal and influencing skills.
6. Ability to develop and maintain effective working relationships with senior management, and other key stakeholders.
7. Demonstrated experience in planning and evaluation at strategic and service levels.
8. Current drivers licence (with a willingness to travel in accordance with the demands of the position).

POSITION DESCRIPTION

People, Safety and Culture

Resource Coordinator



OUR CORE VALUES

COLLABORATION

OPENNESS

RESPECT

EMPOWERMENT

POSITION DETAILS

POSITION NUMBER	681520
COST CENTRE	181213
DEPARTMENT	People, Safety and Culture
LOCATION	Port Kembla Hospital
CLASSIFICATION	Health Services Manager 1
AWARD	Health Services Manager (State) Award
VACCINATION CATEGORY	B
REPORTS TO	Director, People, Safety and Culture
DOES THIS ROLE MANAGE OR SUPERVISE OTHER STAFF?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If, yes please list reports.
FINANCIAL DELEGATION	<input checked="" type="checkbox"/> As per delegation manual <input type="checkbox"/> Other \$ _____ (please specify)

ESSENTIAL REQUIREMENTS

(max 4000 characters)

PRIMARY PURPOSE

(max 4000 characters)

Illawarra Shoalhaven Local Health District (ISLHD) has adopted four fundamental values (CORE) which will form the foundation of our organisation: Collaboration, Openness, Respect and Empowerment. These values are the principles which will underpin our day to day work and guide how we interact with our patients and each other.

The People, Safety and Culture Resource Coordinator is responsible for

POSITION DESCRIPTION

People, Safety and Culture

Resource Coordinator



Health
Illawarra Shoalhaven
Local Health District

coordinating the development of tools and resources to support people management across ISLHD.

KEY ACCOUNTABILITIES

(max 4000 characters)

- Lead the development of a range of tools and resources to support best practice in people management across ISLHD as part of the Workforce Management Toolkit.
- Manage the content for the Workforce Intranet site
- Work closely with key stakeholders to understand their needs and involve them in planning and preparing tools and resources for managers
- Analyse site information, including usage trends and statistics, undertake usability reviews and recommend aligned improvements to tools and resources
- Perform analysis tasks including stakeholder analysis and information structure analysis.
- Perform user interface design tasks including: creating mock ups and creating HTML prototypes.

SELECTION CRITERIA

(max 4000 characters)

1. Demonstrated familiarity with the use of project management principles to deliver business objectives.
2. Knowledge of contemporary issues in human resource and organisational management
3. Demonstrated knowledge of the components of common web technology, including the ability to manage and maintain websites or Intranets
4. High level skills in using the Microsoft Office suite
5. Broad functional knowledge of Sharepoint Designer and the Adobe Creative suite
6. Strong multi-tasking and organisational skills, with a demonstrated willingness to be flexible and adaptable to changing priorities.
7. Proven ability to successfully manage a wide range of stakeholders, and gain consensus.
8. Proven ability to work effectively both independently and as part of a team, demonstrating excellent interpersonal, communication, consultation and negotiation skills.

POSITION DESCRIPTION

People, Safety and Culture

Resource Coordinator



KEY CHALLENGES

(max 4000 characters)

- Assisting in developing systems and tools within the limited resources of ISLHD’s information technology framework in to assist in supporting business outcomes
- Demonstrating resilience and persistence in balancing the needs of competing demands within a complex, high volume work environment encompassing the delivery of strategic and operational outcomes
- Coordinating the progress of projects with stakeholders given limited resources and the difficulty to predict workloads.

KEY RELATIONSHIPS

(max 200 characters)

	WHO	WHY
	Workforce Support Teams	Provision of subject matter expertise
	Strategic Improvement Programs Staff	Provision of subject matter expertise

POSITION DESCRIPTION

People, Safety and Culture

Resource Coordinator

JOB DEMANDS CHECKLIST



Definitions:

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks				✓		
	Standing Remaining standing without moving about to perform tasks		✓				
	Walking Floor type: even/uneven/slippery, indoors/outdoors, slopes		✓				
	Running Floor type: even/uneven/slippery, indoors/outdoors, slopes						✓
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks	✓					
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks			✓			
	Kneeling Remaining in a kneeling posture to perform tasks	✓					
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks	✓					
	Leg/ Foot Movement Use of leg and or foot to operate machinery						✓
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding	✓					
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg		✓			
		Moderate lifting & carrying – 10 – 15kg	✓				
		Heavy lifting & carrying – 16kg and above					✓
	Reaching Arms fully extended forward or raised above shoulder		✓				
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body		✓				
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)				✓		
	Hand & Arm Movements Repetitive movements of hands & arms				✓		
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands		✓				
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						✓
	Driving Operating any motor powered vehicle	✓					

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				✓		
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries			✓			
	Smell Use of smell is an integral part of work performance eg working with chemicals						✓
	Taste Use of taste is an integral part of work performance eg food preparation						✓
	Touch Use of touch is an integral part of work performance	✓					

POSITION DESCRIPTION

People, Safety and Culture

Resource Coordinator



CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people eg. emergency or grief situations						✓
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness						✓
	Unpredictable people eg. dementia, mental illness, head injuries						✓
	Restraining Involvement in physical containment of patients/clients						✓
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies						✓

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust						✓
	Gases Working with explosive or flammable gases requiring precautionary measures						✓
	Fumes Exposure to noxious or toxic fumes						✓
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						✓
	Hazardous substances eg. dry chemicals, glues						✓
	Noise Environmental/background noise necessitates people to raise their voice to be heard						✓
	Inadequate lighting Risk of trips, falls or eyestrain						✓
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						✓
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						✓
	Confined spaces Areas where only one egress (escape route) exists						✓
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground						✓
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls						✓
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						✓
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						✓

POSITION DESCRIPTION

Workplace Behaviour Advisor



OUR CORE VALUES

COLLABORATION

OPENNESS

RESPECT

EMPOWERMENT

POSITION DETAILS

POSITION NUMBER	
COST CENTRE	181350
DEPARTMENT	People, Safety and Culture
LOCATION	Port Kembla Hospital
CLASSIFICATION	Health Services Manager 2
AWARD	Health Services Manager (State) Award
VACCINATION CATEGORY	B
REPORTS TO	Director, People, Safety and Culture
DOES THIS ROLE MANAGE OR SUPERVISE OTHER STAFF?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If, yes please list reports.
FINANCIAL DELEGATION	<input checked="" type="checkbox"/> As per delegation manual <input type="checkbox"/> Other \$ _____ (please specify)

ESSENTIAL REQUIREMENTS

(max 4000 characters)

PRIMARY PURPOSE

(max 4000 characters)

Illawarra Shoalhaven Local Health District (ISLHD) has adopted four fundamental values (CORE) which will form the foundation of our organisation: Collaboration, Openness, Respect and Empowerment. These values are the principles which will underpin our day to day work and guide how we interact with our patients and each other.

The Safe and Respectful Workplace Advisor is responsible for coordinating

POSITION DESCRIPTION

Workplace Behaviour

Advisor



the development of projects and initiatives to prevent and address instances of bullying and unacceptable behaviour across ISLHD. It is not the purpose of this role to manage complaints or deal directly with complainants.

KEY ACCOUNTABILITIES

(max 4000 characters)

- Lead and oversee organisational initiatives that will enable ISLHD to be a safe and respectful workplace for all staff
- Provide individual coaching and support to enable supervisors, managers and the executive to manage bullying complaints confidently and appropriately and in accordance with NSW Health policies
- Identify, develop, deliver and evaluate education material / programs to build the competence and capacity of managers to effectively utilise NSW Health bullying complaint management procedures
- Oversee the development and communication / implementation of procedures for managing bullying complaints to ensure prompt, fair and flexible management of workplace bullying, with a focus on effective resolution.
- Regularly review and evaluate bullying management procedures / practices to identify areas that need updating or improving, and ensure that the appropriate improvements are made
- Coordinate the collection and undertake analysis of bullying and other relevant data to identify local risks and measure performance against the key state wide indicators for bullying complaints management
- Partner with key stakeholders to promote ISLHD's zero tolerance approach to bullying and harassment
- Participate in the state-wide network of Advisors providing input into the ongoing development of state-wide strategies for improving the management of bullying complaints and contribute to / revise the Anti Bullying Advise Unit knowledge base

