

BreastScreen

South Eastern Sydney Illawarra Service

Restructure Consultation Paper

May 2021

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1. Overview of BreastScreen SESI

BreastScreen NSW South Eastern Sydney Illawarra (SESI) is funded by BreastScreen NSW (as part of Cancer Institute NSW) and operationally managed by the South Eastern Sydney Local Health District (SESLHD). BreastScreen SESI covers the SESLHD and Illawarra and Shoalhaven Local Health District (ISLHD) regions. BreastScreen SESI is currently funded on a simplified activity based funding model. Under this model, BreastScreen SESI is funded on agreed target volumes for the financial year (please refer to relevant Service Agreement).

BreastScreen SESI provides approximately 62,000 free screening mammograms annually for the early detection of breast cancer. BreastScreen SESI accepts females aged 40 years and older, and specifically targets asymptomatic women aged 50 to 74, living within the SESLHD and ISLHD catchment areas, on a biennial basis.

BreastScreen SESI's Head Office is located at St George Hospital and the service comprises of the following fixed and mobile units:

- Three (3) Fixed Screening and Assessment Units:
 - St George Hospital, Kogarah
 - Crown St, Wollongong
 - Royal Hospital for Women, Randwick
- Eight (8) Fixed Screening Only Units:
 - Miranda
 - Rose Clinic, David Jones Sydney
 - Rose Clinic, David Jones Wollongong
 - Shellharbour
 - Sunflower Clinic, Myer Bondi Junction
 - Sydney Hospital, Sydney
 - Nowra (Private Practice)
 - Ulladulla (Private Practice)
- One (1) Shared Mobile Screening Unit:
 - SESI has use of a mobile van for approximately 15 weeks of the year and it moves around various sites within the SESLHD and ISLHD catchment areas during this time.

1.1 Responsibilities of BreastScreen SESI staff members

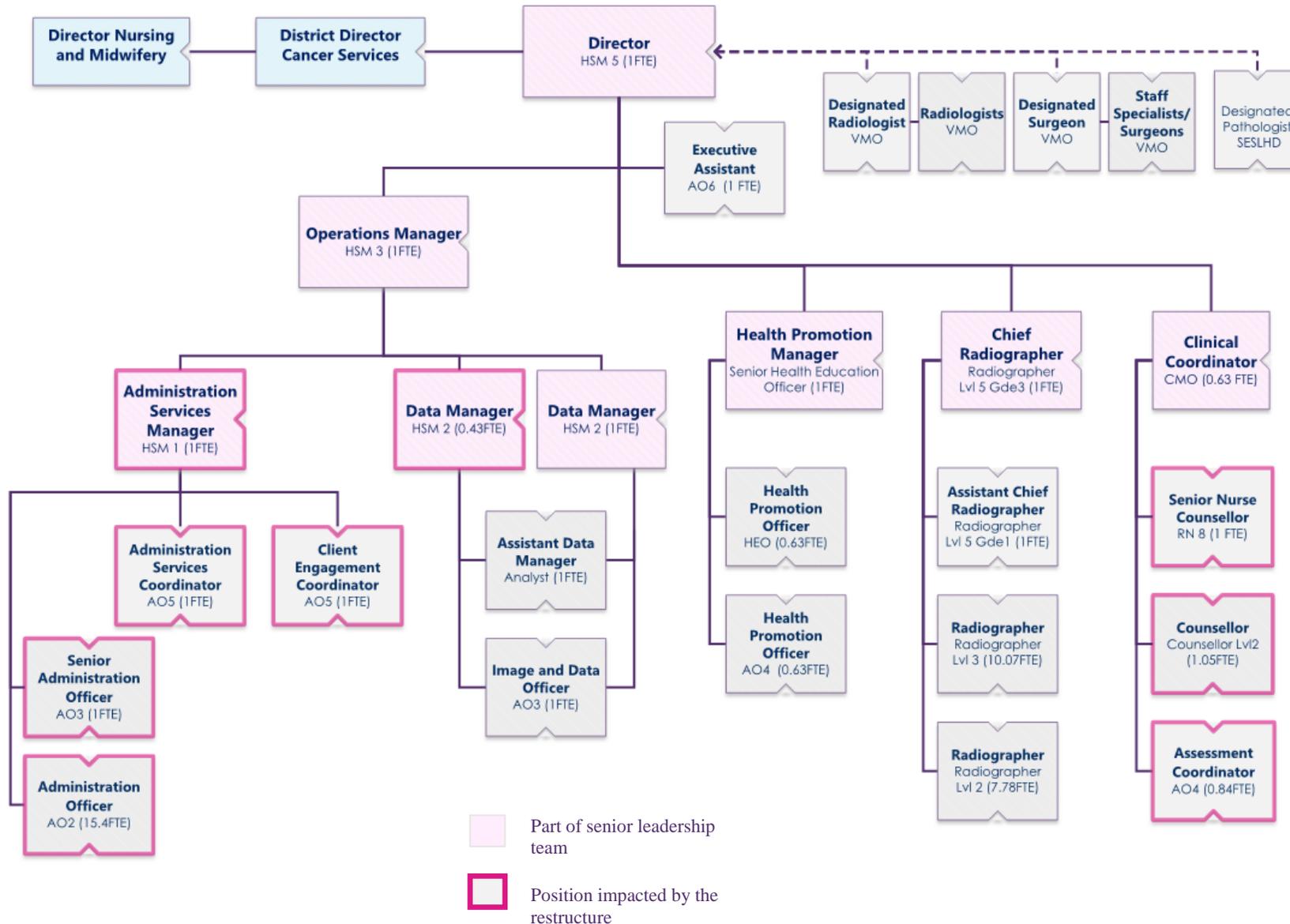
The BreastScreen SESI staff members are responsible for service delivery in accordance with the National Accreditation Standards enforced by BreastScreen Australia, the Operating Standards established by the Cancer Institute, and the Procedure Manual created by the senior leadership team of BreastScreen SESI. The Director is the head of the BreastScreen SESI unit and leads the strategic direction, governance and implementation practices of the service.

1.2 Current organisation structure

The organisation structure for BreastScreen SESI is shown on the following page.

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1.2.1 Current organisation chart



1.3 Case for change

BreastScreen SESI has experienced a number of successes over the previous five years, namely screening the largest volume of clients in the state annually, maintenance of a high quality data base, successful accreditation processes and the implementation of a number of innovative and effective marketing and recruitment strategies. While progress and achievements have been made, there are opportunities for growth and improvement within the service. The most significant improvement could be the increase in participation in the service, as it has been approximately 52% and the BreastScreen NSW target is 55% and the National Accreditation Standard is >70% participation. Key considerations in the direction of BreastScreen SESI is the *BreastScreen NSW Strategic Plan 2018-2023* outlined by the Cancer Institute, and the *SESLHD Journey to Excellence Strategy 2018-2021*.

The achievement of continuous improvement in service delivery, efficiency of processes and governance, and the maximisation of resources requires a reorganisation of the BreastScreen SESI structure. The main driver for change is the recognition that the service will not be able to achieve its targets under the existing structure. Additionally, during the 2018 Accreditation process conducted by BreastScreen Australia, there were a number of recommendations requiring the change of structure. The structure and advancement of other screening and assessment services, including influences from inter-state services, have been reviewed in determining an appropriate structure for BreastScreen SESI.

