

POSITION DESCRIPTION

Workforce Development Manager



Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre		
Position Classification	Health Manager Level 3	
State Award	Health Manager (State) Award	
Reporting to	Director Workforce Relations & Development	
Does this role manage or supervise others?	Yes	
Vaccination Category	Category B	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters **with spaces**)

The Workforce Development Manager will lead a team to deliver programs and initiatives that build workforce capability and improve workplace culture to support the achievement of the District's strategic objectives. The role will collaborate and partner with ISLHD leaders to identify and assess workforce development needs and to deliver initiatives that are in line with, and support the implementation of, the ISLHD Workforce Strategy.

The key functions of the team include but are not limited to:

- Delivering corporate orientation and induction;
- Coordinating ISLHD recognition and reward programs;
- Coordination, management and administration of Traineeships and Apprenticeships;
- Delivering Speak Up program to reduce unacceptable behaviour and improve workplace culture;
- Coordinating annual People Matter Employee Survey (PMES);
- Facilitating leadership and manager development programs and initiatives;
- Delivery of training, coaching, facilitation and advisory services to build capability to improve individual, team and organisational performance.

Reporting to the Director Workforce Relations and Development, the Workforce Development Manager will be hands on in the delivery of services to the District and will work closely with other members of the Workforce Relations and Development team, the Workforce Support teams and the Workforce Strategy and Planning team to deliver agreed outcomes in line with the District's annual priorities and strategic objectives.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Collaborate with key stakeholders to develop an annual plan for the effective delivery of programs and initiatives that will address the identified development needs of the ISLHD workforce.
- Build and maintain effective relationships with key stakeholders to facilitate a partnering model of service delivery, to ensure identified client needs are met and organisational capability gaps addressed.
- Lead and contribute to the implementation and evaluation of workforce development programs and projects to ensure the ISLHD Workforce Strategy and Annual Plan performance indicators are met within the agreed timeframes.
- Lead and contribute to the implementation and evaluation of the leadership and management development framework and related initiatives including the delivery of training, coaching and facilitation services.
- Lead and contribute to the implementation and evaluation of the performance management and accountability framework to ensure staff have clear expectations and receive feedback about their performance.
- Ensure the effective delivery of the staff recognition program, including but not limited to, managing the annual Staff and Volunteer Recognition Awards (SAVR) program and Continuous Service awards, coordinating the Lunch with Leaders program and promoting other recognition and reward initiatives across the District.
- Oversee the implementation and evaluation of the Corporate Orientation and Induction program to ensure new staff are well supported upon commencement.
- Oversee the delivery of the Speak Up program aimed at reducing unacceptable behaviours and improving workplace culture by providing oversight of the Workplace Behaviour Advisor's annual program of work and ongoing initiatives.
- Coordinate the governance, promotion and implementation of the annual People Matter Employee Survey and support the business to identify opportunities for improvement.
- Oversee the promotion and coordination of the District's participation in Health Education and Training Institute (HETI) learning programs.
- Oversee the management of the traineeship and apprenticeship program as required by the business.
- Develop and maintain successful relationships with external stakeholders, including the Ministry of Health (MoH), the Health Education and Training Institute (HETI) and other Local Health Districts, and provide organisational representation at meetings, committees and working groups.
- Monitor, measure and report on workforce development programs and initiatives to report achievements and provide relevant documented evidence for accreditation reviews within agreed formats and timeframes.

Team Leadership & Development

- Build, lead, manage, coach and develop staff to improve performance and/or behaviours.
- Provide your team with up-to-date context and disseminate information regarding their work.
- Lead an effective culture within the team to improve safety performance and delivery of outcomes.
- Demonstrate work behaviours consistent with the CORE values and Code of Conduct, and work within prescribed boundaries, including required behaviours, policies, standards, procedures and legislation requirements.
- Act as a role model in terms of both performance and behaviour within the Directorate, Strategic Improvement Programs (SIP) group and ISLHD.

Personal and Professional Development

- Identify value add personal development objectives and commit to undertaking agreed development opportunities, and actively review and report progress made.

SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualifications e.g. adult learning, organisational development, human resources and/or equivalent experience in a similar position in a large, complex organisation
2. Strong interpersonal, communication and influencing skills which demonstrate a capacity to build and maintain effective relationships with stakeholders through a customer focussed partnering approach
3. Excellent leadership skills to ensure programs and initiatives are delivered to a high standard by the team and individuals
4. Proven track record in the implementation and evaluation of organisational learning and development strategies including by delivering coaching, training and facilitation services
5. Demonstrated project management and organisational skills with a proven track record for delivery of outcomes within agreed timeframes
6. Current drivers licence (with ability to travel in accordance with position responsibilities)

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Managing stakeholder expectations of the team when there are diverse interests and competing priorities.
2. Delivering team outcomes in a timely manner to meet the organisational needs and priorities.
3. Ensuring the programs and initiatives implemented are effective in supporting the organisation's objectives.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Director Workforce Relations & Development	Leadership, direction and support to the role including when collaborating with Workforce Strategy and Planning team and Executive teams.
ISLHD Executive and Workforce Support Managers	Collaborate and partner with leadership teams to identify development needs and develop effective strategies to address these needs and enhance individual, team and organisational performance
Workforce Development team	Provide leadership, direction and support to establish positive workplace culture and to develop a high performing team
External partners	Develop and maintain effective relationships with HETI, Ministry of Health, external education and training organisations and other LHDs to ensure the delivery of high quality workforce development services

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

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				X		
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance				X		

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

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

POSITION DESCRIPTION

Workforce Development Business Partner

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre		
Position Classification	Health Manager Level 2	
State Award	Health Manager (State) Award	
Reporting to	Workforce Development Manager	
Does this role manage or supervise others?	No	
Vaccination Category	Category B	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters with spaces)

The Workforce Development Business Partner delivers programs and initiatives that build workforce capability and improve workplace culture to support the achievement of the District's strategic objectives. The role will collaborate and partner with ISLHD leaders to identify and assess workforce development needs and to deliver initiatives that are in line with, and support the implementation of, the ISLHD Workforce Strategy.

The role will be responsible for the provision of coaching, training, facilitation and advisory services to support the implementation of programs and initiatives available within the District, including those offered by external providers such as the Health Education and Training Institute (HETI).

Reporting to the Workforce Development Manager, the Workforce Development Business Partner will work closely with other members of Workforce Development team and will collaborate with other Workforce teams to deliver agreed outcomes in line with the District's annual priorities and strategic objectives.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Contribute to the development of an annual plan for the effective delivery of programs and initiatives that will address the identified development needs of the ISLHD workforce.
- Build and maintain effective relationships with key stakeholders to facilitate a partnering model of service delivery, to ensure identified client needs are met and organisational capability gaps addressed.
- Implement and evaluate workforce development programs and initiatives to ensure the ISLHD Workforce Strategy and Annual Plan performance indicators are met within the agreed timeframes.
- Provide coaching, training, facilitation and advisory services to leaders to support and maintain the effective implementation of workforce development programs and initiatives such as, but not limited to, the

leadership and management development framework and the performance management and accountability framework.

- Contribute to the effective delivery and evaluation of key functions within the team as required.
- Actively participate in relevant District and State level committees to ensure the District is appropriately represented in initiatives and decision-making.
- Prepare high quality briefs, correspondence, reports, presentations, promotional material and submissions.
- Maintain responsibility for personal and professional development by participating in training/education activities and performance reviews 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 managers and employees.

SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualifications in relevant discipline and/or relevant equivalent work experience.
2. Experience in organisational development and a demonstrated track record for implementing and evaluating a range of organisational development programs.
3. Demonstrated ability to provide coaching, training and facilitation services to individuals and teams to build capability and improve workplace culture.
4. Demonstrated high level written and verbal communication skills including the ability to prepare reports and training materials.
5. Demonstrated organisational skills with the ability to prioritise and meet conflicting deadlines.
6. Proven interpersonal and influencing skills with a strong client service and partnering approach to develop and maintain effective working relationships with managers, staff and other key stakeholders.
7. Demonstrated ability to work autonomously and collaboratively within a team.
8. Current drivers licence with a willingness to travel in accordance with the demands of the position.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Balancing limited resources to meet competing client needs and expectations.
2. Managing time effectively and prioritising work demands to deliver programs and initiatives to the business.
3. Being adaptable and flexible to respond to the needs of the team and the organisation in a timely manner.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Workforce Development Manager	Direct reporting line and a member of the team
Workforce Support Managers	Key leader within the Hubs/Services to collaborate and partner with in the delivery of programs and initiatives
ISLHD Leaders	Establish rapport and credibility in order to ensure effective delivery of programs and initiatives