SELECTION CRITERIA

(max 4000 characters)

1. Strong demonstrated understanding of bullying issues and their management, and industrial relations and risk management principles
2. Demonstrated application of high level written and verbal communication, interpersonal and conflict resolution skills
3. Proven experience in applying analytical skills to problem solving and complex requests for advice and analysis of data
4. Ability to develop, implement and evaluate procedures
5. Proven ability to work independently with minimal supervision, and collaboratively as a member of a team

POSITION DESCRIPTION

Workplace Behaviour

Advisor



6. Strong multi-tasking and organisational skills, with a demonstrated willingness to be flexible and adaptable to changing priorities and competing deadlines.
7. Demonstrated experience in using Microsoft Office suite of computer programs
8. Appropriate tertiary qualifications, or demonstrated equivalent, relevant professional experience and training

KEY CHALLENGES

(max 4000 characters)

- Understanding the issues and exercising judgement when providing advice, coaching and education on managing bullying, particularly in light of potential industrial and legal outcomes of such processes
- Influencing the executive and other managers to respond to bullying complaints promptly and appropriately
- Foreseeing potential bullying risk factors that may have an impact on the staff of ISLHD, and developing suitable responses
- Meeting demands for information and advice against short deadlines and high volume workloads
- Contributing to cultural change across ISLHD, and the NSW public health system

KEY RELATIONSHIPS

(max 200 characters)

	WHO	WHY
	ISLHD Managers and Supervisors	Provision of advice, support and training in preventing and managing bullying complaints
	ISLHD Executive	Provision of up to date information on bullying issues across ISLHD
	People, Safety and Culture team	Key partners in the development of tools and resources around management of unacceptable behaviours

POSITION DESCRIPTION

Workplace Behaviour

Advisor

JOB DEMANDS CHECKLIST



Definitions:

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POSITION DESCRIPTION

Workplace Behaviour Advisor



CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
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	Gases Working with explosive or flammable gases requiring precautionary measures						✓
	Fumes Exposure to noxious or toxic fumes						✓
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						✓
	Hazardous substances eg. dry chemicals, glues						✓
	Noise Environmental/background noise necessitates people to raise their voice to be heard						✓
	Inadequate lighting Risk of trips, falls or eyestrain						✓
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						✓
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						✓
	Confined spaces Areas where only one egress (escape route) exists						✓
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground						✓
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls						✓
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						✓
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						✓



Health

Illawarra Shoalhaven Local Health District

Reference Number :	271473		
Recruitment Type	Bulk Recruitment		
Position Number :			
Position Title :	Professional Development Support Officer		
Cost Centre :	Cost Centre	Code	%
	IS Learning and Development Unit	181215	100
Organisation unit :	Illawarra Shoalhaven Local Health District		
Location :	Port Kembla		
Facility :	People Change and Governance		
Award Classification :	Health Employees' Administrative Staff (State) Award-Admin Off Lvl 5		
Registration/ Licence Requirements :	Not Applicable		
Vaccination Category:	B		
Employment Screening Check			
National Criminal Record Check :	Yes		
Working With Children Background Check :	No		
Working With Aged Care Check :	No		
Responsible To :	Professional Development Coordinator		
Responsible For :	Nil		
Purpose Of Position :	<p>ISLHD has adopted four fundamental values which will form the foundation of our organisation: Collaboration, Openness, Respect and Empowerment (CORE). These values are the principles which will underpin our day to day work and guide how we interact with our patients and each other. The Workforce Unit plays a pivotal role in embedding these values within the organisation and transforming workplace culture.</p> <p>The Workforce Directorate is committed to delivering high quality, client-focused and professional services that support the organisation in the delivery of its core function, which is the provision of high quality, safe and efficient health services that are responsive to the needs of patients, carers and the community.</p> <p>The Professional Development Support Officer is a position which will assist in the coordination and administration of district-wide initiatives that support the professional development of ISLHD employees. This will include being the first point of contact for inquires made to the Learning and Development Unit. The coordination and administrative support of various district wide training programs. The development and maintenance of learning materials, tools and templates to support the learning and development function.</p>		
Key Accountabilities :	<p>Contribute to the coordination and operation of mandatory training across ISLHD including, but not limited to:</p> <ul style="list-style-type: none"> Assisting in the communication and clarification of mandatory training requirements for staff, volunteers and contractors Contributing to the development, and maintenance of ISLHD policy, procedures and business rules relating to mandatory training 		