The proposed structure aims to facilitate personnel and organisational growth. The structure is currently very flat in nature, with limited capacity for staff members to grow, have greater input into the organisation and utilise their individual skills. There will be an operational focus on the sustainability of satellite sites, an increase in autonomy and increased utilisation of data and digital tools. Client-focused service delivery will be enhanced under the new structure through the restructuring of Counsellors to Nurse Counsellors. This change will increase the clinical capabilities of the role and the ability to provide greater care and support to the patient from a clinical perspective. The proposed structure will also drive quality improvement, through the creation of a dedicated senior quality manager, enabling the service to be at the forefront of research-driven quality improvement. Together with other members of the senior leadership team, the position will be responsible for showcasing the service's successes to other BreastScreen services.

2. Proposed BreastScreen SESI Structure

2.1 Proposed organisation structure

The proposed structure (demonstrated in section 2.1.1) provides an increase in ownership, responsibility and delegation of tasks to more staff members. The objective of this approach is to develop the skills and growth of personnel, as well as the increase to organisational efficiency, service delivery growth and improved client-focused service delivery. The following changes are proposed under the new structure (summarised in Table 2.1):

Nurse Manager (NM)

The Nurse Manager position is a newly created role to improve the clinical processes and delivery of safe, client centred care practices that underpin the assessment clinics. The position is responsible for the management of rostering radiologists and surgeons and the timely scheduling of clients into assessment clinics. The instatement of this position is in response to recommendations made in the previous accreditation process for more clinical staff to be involved in the timely scheduling of clients. The position will manage the Nurse Counsellor positions.

Nurse Counsellor (RN)

The Counsellor positions are to be transferred to a Nursing classification and the FTE is to be increased. This proposed change is a direct response to a recommendation by BreastScreen Australia's National Quality Management Committee during the 2018 accreditation process. The Nurse Counsellor is better equipped to be able to provide clinical and psychological nursing support to patients attending an Assessment Clinic within the service. The Nurse Counsellor is expected to facilitate the consent process, explain clinical procedures, liaise with doctors as required, provide basic first aid to clients and answer any client questions. The Nurse Counsellor plays an integral role in the collation of results and the provision of information to doctors to provide a diagnosis to clients. The Nurse Counsellor is to be established as a Register Nurse classification and the incumbents of the position have the opportunity to progress to the classification of Clinical Nurse Specialist. The Nurse Counsellor and Nurse Manager positions will be primarily responsible for the timely scheduling of clients into assessment clinics and providing telephone support to clients as required during the assessment scheduling process.

Assessment Coordinator (AO4)

The Assessment Coordinator will provide administrative support to the assessment team and will report to the Nurse Manager.

Quality and Data Manager (HSM2)

The Quality and Data Manager is an existing position that has had a title change to better match the tasks to which the position is responsible for, specifically quality improvement projects across the organisation. The role will use data to drive innovation in areas of screening, reading, processing, procedural and data management. The position will be pivotal in the creation of service-based projects and trials and remaining at the forefront of innovations in the breast cancer, screening and cancer detection spheres. Due to the size of this portfolio the position will be increased from 0.42 FTE to 0.63 FTE.

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Site Manager (North) (HSM1) and Site Manager (South) (HSM1)

The structure of the Administration Services Manager directly managing 18.4 FTE and 11 sites is not the most appropriate in terms of the service's improvement in efficiencies, timeliness and development of processes. For this reason, the tasks previously performed by this role will be separated into a North and a South position (1 FTE each). The positions will manage administrative staff and performance, stock levels, processing of accounts, and service booking activity. Additionally, the role will manage the repair and maintenance projects within the service to enhance the patient experience and maintain site functionality and client/staff safety.

Client Engagement Coordinator

Under the proposed structure, the Client Engagement Coordinator will directly manage the Administration Officer (AO3) staff working within the call centre (previously managed by the Administration Services Manager). The remaining Administration Officer (AO3) staff will be divided and work with either the Site Manager (North) or the Site Manager (South) depending on where the staff member will work predominantly. The Client Engagement Coordinator and the Service Coordinator will report directly to the Operations Manager. These changes will provide a better distribution of management requirements among the staff and remove the unilateral nature of the current structure.

Senior Administration Officer (AO3)

This position previously coordinated the day to day maintenance and upkeep of the Wollongong and Shellharbour sites. These responsibilities will now be managed by the Site Manager (South), thus the position will no longer be required. The position is temporarily filled until the instatement of the Site Manager (South), following this time the position will be deleted and responsibilities directed to the Site Manager position.

Administration Officer (AO3)

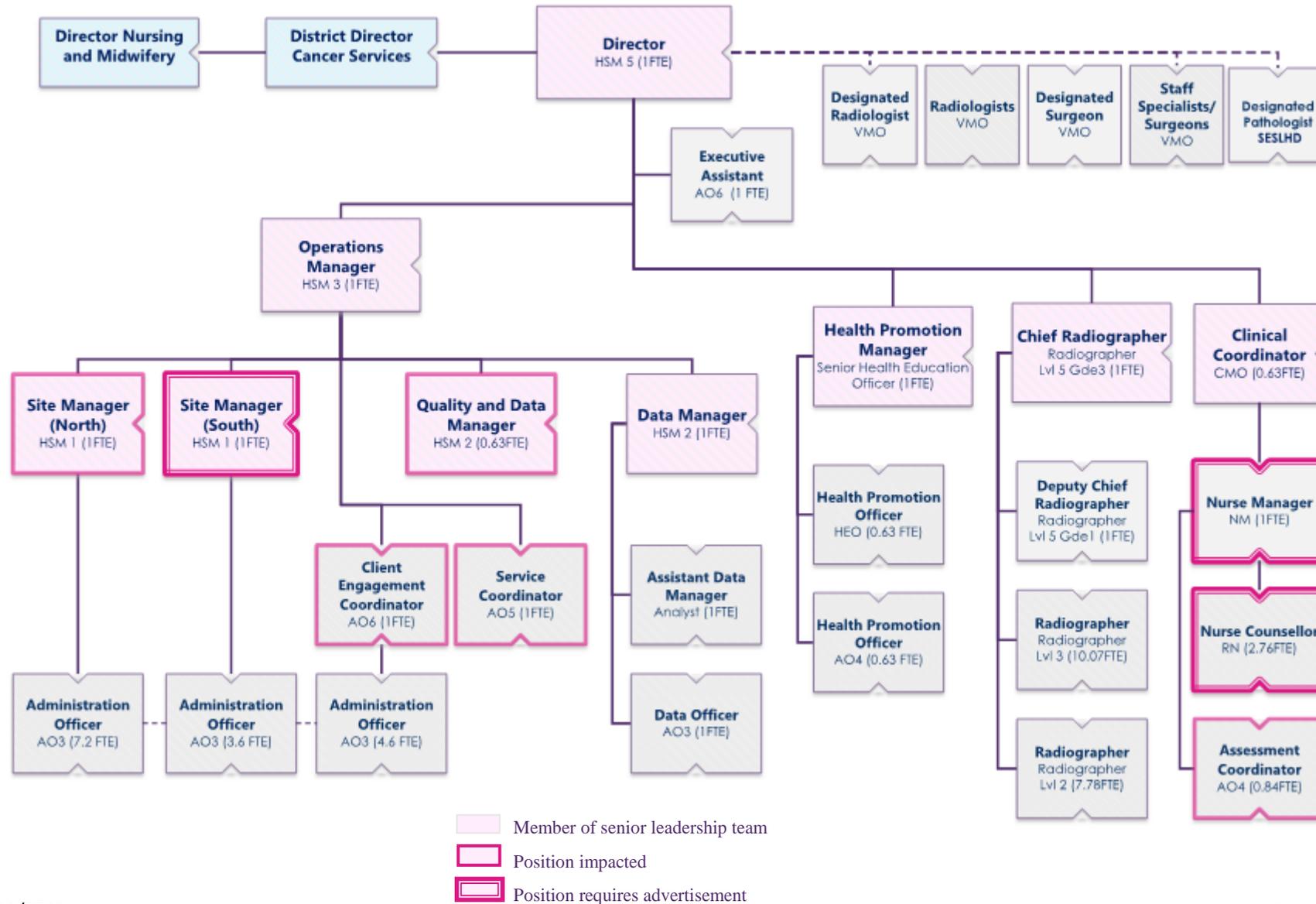
The Administration Officer position will be regraded from an AO2 to an AO3. This is in keeping with other booking officer positions within the District and within other BreastScreen services. The role is responsible for frontline client engagement, client-focused service delivery and requires a high level of accuracy and attention to detail.