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

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				X		
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance				X		

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

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

POSITION DESCRIPTION

Workforce Systems Administrator

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre		
Position Classification	Health Manager Level 1	
State Award	Health Manager (State) Award	
Reporting to	Workforce Reporting and Analytics Consultant	
Does this role manage or supervise others?	No	
Vaccination Category	Category B	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters with spaces)

The Workforce Systems Administrator is responsible for managing the administration of systems, including My Health Learning (MHL) and Performance & Talent (PAT), reporting and customer support for these applications. This includes managing mandatory training governance, targeting and communication as well as secretariat duties for the ISLHD Mandatory Training Governance Committee. The role will liaise with key stakeholders including Committee members, managers, educators and Health Education and Training Institute (HETI).

This position is also responsible for supporting the delivery of programs and initiatives by the Workforce Relations and Development teams and will provide the full range of high level administrative services, including providing coverage and support for maintaining the workforce intranet site and workforce reporting requirements.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Oversee the administration of the Learning Management System, My Health Learning (MHL) and provide support to staff on the use of the system so they can access My Health Learning in a timely manner.
- Provide excellent customer service by acting as the point of contact for MHL and other relevant systems, including for example Performance and Talent (PAT), to staff and managers across the business, ensuring queries are responded to and resolved in a timely manner.
- Perform the day-to-day management of these systems, including creation and maintenance of learning objectives in MHL and creation of PAT performance templates in line with relevant policies, procedures, legislation and regulations.
- Maintain and update the targeting of training programs, and any other data, in MHL to ensure the accurate and safe storage of learning information of staff.

- Coordinate the advertising and enrolment of HETI programs and other learning programs to ensure staff are aware of program availability to assist them with their roles.
- Perform secretariat duties for the ISLHD Mandatory Training Governance Committee, including preparing agendas, papers, and minutes and undertaking required actions.
- Provide workforce reports, including but not limited to, mandatory training reports for analysis and interpretation against key performance indicators.
- Maintain effective relationships with relevant stakeholders including HETI and members of the ISLHD Mandatory Training Governance Committee.
- Provide general administrative and communication support to the team for training programs, projects and initiatives and track, record and register relevant project activities.
- Seek opportunities for continuous improvement and efficiencies in L&D systems, implementing improvements where appropriate.
- Provide coverage and support for maintaining the workforce intranet site and workforce reporting requirements.
- Act as a central point of contact for inquiries, escalations and general communications with customers and stakeholders for the team, resolving queries and escalating where required.
- Maintain the records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information.
- Contribute to the effective delivery and evaluation of key functions within the team as required.
- Actively participate in relevant District and State level committees to ensure the District is appropriately represented in initiatives and decision-making.
- Prepare high quality briefs, correspondence, reports, presentations, promotional material and submissions.
- Maintain responsibility for personal and professional development by participating in training/education activities and performance reviews 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 managers and employees.

SELECTION CRITERIA (max 8 selection criteria)

1. Relevant knowledge and experience in system administration, including customer support and troubleshooting in a high volume complex environment
2. Demonstrated ability to effectively engage with stakeholders to recommend and implement system changes
3. Demonstrated advanced skills and knowledge in data analysis and reporting, including the use of Excel, showing high level of accuracy and attention to detail
4. Demonstrated verbal and written communication including the ability to communicate effectively with a committee, prepare minutes, reports, briefs and other related documents
5. Demonstrated ability to work in a high volume and demanding professional environment with a capacity to prioritise competing demands, use initiative, meet deadlines and achieve results with a customer focused approach
6. Demonstrated ability to work autonomously and collaboratively within a team
7. Current drivers licence with a willingness to travel in accordance with the demands of the position

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Balancing and managing competing demands and stakeholder expectations.
2. Managing time effectively and prioritising work demands to deliver required outcomes.
3. Being adaptable and flexible to respond to the needs of the team and the organisation in a timely manner.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Workforce Reporting and Analytics Consultant and Workforce Analyst and Resources Coordinator	Direct reporting line and member of the team
Workforce Relations and Development teams	Collaborate and support delivery of programs and initiatives as required
Mandatory Training Governance Committee	Secretariat support and to progress required actions
HETI	Develop and maintain effective relationships to complete work

DRAFT

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

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

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				X		
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance				X		

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

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

POSITION DESCRIPTION

ISLHD – Workforce Reporting and Analytics 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 HR Analytics
Website	www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

The Workforce Reporting and Analytics Consultant provide high level specialised / technical support for the management of workforce application configuration, interfaces, user access, training and workforce reporting and analysis to support the efficient and effective operation of ISLHD to achieve business and service objectives.