Health

Illawarra Shoalhaven Local Health District

	<ul style="list-style-type: none"> • Development of resources to support staff awareness of their mandatory training requirements • Working with the Workforce Systems and Applications team to ensure that the mandatory training requirements of staff are accurately set and maintained in the Learning Management System (LMS) • Providing first level email and telephone support and advice to staff in relation to mandatory training requirements <p>Coordinate District participation in Health Education and Training Institute (HETI) learning programs including, but not limited to People Management Skills Program (PMSP) and Financial Management Essentials (FME)</p> <ul style="list-style-type: none"> • Developing and implementing methods to advertise and promote programs to relevant staff across the LHD • Developing and coordinating enrolment processes for programs • Acting as the first point of contact in the LHD for prospective and enrolled participants as well as the HETI Management Team. • Coordinating involvement and bookings for workshops/ forums / presentations • Reporting on district progress and the evaluation of program effectiveness <p>Participate in activities that support the implementation and operation of the ISLHD learning and Development Framework, including:</p> <ul style="list-style-type: none"> • Assisting in the development of policies, procedures business rules relating to the districts learning and development activities • Working with subject matter experts (SME's) to create learning resources or other instructional material to be used in the LHD • Developing tools, templates, guides and other reference material to support ISLHDs Learning and Development Framework • Providing first level email and telephone support to staff in relation to Learning and Development • Develop partnerships with internal and external stakeholders to ensure effectiveness of professional development within ISLHD is maximised. <p>Support the leadership and management of the team by:</p> <ul style="list-style-type: none"> • Committing your best endeavours and full capability to the work assigned to you by your manager • Establishing and maintaining appropriate and effective communication processes including attending and participating in regular team meetings • Participating in continuous professional development through the Personal Effectiveness and Development (PED) processes • Participating in professional networking within the People Change and Governance Directorate to deliver high quality integrated solutions for the organisation • Contributing to a performance based culture that supports the development of collaborative approaches in service delivery across the District and has a strong commitment to continuous quality improvement strategies • Supporting a culture that embraces a positive "can do" attitude and approach in interactions with Executive members and business partners, particularly at times of high work volume and competing resource demands • Promoting and practicing knowledge sharing across the People Change and Governance Directorate to maximise available resources and knowledge, and minimise duplication • Demonstrating work behaviours consistent with the CORE values and work within prescribed boundaries, including required behaviours, policies, standards, procedures and legislation requirements • Disclosing timely information to your manager when accountability cannot be met as planned • Any other duties as directed
<p>Challenges/Problem Solving :</p>	<ul style="list-style-type: none"> • Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources • Promoting and fostering positive, collaborative and constructive relationships across People Change and Governance, ISLHD and external bodies • Balancing and managing the competing demands and views of stakeholders
<p>Communication :</p>	<ul style="list-style-type: none"> • Internally, the Professional Development Support Officer is required to communicate effectively with various stakeholders and staff across the LHD, including but not limited to a range of staff across the People Change and Governance Directorate, Workforce Support Teams and various levels of managers across the LHD