Table 2.1: Proposed changes under the new structure

	New Position	Position title change	FTE change	Grade change	Change of reporting lines	Advertisement required
Quality and Data Manager (HSM2)		✓	✓		✓ No direct reports	X Direct appointment
Nurse Manager (NM)	✓					✓
Nurse Counsellor (RN)			✓	✓	✓ Reports to Nurse Manager	✓ FTE increasing
Assessment Coordinator (AO4)					✓ Reports to Nurse Manager	X Position already filled
Site Manager (North) (HSM1)	✓	✓				X Direct appointment
Site Manager (South) (HSM1)	✓					✓
Client Engagement Coordinator (AO6)				✓	✓ Reports to Operations Manager and has direct reports	X Direct appointment
Service Coordinator (AO5)		✓			✓ Reports to Operations Manager	X Position already filled
Administration Officer (AO3)				✓	✓ Reporting to Site Manager or Client Engagement Coordinator	X Direct appointment

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2.1.1 Proposed organisation chart



2.2 Proposed structure – position changes

The following positions will be affected under the restructure:

2.2.1 Positions for deletion

	Position Title	Mapping to new positions in proposed structure	
		Yes/No	Position
Deletion	Senior Administration Officer (1.00FTE) (AO3)	No	Position vacant
	Administration Officer (AO2)	Yes	Administration Officer (AO3) (position matched)
	Administration Services Manager (HSM1)	Yes	Site Manager (North) (HSM1) (position matched)
	Data Manager (0.43FTE) (HSM2)	Yes	Quality and Data Manager (HSM2) (position matched)
	Counsellor (1.05 FTE) (Counsellor Lvl 2)	No	Positions vacant.

2.2.2 Positions with changed reporting lines

	Position Title	Title of new reporting manager
Changed reporting lines	Administration Officers (AO3)	Site Manager (North), Site Manager (South) or Client Engagement Coordinator
	Assessment Coordinator (AO4)	Nurse Manager
	Client Engagement Coordinator (AO6) and Service Coordinator (AO5)	Operations Manager

2.2.3 New positions

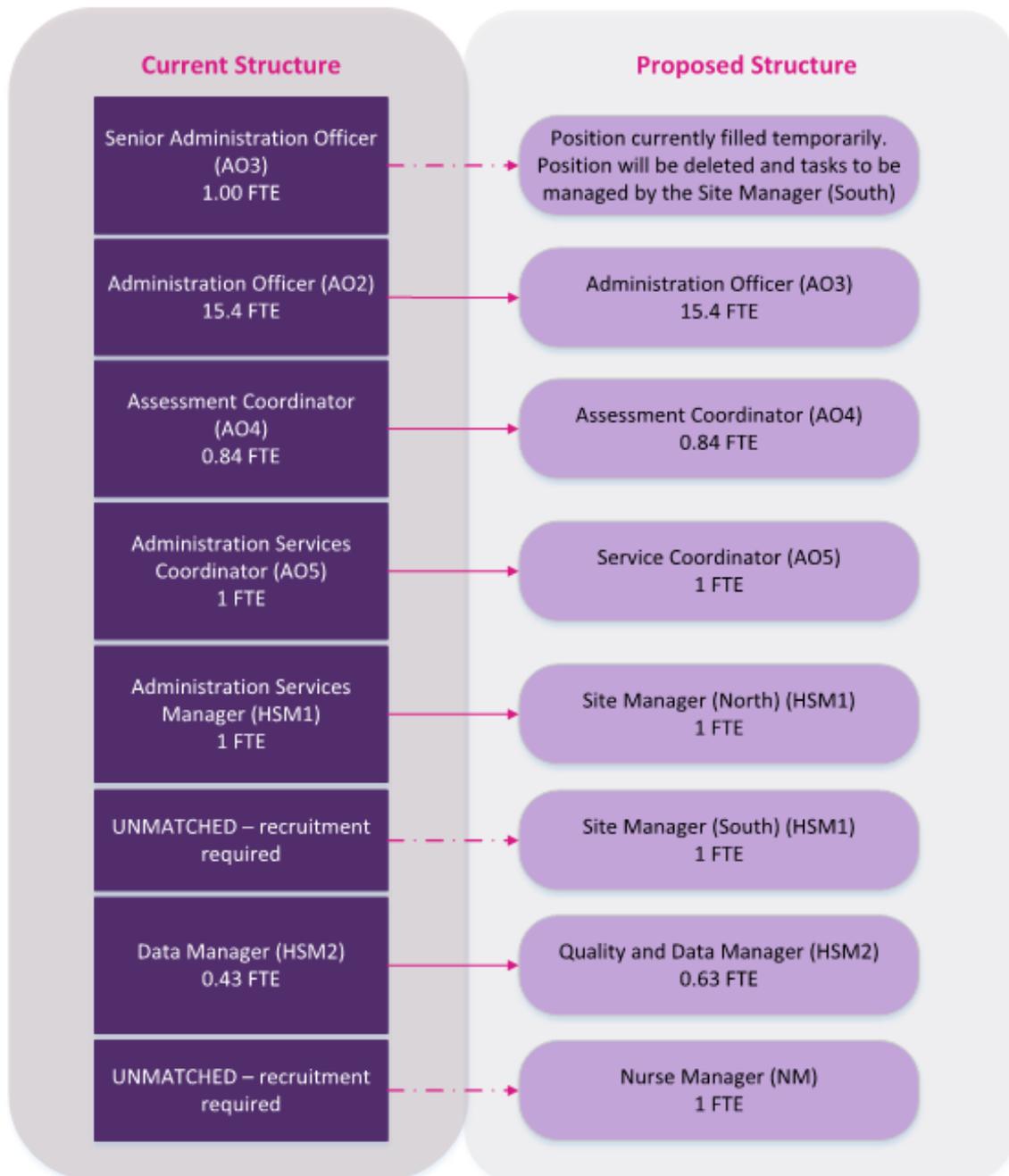
	Position Title	FTE	Overview of position
New positions	Site Manager (South) (HSM1)	1.00	The position is primarily responsible for the site, staff and activity performance of the BreastScreen service in the Illawarra and Shoalhaven regions.
	Quality and Data Manager (HSM2)	0.63	Provide a dedicated and structured approach to quality improvement initiatives and promoting data-driven service development. Matched to the current Data Manager.
	Nurse Manager (NM)	1.00	The Nurse Manager will provide management and oversight of the assessment clinics and the Nurse Counsellor staff.
	Nurse Counsellor (RN)	1.76	The Nurse Counsellor is responsible for delivering clinical nursing support and providing complex and high quality care to BreastScreen clients.