The position reports directly to the Director Workforce Relations and Development and leads a team to deliver workforce reporting and analytics, workforce development systems administration and workforce intranet and resources development.

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.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

KEY ACCOUNTABILITIES

- Provide high level advice, support and guidance regarding human resource information systems in order to ensure services are delivered within agreed timeframes, quality standards and budgetary constraints.

POSITION DESCRIPTION

ISLHD – Workforce Reporting and Analytics Consultant

- Develop and implement a range of workforce reports and analysis as required by the organisation.
- Maintain the learning management system, My Health Learning, used to support the delivery of learning and development activities.
- Oversee the effective administration and governance of the Learning Management System (and other Workforce Development systems e.g. PAT) and related processes, committees and reporting.
- Oversee the effective development and implementation of Workforce resources and updates and maintenance to the Workforce intranet.
- Coordinate, monitor and report on progress of Workforce Information System related tasks, resources, issues / risks and milestone deliverables.
- Lead/ Undertake Workforce Information System configuration, interfaces, user access, training and support.
- Develop and maintain systems and processes and manage systems 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 data and reports to key ISLHD stakeholders.
- 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.
- Monitor, measure and report on programs and initiatives and provide relevant documented evidence for accreditation reviews and for other purposes within agreed formats and timeframes.

Team Leadership & Development

- Build, lead, manage, coach and develop staff to improve performance and/or behaviours and ensure coverage of core functions within the team.
- Provide your team with up-to-date context and disseminate information regarding their work.
- Lead an effective culture within the team to improve safety performance and delivery of outcomes.
- Demonstrate work behaviours consistent with the CORE values and Code of Conduct, and work within prescribed boundaries, including required behaviours, policies, standards, procedures and legislation requirements.
- Act as a role model in terms of both performance and behaviour within the Directorate, Strategic Improvement Programs (SIP) group and ISLHD.

Personal and Professional Development

- Identify value add personal development objectives and commit to undertaking agreed development opportunities, and actively review and report progress made.

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.
- Delivering team outcomes in a timely manner to meet the organisational needs and priorities.

POSITION DESCRIPTION

ISLHD – Workforce Reporting and Analytics Consultant

KEY RELATIONSHIPS	
Who	Why
Director Workforce Relations and Development	Leadership, direction and support to the role including when collaborating with other teams.
Workforce Reporting and Analytics team and other Workforce teams	Lead team to deliver high quality services to meet the business needs and collaborate with teams to support broader workforce functions, programs and initiatives
Performance Team	Provide information to support ISLHD wide reporting initiatives.
eHealth	Provides state-wide support and administration of My Health Learning
HETI	Provides state-wide guidance of learning and development for NSW Health

SELECTION CRITERIA

1. Relevant tertiary qualifications in information technology, 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. Ability to develop and maintain effective working relationships with senior management, and other key stakeholders.
6. Demonstrated ability to extract, analyse, interpret and manipulate complex data to produce reports to meet the needs of the organisation.
7. Demonstrated knowledge and experience with large complex databases, MS and web based applications.
8. Current drivers licence (with a willingness to travel in accordance with the demands of the position)

POSITION DESCRIPTION

Workforce Analyst and Resources Coordinator

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number	681520	
Cost Centre	181213	
Position Classification	Health Services Manager Level 1	
State Award	Health Services Manager (State) Award	
Reporting to	Workforce Reporting & Analytics Consultant	
Does this role manage or supervise others?	No	
Vaccination Category	B	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters with spaces)

The Workforce Analyst and Resources Coordinator is responsible for the development and implementation of new tools and resources and other related initiatives to support people management across ISLHD. This role undertakes qualitative research, including surveys, focus groups, literature reviews etc and contributes to a range of Workforce-related projects on people issues such as staff engagement, employee and management development, pay and reward, performance management and organisational change projects.