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	<ul style="list-style-type: none"> Externally, the Professional Development Support Officer will develop and maintain effective relationships with a variety of parties to support their work, including but not limited to HETI
Decision Making :	<ul style="list-style-type: none"> The Professional Development Support Officer is required to seek all relevant information in relation to their work and use their influencing skills in attempting to achieve outcomes which are mutually beneficial to all parties whilst ensuring work objectives are met. This role has a level of autonomy, and is required to make day to day decisions in relation to the assigned work tasks. Undertakes negotiations around timelines for delivery of services
Selection Criteria	Selection Criteria
	<ul style="list-style-type: none"> Relevant work experience within a learning and development setting
	<ul style="list-style-type: none"> Understanding of adult learning principles
	<ul style="list-style-type: none"> Demonstrated ability to problem solve and work individually or with others to develop creative, effective solutions to challenging issues
	<ul style="list-style-type: none"> Demonstrated ability to communicate effectively both in written and oral form to a diverse stakeholder group with a strong customer service focus
	<ul style="list-style-type: none"> Demonstrated ability to develop relationships and work collaboratively and effectively with internal and external stakeholders to achieve mutually beneficial outcomes
	<ul style="list-style-type: none"> Demonstrated ability to use computer software programs to create high quality documents, resources, tools and other material used in learning and development activities
	<ul style="list-style-type: none"> Well-developed organisational skills including the ability to successfully manage competing priorities and complete work in a timely manner in a complex and demanding high work volume environment
	<ul style="list-style-type: none"> Hold a current class C drivers licence and have the ability to travel in accordance with the position
Staffing :	Nil
Budget :	Nil
Financial Delegation:	Nil



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JOB DEMANDS CHECKLIST

Physical Demands	
	Frequency
Sitting - remaining in a seated position to perform tasks	Constant
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Frequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Frequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Constant
Hand & Arm Movements - Repetitive movements of hands and arms	Constant
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Occasional
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - Operating any motor powered vehicle	Frequent
Sensory Demands	
	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
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	
	Frequency
Distressed People - e.g. Emergency or grief situations	Not Applicable
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
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	Not Applicable
Environmental Demands	
	Frequency
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
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	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 15C or more than 35C	Occasional
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Employee Name:

Andrew Parsons

Employee Signature

[Signature]

Date:

29/4/16

POSITION DESCRIPTION

ISLHD - Workforce Development Support Officer

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Admin Off Lvl 5
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment Training and Development
Website	www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provide a range of administrative, clerical support services to enable the Workforce Development team to achieve their objectives in a timely, reliable and efficient manner especially in relation to key programs such as Corporate Orientation, recognition and reward initiatives as well as other development programs.

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.

KEY ACCOUNTABILITIES

- Provide a full range of administrative and clerical support services, managing work priorities and work flow within allocated resources to ensure delivery of efficient and effective client focused services.
- Provide support, supervised coordination and oversight of a range of Workforce Development initiatives such as Corporate Orientation, reward and recognition programs etc.
- Respond to a range of enquiries (in person and over the phone) providing information and referring enquiries in an effective and responsive manner.
- Liaise and maintain effective relationships with Senior Managers, line management and staff to facilitate high quality client/patient focused services.
- Draft accurate and concise reports, documents and correspondence, including the preparation of complex correspondence for senior officers, in accordance with ISLHD policies and procedures.
- Maintain the TRIM records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information.
- Maintain and update data within the state-wide learning system My Health Learning to ensure the accurate and safe storage of learning information of staff.
- Participate in the development, maintenance and review of administrative processes, systems and procedures to improve office efficiency and ensure the delivery of a quality service to internal and external customers of the Workforce Development Unit.

POSITION DESCRIPTION

ISLHD - Workforce Development Support Officer

- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees.
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients.

KEY CHALLENGES

- Maintaining current knowledge of the frequently changing policies and procedures.
- Managing competing priorities and high volumes of work given often limited resources.
- Attending to the wide variety of day to day administrative tasks resolving them on behalf of the Manager of the unit / department.

KEY RELATIONSHIPS

Who	Why
Workforce Support Teams	These teams process the engagement of new staff
Workforce Development Consultants	Key team members position works closely with
eHealth	Provides systems administration and support to My Health Learning

SELECTION CRITERIA

1. Demonstrated high level organisational skills with the ability to perform a wide range of administrative tasks, while managing competing work priorities and work flow within allocated resources.
2. Experience of responding to a range of enquiries and determining the appropriate response in a complex work environment.
3. High level interpersonal, written and verbal communication skills including presentation skills.
4. Demonstrated initiative and the ability to bring a creative approach to problem solving.
5. Ability to work independently and with a demonstrated capacity for effective teamwork.
6. Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedures.
7. Experience in the use of Microsoft Office packages including Word, Outlook as well as other human resource information systems.