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3. Implementation of the proposed structure

3.1 Position matching

There is a 1.91 FTE increase from the current to the proposed structure. The following demonstrates the proposed flow of FTE between the current and new structures.



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3.2 Recruitment

Affected staff members will be made aware of the deletion of positions and the creation of new positions. The majority of changes to the structure require direct matching and the recruitment of new staff.

During this process it will be reiterated to staff that the restructure is being undertaken to grow the service, provide greater opportunity for staff members to have a greater contribution to the organisation and to appropriately grade positions in accordance with other NSW Health positions and standards. The knowledge, experience and skills of the existing staff are in alignment with the attributes being sought for the new positions.

4. Consultation

Consultation regarding the restructure of BreastScreen SESI is multifaceted in nature. The Restructure Consultation Paper will be made available to the staff members of BreastScreen SESI for comment for a two week period. The service's Director and Operations Manager will meet with the affected staff members directly, both individually and collectively during the consultation period and will be available to have discussions with all staff members as requested during this time.

The BreastScreen SESI Director and Operations Manager will coordinate the collation of written feedback during the consultation period. The Health Services Union (HSU) and the NSW Nurses and Midwives Association will be provided with the Restructure Consultation Paper, as well as the opportunity to comment on the proposal.

5. Restructure timeframe

The following table outlines the actions and associated timeframes for the completion of the restructure process.

Action	Timeframe (Indicative)
Executive approval obtained	December 2020
Restructure Consultation Paper completed	May 2021
Restructure Consultation Paper circulated to all staff, the Health Services Union and the NSW Nurses and Midwives Association	May/June 2021
Position Descriptions submitted to the District Grading Committee for grading approval.	May/June 2021
Meetings with affected staff members	May/June 2021
Consultation period closes	June 2021
Feedback from meetings and written correspondence collated and amendments made to the Restructure Consultation Paper	June 2021
Final Restructure Consultation Paper circulated	June/July 2021
New positions advertised and matched positions appointed	July 2021
Restructure completed enacted	August/September 2021

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6. Attachments

No.	Attachment
1	Position Description: Nurse Manager
2	Position Description: Nurse Counsellor
3	Position Description: Assessment Coordinator
4	Position Description: Quality and Data Manager
5	Position Description: Site Manager (North and South)
6	Position Description: Client Engagement Coordinator
7	Position Description: Service Coordinator
8	Position Description: Administration Officer

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Position Description – Nurse Manager

Facility/Service	South Eastern Sydney Local Health District
Department	BreastScreen
Manager	Clinical Coordinator
Position Number	
Cost Centre	181096

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	Nurse Manager	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Nurses and Midwives (State) Award	
Position Classification*	Nurse Manager Grade 1	
Job Category Coding (ROB)*	Nursing and Midwifery	
Job Classification Coding (ROB)*	Nurse Manager	
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	<i>(Free Text)</i>	<p>South Eastern Sydney Local Health District (SESLHD) is committed to improving the care provided to our patients in line with our vision of <i>Working together to improve the health and wellbeing of our community.</i></p> <p>All staff are expected to act as an appropriate and effective role model and promote culture and supporting practices that reflect the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment through demonstrated behaviours and interactions with patients, clients and employees.</p> <p>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and</p>

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		<p>with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</p> <p>The Nurse Manager is responsible for the oversight and successful delivery of assessment clinics within the BreastScreen SESI service in accordance with the service’s procedures and accreditation standards. The Nurse Manager will utilise their extensive clinical nursing knowledge, experience and skills to ensure a safe, client focused assessment service is provided to BreastScreen SESI clients. The role will be a leader in driving the quality improvement initiatives within the service.</p> <p>The Nurse Manager will provide coordination and management of the Nurse Counsellors and relevant administrative staff regarding the efficient scheduling and management of assessment clinics. Additionally, the Nurse Manager will participate in the clinics and provide counselling as required.</p>
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Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

Standard Key Accountabilities*	<i>(Free Text)</i>	<ul style="list-style-type: none"> • Provide information, counselling, emotional and practical support to clients and their families attending for assessment and to their partners and families as needed, especially in cases where a diagnosis of breast cancer is likely. • Provide high level clinical information and care including detailed explanation of clinical diagnostic processes, managing infection control processes and minor wound care. • Participate in assessment clinics as part of the multi-disciplinary assessment team and actively lead and contribute to the development of clinical practice within the service. • Conduct discussions with women and their general practitioners, and provide results where appropriate and in conjunction with the other members of the assessment team. Discuss options regarding any further investigation or treatment required and arrange follow-up medical appointments as necessary. • Follow-up clients referred for open biopsy or treatment, both for counselling as needed and for the collection of outcome data. • Assist in the collection of follow-up details from surgeons and
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		<p>general practitioners.</p> <ul style="list-style-type: none"> • Assist in the follow-up of interval cancer information and obtaining verbal consent to collect information. • Respond to telephone enquiries from clients, health personnel and the general public. • Act as a resource in relation to clinical practice and perform other duties appropriate to the level and responsibility of the position, as per the direction of the Director and Clinical Coordinator. • Monitor assessment performance data with regard to the timely scheduling and results provision for women requiring assessment. Adjust practice accordingly to facilitate the achievement of BreastScreen Australia's National Accreditation Standards. • Liaise with administration staff regarding the scheduling clients and managing clinic rosters to facilitate information provision and the most effective and efficient scheduling processes are implemented.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> • Utilising available resources to meet competing patient/client needs and expectations and dealing with high volume workloads while at the same time managing to achieve positive outcomes. • Managing time and prioritising work demands and client issues arising on a day to day basis. • Managing patients with who may exhibit challenging behaviors.
Decision Making	<ul style="list-style-type: none"> • Makes decisions in relation to the day-to-day clinical care of patients/clients within scope of practice. • Escalates issues outside of policies and procedures and complex or unusual care requirements to the Clinical Coordinator, Chief Radiographer, Director, and appropriate parties.
Communication	<ul style="list-style-type: none"> • The position involves communication with senior clinical and non-clinical staff along with clients. • Externally, the Nurse Manager will develop and maintain effective relationships with relatives, carers and other health care providers e.g. LMO

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	<p>to provide care, information and/or advice.</p> <ul style="list-style-type: none"> • Providing counselling services within a setting of competing needs and limited staffing resources.
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Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships	Who?	Clinical Coordinator
	Why?	Direct manager
	Who?	Radiologists and Surgeons
	Why?	Liaise with specialists during assessment and results clinics
	Who?	
	Why?	
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	Clients
	Why?	Provide Nurse Counselling support to BreastScreen clients
	Who?	
	Why?	
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		Choose an item.