This role is responsible for the day-to-day operation and maintenance of the Workforce Services Intranet site and regularly reviews the site with a view to making improvements to suit the business needs.

The Workforce Analyst and Resources Coordinator engages collaboratively with the Workforce Teams and the business under the guidance of the Workforce Reporting & Analytics Consultant.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Develop strong partnerships across the organisation to deliver complex messages and insights.
- Lead the development of a range of tools and resources in collaboration with workforce teams to support best practice in people management across ISLHD.
- Manage and maintain 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 and staff.
- Analyse complex information effectively and evaluate data and reports, feeding back findings to relevant stakeholders.

- Analyse and report site information, including usage trends and statistics, undertake usability reviews and recommend aligned improvements to tools and resources.
- Perform analysis tasks including gap analysis, stakeholder analysis and information structure analysis.
- Contribute to change projects and continuous improvement activities within the team. Assist with the implementation of workforce solutions.
- Perform user interface design tasks including: creating mock ups and creating HTML prototypes.

SELECTION CRITERIA (max 8 selection criteria)

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 MS Web Expressions and 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.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Assisting in developing systems and tools within the limited resources of ISLHD's information technology framework in supporting business outcomes
2. 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
3. Coordinating the progress of projects with stakeholders given limited resources and the difficulty to predict workloads.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Workforce Reporting and Analytics Consultant	Leadership, direction and support to the role
Workforce Teams	Provision of subject matter expertise and to collaborate to understand business requirements and deliver appropriate solutions
Managers and staff	To engage with users to understand business requirements and develop appropriate solutions

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	✓					

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Assisting ↓						
	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

Workforce Behaviour Advisor

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre		
Position Classification	Health Manager Level 2	
State Award	Health Manager (State) Award	
Reporting to	Workforce Development Manager	
Does this role manage or supervise others?	No	
Vaccination Category	Category B	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters with spaces)

The Workplace Behaviour Advisor is responsible for coordinating 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 directly.

The role will be responsible for the provision of coaching, training, facilitation and advisory services to support the implementation of the Speak Up program and initiatives to improve workplace culture within the District.

Reporting to the Workforce Development Manager, the Workforce Behaviour Advisor will work closely with other members of Workforce Development team and will collaborate with other Workforce teams to deliver agreed outcomes in line with the District's annual priorities and strategic objectives.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- 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 managers to manage complaints about unacceptable behaviours 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 unacceptable behaviour complaint management procedures
- Oversee the development and communication / implementation of procedures for managing unacceptable behaviour complaints to ensure prompt, fair and flexible management, with a focus on effective resolution.
- Regularly review and evaluate unacceptable behaviour 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 unacceptable behaviour and other relevant data to identify local risks and measure performance against the key state wide indicators for unacceptable behaviour complaints management
- Partner with key stakeholders to promote ISLHD's zero tolerance approach to unacceptable behaviour
- 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
- Maintain the records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information.
- Contribute to the effective delivery and evaluation of key functions within the team as required.
- Actively participate in relevant District and State level committees to ensure the District is appropriately represented in initiatives and decision-making.
- Prepare high quality briefs, correspondence, reports, presentations, promotional material and submissions.
- Maintain responsibility for personal and professional development by participating in training/education activities and performance reviews 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 managers and employees.

SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualifications, or demonstrated equivalent, relevant professional experience and training
2. Strong demonstrated understanding of unacceptable behaviours, their management, and industrial relations and risk management principles
3. Demonstrated application of high level written and verbal communication, interpersonal and conflict resolution skills
4. Proven experience in applying analytical skills to problem solving and complex requests for advice and analysis of data and the ability to develop, implement and evaluate procedures
5. Proven ability to work independently with minimal supervision, and collaboratively as a member of a team
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. Current drivers licence and willingness to travel to sites as required

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Understanding the issues and exercising judgement and influence when providing advice, coaching and education on managing unacceptable behaviours, particularly in light of potential industrial and legal outcomes of such processes
2. Foreseeing potential unacceptable behaviour risk factors that may have an impact on the staff of ISLHD, and developing suitable responses
3. Meeting demands for information and advice against short deadlines and high volume workloads

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Workforce Development Manager and team	Direct reporting line and member of the team

Workforce Relations, Workforce Support and Safety and Recovery teams	Collaborate and support delivery of programs and initiatives as required
Managers	Provision of support, advice, coaching and training in preventing and resolving unacceptable behaviour