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	4
Indirect Reports	

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

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Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check <i>Staff who supervise others:</i> As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. <i>Staff who do not supervise others:</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing
	<i>(Free Text)</i>	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Registered Nurse holding current registration as a nurse with the Nursing and Midwifery Board of Australia through AHPRA.
2	Demonstrated experience as a senior clinical nurse including the provision of counselling/support to patients.
3	Proven experience in the active contribution to the development of clinical practice within a service and acting as a resource and mentor to others in relation to clinical practice.
4	Demonstrated ability to provide high level verbal, non-verbal and interpersonal skills and good written communication and organisational skills, particularly in working with people under stress.
5	Demonstrated ability to work as part of a multi-disciplinary team and apply professional and ethical boundaries when dealing with complex situations.
6	High level computer skills and proven ability to use Microsoft Office and health information systems.
7	Current Class C driver's licence
8	Willingness to travel between BreastScreen SESI screening and assessment sites as required.

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Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> 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 <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	<i>(Free Text)</i>	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	There is a requirement to work across all BreastScreen SESI assessment sites.
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Section 11 – Capabilities for the Role

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input checked="" type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input checked="" type="checkbox"/>	Act with Integrity	Choose an item.
	<input checked="" type="checkbox"/>	Manage Self	Choose an item.
	<input checked="" type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input checked="" type="checkbox"/>	Communicate Effectively	Choose an item.
	<input checked="" type="checkbox"/>	Commitment to Customer Service	Choose an item.

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	<input checked="" type="checkbox"/>	Work Collaboratively	Choose an item.
	<input checked="" type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input checked="" type="checkbox"/>	Deliver Results	Choose an item.
	<input checked="" type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input checked="" type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input checked="" type="checkbox"/>	Demonstrate Accountability	Choose an item.
	<input type="checkbox"/>	Finance	Choose an item.
Business Enablers	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
	<input checked="" type="checkbox"/>	Manage and Develop People	Choose an item.
People Management	<input checked="" type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input checked="" type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippy, 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	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Not Applicable
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Not Applicable
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Not Applicable
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Not Applicable
SENSORY DEMANDS - Description (Comment)	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. phone 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

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Touch – use of touch is an integral part of work performance	Not Applicable
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
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 - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable
Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
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 – exposure to body fluids, bacteria, infectious diseases	Not Applicable

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Position Description – Nurse Counsellor

Facility/Service	South Eastern Sydney Local Health District
Department	BreastScreen
Manager	Nurse Manager
Position Number	
Cost Centre	181096

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	Nurse Counsellor	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Nurses and Midwives (State) Award	
Position Classification*	Clinical Nurse Specialist	
Job Category Coding (ROB)*	Nursing and Midwifery	
Job Classification Coding (ROB)*		
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	<i>(Free Text)</i>	<p>South Eastern Sydney Local Health District (SESLHD) is committed to improving the care provided to our patients in line with our vision of <i>Working together to improve the health and wellbeing of our community.</i></p> <p>All staff are expected to act as an appropriate and effective role model and promote culture and supporting practices that reflect the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment through demonstrated behaviours and interactions with patients, clients and employees.</p> <p>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and</p>

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		<p>with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</p> <p>The Nurse Counsellor is primarily responsible for the provision of a client-focused approach, with the aim of building a relationship with the client throughout their BreastScreen journey. This approach should be seamless as experienced by the client.</p> <p>The Nurse Counsellor will oversee and coordinate the client journey from the time of identification that the client is to be recalled, through to assessment result notification and follow-up processes. The Nurse Counsellor will facilitate a smooth transition into the assessment clinic from booking of the client, attendance at the clinic and referral to treatment services as required.</p> <p>The Nurse Counsellor possesses and delivers clinical nursing knowledge, experience and skills in providing high quality and appropriate nursing care to BreastScreen clients consistent with <i>SESLHD and ISLHD</i> policies, procedures and standards.</p> <p>The Nurse Counsellor is responsible for:</p> <ul style="list-style-type: none"> • Providing information and support to women accessing the BreastScreen NSW program from screening through to definitive diagnosis of breast cancer. • Coordination of BreastScreen assessment clinics within the South Eastern Sydney Illawarra area in conjunction with Assessment Clinic team members to ensure equitable and timely access to assessment clinics for all women. • Participate in multidisciplinary team meetings and contribute to the health care needs and expectations of clients, clinicians, staff and community by providing and maintaining a high level of standard in the BreastScreen Service.
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Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<p>Standard Key Accountabilities*</p>	<p>(Free Text)</p>	<ul style="list-style-type: none"> • Provide information and support as required to clients attending for screening. • Participate in assessment clinics as part of the multi-disciplinary assessment team and actively contribute to the development of clinical practice within the service. • Provide support and information to clients in the consent process for procedures.
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		<ul style="list-style-type: none"> • Provide information, counselling, emotional and practical support to clients and their families attending for assessment and to their partners and families as needed, especially in cases where a diagnosis of breast cancer is likely. • Conduct discussions with women and their general practitioners, and provide results where appropriate and in conjunction with the other members of the assessment team. Discuss options regarding any further investigation or treatment required and arrange follow-up medical appointments as necessary. • In consultation with the radiologist and the Clinical Coordinator, ensure all documentation, including the Assessment Outcome Report (AOR) is completed for each occasion of service. • Follow-up clients referred for open biopsy or treatment, both for counselling as needed and for the collection of outcome data. • Assist in the collection of follow-up details from surgeons and general practitioners. • Assist in the follow-up of interval cancer information and obtaining verbal consent to collect information. • Respond to telephone enquiries from clients, health personnel and the general public. • Act as a resource in relation to clinical practice and perform other duties appropriate to the level and responsibility of the position, as per the direction of the Director, Clinical Coordinator and Nurse Manager.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> • Utilising available resources to meet competing patient/client needs and expectations and dealing with high volume workloads while at the same time managing to achieve positive outcomes. • Managing time and prioritising work demands and client issues arising on a day to day basis. • Managing patients with who may exhibit challenging behaviors.
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Decision Making	<ul style="list-style-type: none"> • Makes decisions in relation to the day-to-day clinical care of patients/clients within scope of practice. • Escalates issues outside of policies and procedures and complex or unusual care requirements to the Nurse Manager and Clinical Coordinator, and appropriate parties.
Communication	<ul style="list-style-type: none"> • The position involves communication with senior clinical and non-clinical staff along with clients. • Externally, the Nurse Counsellor will develop and maintain effective relationships with relatives, carers and other health care providers e.g. LMO to provide care, information and/or advice. • Providing counselling services within a setting of competing needs and limited staffing resources.

Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships	Who?	Nurse Manager
	Why?	Direct manager
	Who?	Radiologists and Surgeons
	Why?	Liaise with specialists during assessment and results clinics
	Who?	
	Why?	
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	Clients
	Why?	Provide Nurse Counselling support to BreastScreen clients
	Who?	
	Why?	
	Who?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		Choose an item.

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	

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Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check <i>Staff who supervise others:</i> As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. <i>Staff who do not supervise others:</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing
	<i>CNS Grading</i>	<ul style="list-style-type: none"> A CNS grading or working towards successfully gaining a CNS grading, is a requirement for this position

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Registered Nurse holding current registration as a nurse with the Nursing and Midwifery Board of Australia through AHPRA.
2	Demonstrated experience as a senior clinical nurse including the provision of counselling/support to patients.
3	Demonstrated ability to provide high level verbal, non-verbal and interpersonal skills and good written communication and organisational skills, particularly in working with people under stress.
4	Demonstrated experience in working within a clinical multidisciplinary team setting and apply

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	professional and ethical boundaries when dealing with complex situations.
5	Basic computer skills and proven ability to use Microsoft Office and health information systems.
6	Current Class C driver's licence
7	Willingness to travel between BreastScreen SESI screening and assessment sites as required.