DRAFT

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

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				X		
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance				X		

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

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

POSITION DESCRIPTION

Manager – Organisational Development Strategy

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre	182377	
Position Classification	Health Manager 3	
State Award	Health Manager (State) Award	
Reporting to	Director – Workforce Strategy and Planning	
Does this role manage or supervise others?	No	
Vaccination Category	B	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters with spaces)

The primary purpose of the Manager – Organisational Development Strategy is to focus on developing frameworks, programs and initiatives to build organisational capacity to support the achievement of ISLHD's strategic objectives. The position will provide subject matter expertise to the organisation's operations, and ensure contemporary best practices are integrated in the design, delivery and governance of organisational development programs.

Key priority areas include, but are not limited to

- talent management (including leadership and management development),
- succession planning,
- organisational culture,
- workforce culture and
- diversity and inclusion.

Reporting to the Director Workforce Strategy and Planning, the Manager Organisational Development Strategy will work closely with the Workforce Relations and Development team and the Workforce Support Managers to deliver agreed outcomes in line with the District's annual priorities and strategic objectives.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Provide subject matter expertise in the design, governance and evaluation of organisational development programs and initiatives
- Lead the development, implementation and evaluation of ISLHD's Talent Management and Succession Planning strategies
- Lead the design of customised organisational development solutions and resources including frameworks, tools and programs to ensure the ISLHD Workforce Strategy and Annual Plan performance indicators are met within agreed timeframes
- Build and maintain effective relationships with key ISLHD stakeholders to ensure that identified strategies, programs and initiatives meet the organisation's needs
- Establish and strengthen relationships with internal stakeholders across ISLHD, through a consultative and collaborative approach.
- Develop and maintain effective relationships with external stakeholders, including the Ministry of Health (MoH), the Health Education and Training Institute (HETI), the Clinical Excellence Commission (CEC), the Agency for Clinical Innovation (ACI) and other Local Health Districts, and represent ISLHD at relevant meetings, committees and working groups.
- Monitor, measure and report on organisational development activities, strategies and achievements and provide reports for district performance and accreditation reviews within agreed formats and time frames.
- Support and provide expert advice to the Director, Workforce Strategy and Planning.

Leadership & Development

- Build, lead, manage, coach and develop staff to improve performance and/or behaviours.
- Lead an effective staff safety culture within the broader Strategic Improvement Programs (SIP) team to improve safety performance.
- Demonstrate work behaviours consistent with the CORE values and Code of Conduct, and work within prescribed boundaries, including required behaviours, policies, standards, procedures and legislation requirements.
- Act as a role model in terms of both performance and behaviour within the Directorate, Strategic Improvement Programs (SIP) group and ISLHD.

Personal and Professional Development

- Identify value add personal development objectives and commit to undertaking agreed development opportunities, and actively review and report progress made.

SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualifications eg adult learning, organisational development, human resources and / or equivalent experience in a similar position in a large, complex organisation.
2. Proven track record in the development of organisational development strategies.
3. Strong interpersonal, communication, negotiation, influencing and motivational skills which demonstrate a capacity to build and maintain effective relationships with stakeholders through a partnering approach
4. Demonstrated experience in leading successful project/change management and achieving outcomes within agreed timeframes
5. Demonstrated leadership skills and the ability to work successfully with a broad range of staff to achieve organisational objectives.
6. Current drivers licence (with ability to travel in accordance with position responsibilities)

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Managing stakeholder expectations when there are diverse interests and competing priorities.
2. Evaluate how to best build and grow organisational development and implement strategies to improve capability and capacity across ISLHD
3. Ensuring that new strategies/ programs /frameworks are able to be practically implemented across the organisation, and are effective in supporting ISLHD's objectives.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
External partners	Develop and maintain effective relationships with HETI, Ministry of Health, ACI, CEC and other LHDs to ensure the design of high quality organisational development strategy
Strategic Executive team and Workforce Support Managers	Collaborate and partner identify organisational development needs and ensure that strategies will enhance individual, team and organisational performance
Workforce Operations and Management team	Partner to implement organisational development strategies
Director Workforce Strategy and Planning	Leadership, direction and support to the role including when collaborating with Workforce Operations and Management team and Executive teams.

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

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				X		
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance						X

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

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