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> 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 <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	<i>(Free Text)</i>	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	There is a requirement to work across all BreastScreen SESI assessment sites.
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Section 11 – Capabilities for the Role

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

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Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input checked="" type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input checked="" type="checkbox"/>	Act with Integrity	Choose an item.
	<input checked="" type="checkbox"/>	Manage Self	Choose an item.
	<input checked="" type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input checked="" type="checkbox"/>	Communicate Effectively	Choose an item.
	<input checked="" type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input checked="" type="checkbox"/>	Work Collaboratively	Choose an item.
	<input checked="" type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input checked="" type="checkbox"/>	Deliver Results	Choose an item.
	<input checked="" type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input checked="" type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input checked="" type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input checked="" type="checkbox"/>	Manage and Develop People	Choose an item.
	<input checked="" type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
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	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Not Applicable
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Not Applicable
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Not Applicable

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Head/Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Not Applicable
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Not Applicable
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
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 - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable
Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights – ladders/stapladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Not Applicable

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Position Description – Assessment Coordinator

Facility/Service	South Eastern Sydney Local Health District
Department	BreastScreen
Manager	Nurse Manager
Position Number	
Cost Centre	181096

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *:	Assessment Coordinator	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Administrative State Award	
Position Classification*	Administration Officer Level 4	
Job Category Coding (ROB)*	Administration and Health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	(Mandatory)	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	<p>South Eastern Sydney Local Health District (SESLHD) is committed to improving the care provided to our patients in line with our vision of <i>Working together to improve the health and wellbeing of our community</i>.</p> <p>All staff are expected to act as an appropriate and effective role model and promote culture and supporting practices that reflect the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment through demonstrated behaviours and interactions with patients, clients and employees.</p> <p>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and</p>

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		<p>with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</p> <p>The Assessment Coordinator will provide administrative assistance for the Nurse Manager and Nurse Counsellors. The position will be pivotal in assisting in the booking of clients into assessment clinics to facilitate timely access to assessment clinics for all women. Additionally, under the direction of the Nurse Manager, the position will be responsible for the creation of letters to surgeons, results notification and other correspondence/documentation as required.</p> <p>The Assessment Coordinator will liaise with Radiologist and Surgeons as required regarding the staffing of assessment clinics. The position will also assist the Nurse Manager in the creation of the assessment clinic rosters.</p>
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Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<p>Standard Key Accountabilities*</p>	<p><i>(Free Text)</i></p>	<ul style="list-style-type: none"> • Assist in the recall process of clients to assessment clinics. • Provide information and support as required to clients attending for screening. • Respond to telephone enquiries from clients, health personnel and the general public. • Creation or receipt/dispatch of client physical files, thus ensuring files are prepared for each clinic and filed appropriately following the end of the clinic. • Follow-up of non-attendees to the clinic and those electing private assessment. • Provision of relevant correspondence, documents and films required for private follow-up. • Contributed to the rostering process for Radiologists and Surgeons as directed by the Nurse Manager. • Maintain a strong working relationship with Radiologists and Surgeons to facilitate efficient and effective communication between these specialists and the service. • Dictaphone typing and forwarding of letters and reports as required.
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		<ul style="list-style-type: none"> • Assisting with the faxing of reports to appropriate places as directed by the Nurse Manager. • Drafting appropriate client letters not generated by computer system (BIS). • Maintenance of confidentiality of client information and exhibit a high level of professional conduct when communicating with clients and other staff members. • Assist the Nurse Manager in the monitoring and evaluation of the National Accreditation Standards to facilitate a high level of performance.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> • Utilising available resources to meet competing patient/client needs and expectations and dealing with high volume workloads 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. • Being sensitive to the anxiety felt by some clients and referring the clients to a Nurse Counsellor as required.
Decision Making	<ul style="list-style-type: none"> • Makes decisions in relation to the day-to-day priorities in accordance with the Nurse Manager’s direction.
Communication	<ul style="list-style-type: none"> • The position involves communication with senior clinical and non-clinical staff along with clients. • Informing women of the importance of further tests without causing undue anxiety. • Assisting in communicating to all staff and clinicians changes that occur to clinic schedules. • Liaise with VMO Radiologists and Surgeons on availability and rostering of assessment clinics.

Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships	Who?	Nurse Manager
	Why?	Direct manager and role to which most assistance will be provided.
	Who?	Nurse Counsellors
	Why?	Work alongside the Nurse Counsellors to assist the organisation and filling of assessment clinics.
	Who?	Radiologists and Surgeons
	Why?	Liaise with specialists prior to assessment clinics regarding rostering.
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	Clients
	Why?	Communicate with clients regarding their attendance or non-attendance at an assessment clinic.
	Who?	
	Why?	
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		Choose an item.

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

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Other Requirements	(Mandatory)	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check <i>Staff who supervise others:</i> As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. <i>Staff who do not supervise others:</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing
		<ul style="list-style-type: none">

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	High level of communication skills, including verbal/telephone, written and interpersonal.
2	Proven high level administration skills in a medical environment.
3	Excellent organisational and time management skills, including ability to prioritise, meet deadlines, multi-task and delegate work accordingly.
4	Demonstrated initiative with ability to complete tasks with minimum supervision, in accordance with policies and procedures.
5	Excellent organisational skills with the ability to maintain effective filing and retrieval systems.
6	Sensitive to the needs of women facing the possibility of breast cancer and to peoples' needs, responses and differences.
7	Extensive Dictaphone typing experience and knowledge of medical terminology.
8	Experience in the use of Microsoft Office software.

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Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> 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 <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	<i>(Free Text)</i>	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	There is a requirement to work across all BreastScreen SESI assessment sites.
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Section 11 – Capabilities for the Role

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.

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	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
	<input type="checkbox"/>	Finance	Choose an item.
Business Enablers	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
	<input type="checkbox"/>	Manage and Develop People	Choose an item.
People Management	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
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	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Not Applicable
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Not Applicable
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Not Applicable
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Not Applicable
SENSORY DEMANDS - Description (Comment)	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. phone 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

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Touch – use of touch is an integral part of work performance	Not Applicable
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
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 - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable
Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
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 – exposure to body fluids, bacteria, infectious diseases	Not Applicable

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Position Description – Quality and Data Manager

Facility/Service	South Eastern Sydney Local Health District
Department	BreastScreen
Manager	Operations Manager
Position Number	
Cost Centre	181096

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	Quality and Data Manager	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Health Managers State Award	
Position Classification*	Health Manager Level 2	
Job Category Coding (ROB)*		
Job Classification Coding (ROB)*		
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	(Mandatory)	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	The BreastScreen NSW South Eastern Sydney and Illawarra Screening and Assessment Service is one of the nine Screening and Assessment Services (SASs) coordinated by BreastScreen NSW. This service is offered to women 40 years and over with promotion aimed towards those in the 50-74 year age-group with the aim of reducing breast cancer mortality. The role of Quality and Data Manager is responsible for the needs assessments, design, implementation and evaluation of quality improvement projects within BreastScreen. The role will use data to drive innovation in areas of screening, reading, processing, procedural and data management. The role will be responsible for working across teams with key project working relationships with the Director, the Clinical Coordinator, the Designated Radiologist and the Chief Radiographer. Furthermore, the position will be

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		<p>pivotal in the creation of service-based projects and trials and remaining at the forefront of innovations in the breast cancer, screening and cancer detection spheres. The position will therefore contribute to the showcasing of the BreastScreen SESI service and participate in sharing of our projects through presentations at relevant conferences and forums.</p> <p>All staff are expected to act as an appropriate and effective role model and promote culture and supporting practices that reflect the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment through demonstrated behaviours and interactions with patients, clients and employees.</p> <p>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</p>
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Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

Standard Key Accountabilities*	<i>(Free Text)</i>	<ul style="list-style-type: none"> • Conduct specific project management for the improvement of quality across the BreastScreen SESI service. • Prepare regular reports for the Director, Operations Manager, Designated Radiologists, and other service staff as required. • Perform ad hoc reporting queries of the BIS database as required. • Be an active member of the Data team and work with the Data Manager regarding the achievement of the team’s objectives and work priorities. • Work under the strict guidance of the BreastScreen Australia National Accreditation Standards, SESLHD policies and BreastScreen SESI procedures. • Work closely with the Operations Manager on the appropriate identification, prioritisation and resourcing of quality improvement projects. • Manage the implementation, data capture and evaluation of quality improvement tasks. • Manage the ongoing implementation and sustainability of key learnings/findings. • Work collaboratively with members of the senior leadership team to conduct information dissemination and change management practices, including providing training and demonstrations of data and new processes.
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		<ul style="list-style-type: none"> • Present and promote BreastScreen SESI quality improvement initiatives within relevant forums. • Manage personal workload to ensure the timely completion of tasks. • Manage clinical data in a responsible manner to ensure the maintenance of data integrity and privacy requirements. • Contribute to the Senior Leadership team within BreastScreen SESI. • Perform other duties appropriate to the level and responsibility of the position as per the direction of the Director and/or Operations Manager. • 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 clients and employees. • Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the personal contribution to the service.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> • Management of change of practice processes to facilitate the implementation of quality improvement initiatives. • Manage the integrity, security and timeliness of data collected, analysed and reported.
Decision Making	<ul style="list-style-type: none"> • Prioritisation of projects, workload and tasks.
Communication	<ul style="list-style-type: none"> • Effectively communication with other members of the senior leadership team. • Effectively educate staff members on new processes to ensure broad uptake and implementation. • Communicate projects to external stakeholders to promote the quality improvement projects conducted by BreastScreen SESI to foster a sense of collaboration and shared learnings.

Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships	Who?	Operations Manager
	Why?	Direct manager and requires close collaboration for the identification and prioritisation of projects.
	Who?	Members of the senior leadership team

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	Why?	Collaborate with others for the design and implementation of projects.
	Who?	
	Why?	
Does this role routinely interact with external stakeholders?		NO
Key External Relationships	Who?	
	Why?	
	Who?	
	Why?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		Choose an item.

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	0

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check <i>Staff who supervise others:</i> As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.
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		<ul style="list-style-type: none"> <i>Staff who do not supervise others:</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing
	(Free Text)	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Appropriate tertiary qualifications such as Data Management, Health Information Management or any other related disciplines.
2	Extensive experience in the creation, implementation and evaluation of quality improvement initiatives.
3	Demonstrated outstanding analytical and problem solving skills.
4	Knowledge and application of data analysis tools.
5	Knowledge of the NSW health system, the Health Records and Information Privacy Act, and preferably and understanding of the BreastScreen Australia National Accreditation Standards and BreastScreen NSW Operating Standards.
6	Demonstrated ability to work collaboratively as part of a team and maintain effective working relationships.
7	Excellent communication skills, including report writing and presentation skills.

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> 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 <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

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Section 12 – Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippy, 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	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Not Applicable
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Not Applicable
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Not Applicable
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Not Applicable
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
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 - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable

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Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
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 – exposure to body fluids, bacteria, infectious diseases	Not Applicable

Position Description – Client Engagement Coordinator

Facility/Service	South Eastern Sydney Local Health District
Department	BreastScreen
Manager	Operations Manager
Position Number	
Cost Centre	181096

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	Site Manager	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Health Managers State Award	
Position Classification*	Health Manager Level 1	
Job Category Coding (ROB)*	Administration and Health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)	Administration Manager	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	(Mandatory)	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	The BreastScreen NSW South Eastern Sydney and Illawarra Screening and Assessment Service is one of the nine Screening and Assessment Services (SASs) coordinated by BreastScreen NSW. This service is offered to women 40 years and over with promotion aimed towards those in the 50-74 year age-group with the aim of reducing breast cancer mortality. The role of Site Manager is primarily responsible for the management of the multiple BreastScreen SESI sites within the jurisdiction and the management of administrative staff working at these sites. The Site Manager will oversee the activity within the sites, site presentation, administrative staff performance, and the processing of accounts. Additionally, the role will manage the repair and maintenance projects within the service to enhance the patient experience and maintain site functionality and

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		<p>client/staff safety.</p> <p>All staff are expected to act as an appropriate and effective role model and promote culture and supporting practices that reflect the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment through demonstrated behaviours and interactions with patients, clients and employees.</p> <p>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</p>
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Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<p>Standard Key Accountabilities*</p>	<p>(Free Text)</p>	<ul style="list-style-type: none"> • Manage Administration Officer staff within a designated area of the BreastScreen SESI service. • Ensure staff operate to a high standard and their professional development needs are supported where appropriate. • Ensure the screening and assessment sites under your jurisdiction are maintained to a high standard. • Conduct site inspections to complete site assessments with respect to risks and improvement opportunities. • Maintain an accurate and comprehensive asset and maintenance register. • Conduct annual stocktake audits as required by the district and the Cancer Institute. • Develop, coordinate, monitor and maintain WHS systems. • Maintain an electronic record of finance, asset, WHS and other relevant documentation in Content Manager and shared folders. • Assist the Operations Manager BreastScreen with the management of financial and business aspects of BreastScreen. • Obtain quotes, prepare requisitions, take receipt of, and arrange payment for goods and services. • Accurate and efficient processing of invoices, including the appropriate identification and handling of billing errors. • As directed by the Operations Manager, contribute the accreditation process as required by BreastScreen Australia under the National Accreditation Standards. • Perform project related tasks as directed by the Director
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		<p>and/or Operations Manager.</p> <ul style="list-style-type: none"> • Project manage the repair and maintenance requirements within the designated area of BreastScreen SESI service to ensure client satisfaction, facility functionality and client/staff safety are maintained in a financially responsible manner. • Manage stakeholder relationships through effective communication, negotiation and issues management to ensure stakeholders are engaged, informed and deliverables are met. • 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 clients and employees. • Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the personal contribution to the service.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> • Managing a number of staff across multiple locations • Managing issues associated with project progress and completion in a timely manner. • Large geographical service area requiring an efficient approach to the completion of tasks.
Decision Making	<ul style="list-style-type: none"> • Financial decision making in accordance with LHD policies and service procedures. • Decision making with regard to project management situations.
Communication	<ul style="list-style-type: none"> • Open and regular communication with the Director and Operations Manager. • Liaising with contractors for the completion of commissioned works.

Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role's primary objective(s).

Key Internal Relationships	Who?	Operations Manager
	Why?	Require a strong working relationship to ensure collaborative work processes.
	Who?	Direct Reports
	Why?	Provide leadership, support and guidance
	Who?	Senior Leadership team
	Why?	Seek opportunities for collaboration, sharing of knowledge and

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		providing support
Does this role routinely interact with external stakeholders?		YES
Key External Relationships	Who?	External Contractors
	Why?	Management of projects for the repair and maintenance associated with the service and its facilities.
	Who?	District Finance
	Why?	Liaise with District Finance when and as required regarding the appropriate handling of financial and business processes.
	Who?	External Suppliers
	Why?	Negotiation of goods and services required for the service
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	3.5 – 7.5 FTE
Indirect Reports	0

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check <i>Staff who supervise others:</i> As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. <i>Staff who do not supervise others:</i> You must take all
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		reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing
	(Free Text)	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Relevant experience in the management of health service activity/performance, staff management and site maintenance.
2	High level attention to detail, ensuring a client-focused culture across the sites that the position manages.
3	Excellent organisational and project management skills and the capability to prioritise, multitask and work with a focus on meeting deadlines.
4	Ability to work openly and collaboratively as well as independently.
5	High level communication and interpersonal skills with the ability to professionally manage staff and liaise with key stakeholders.
6	Experience in the implementation of the strategic activities within a health service, with a strong focus on operational efficiency and improvement.
7	Proficient in the use of Microsoft Office applications (including Word and Excel) and SESLHD platforms including Stafflink (including Procurement functions) and Content Manager.
8	Current unrestricted NSW drivers licence.

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> 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 <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

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Section 12 – Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
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	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Not Applicable
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Not Applicable
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Not Applicable
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Not Applicable
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
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 - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable

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Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
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 – exposure to body fluids, bacteria, infectious diseases	Not Applicable

Position Description – Client Engagement Coordinator

Facility/Service	South Eastern Sydney Local Health District
Department	BreastScreen
Manager	Operations Manager
Position Number	
Cost Centre	181096

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *:	Client Engagement Coordinator	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Administrative State Award	
Position Classification*	Administration Officer Level 6	
Job Category Coding (ROB)*	Administration and Health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)	Team Leader Administration	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	(Mandatory)	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	The BreastScreen NSW South Eastern Sydney and Illawarra (SESI) Screening and Assessment Service is one of the nine Screening and Assessment Services (SASs) coordinated by BreastScreen NSW. This service is offered to women 40 years and over with promotion aimed towards those in the 50-74 year age-group, with the aim of reducing breast cancer mortality. The Client Engagement Coordinator is primarily responsible for the coordination of the SESI call centre and the invitation process of the target demographic, including the management of letters and call lists, with a focus on increasing the participation in the BreastScreen SESI service. This position will be responsible for linking the work of the administration team to the work and strategic direction of the health promotions team for the effective engagement of clients. The position will identify areas of staff

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		<p>development and coordinate staff education in consultation with the Operations Manager. The success of this position hinges on the person within the role to appropriately and methodically monitor call centre demand and adjust resource allocation and work prioritisation accordingly.</p> <p>All staff are expected to act as an appropriate and effective role model and promote culture and supporting practices that reflect the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment through demonstrated behaviours and interactions with patients, clients and employees.</p> <p>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</p>
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Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

Standard Key Accountabilities*	<i>(Free Text)</i>	<ul style="list-style-type: none"> • Manage Administration Officer staff within a designated area of the BreastScreen SESI service. • Ensure staff operate to a high standard and their professional development needs are supported where appropriate. • Collaborate with the Operations Manager regarding the efficient and effective operation of the SESI call centre. • Allocate tasks according to call centre demand and work prioritisations with a focus on the provision on high level customer service and driving participation in BreastScreen NSW. • Promote a culture of high level client focused service provision through the education and development of staff, role modelling and changing of processes to enhance a client-focused approach. • Liaise with the Health Promotion manager regarding client engagement, and the Cancer Institute’s key and campaign messages. • Liaise with other screening and assessment services to ensure information is accurate, comprehensive and current. • Provide frontline complaint and compliment management from the public and action appropriately. • Coordinate the invitation process including the distribution of letters to the public and follow-up process. • Rigorous monitoring of the call centre to ensure achievement of KPIs, measures of success and continuous improvement of
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		<p>the service.</p> <ul style="list-style-type: none"> • Capture and review data to understand the number of invitations sent, calls made and bookings made. • Oversee the day to day operations of the call centre and anticipate peak volume and ensure it is staffed appropriately. • Contribute to an efficient, fair and considered rostering system that is structured but allows for flexibility based on staffing requirements. • Coordinate roster adjustments due to staff absences. • Contribute to the timely approval, recording and processing of leave of call centre staff. • Contribute to the development and delivery of education and development programs for administration staff. • Contribute to the recruitment and staff selection within the administration team. • Contribute to the accurate input of administration staff into HealthRoster, ensuring that the pay period finalisation deadline is met. • Monitor and evaluate administrative processes, systems and procedures to improve office efficiency and ensure the delivery of a quality service to internal and external clients of BreastScreen SESI. • Contribute to the management of performance and development of staff members to facilitate service and personal growth. • Perform other associated tasks as directed by the Operations Manager. • 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 clients and employees. • Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the personal contribution to the service.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> • Managing competing workloads in a busy environment. • Managing a busy call centre and complex invitation process. • Keeping abreast of service information and activities occurring within the service.
Decision Making	<ul style="list-style-type: none"> • Prioritisation of tasks in accordance with the service’s current focus. • The appropriate handling of staff members, working situations and staff work ethic.
Communication	<ul style="list-style-type: none"> • Liaising with multiple teams and fostering a sense of collaboration and unity.

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Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role's primary objective(s).

Key Internal Relationships	Who?	Operations Manager
	Why?	Direct manager and will provide guidance to the position.
	Who?	Call centre staff
	Why?	Appropriately manage and delegate tasks in an organised and efficient manner.
	Who?	SESI Leadership team
	Why?	Liaise with SESI managers regarding health promotion initiatives, data management and other processes/tasks as required
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	BreastScreen clients
	Why?	Communicate with BreastScreen clients as required.
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	3-7 FTE
Indirect Reports	

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to
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		<p>complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check</p> <ul style="list-style-type: none"> • <i>Staff who supervise others:</i> As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. • <i>Staff who do not supervise others:</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing
	(Free Text)	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Excellent organisational skills and the capability to prioritise and multitask.
2	Ability to work openly and collaboratively as well as independently.
3	Experience providing excellent customer service and working in a client-focused environment.
4	Proficient in the use of Microsoft Office applications including Word and Excel. Additionally, it is desirable to have experience in the following Cancer Institute platforms: BIS, PACS and Community of Practice.
5	General knowledge of the strategic focus of BreastScreen SESI and BreastScreen NSW.
6	Excellent interpersonal skills, with specific experience in the handling of sensitive and confidential situations.
7	High level problem solving and conflict resolution skills.

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> • 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 • <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit • <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of
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		resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

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Section 12 – Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippy, 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	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Not Applicable
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Not Applicable
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Not Applicable
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Not Applicable
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
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 - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable

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Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
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 – exposure to body fluids, bacteria, infectious diseases	Not Applicable

Position Description – Service Coordinator

Facility/Service	South Eastern Sydney Local Health District
Department	BreastScreen
Manager	Operations Manager
Position Number	
Cost Centre	181096

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *:	Service Coordinator	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Administrative State Award	
Position Classification*	Administration Officer Level 5	
Job Category Coding (ROB)*	Administration and Health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	(Mandatory)	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	The BreastScreen NSW South Eastern Sydney and Illawarra Screening and Assessment Service is one of the nine Screening and Assessment Services (SASs) coordinated by BreastScreen NSW. This service is offered to women 40 years and over with promotion aimed towards those in the 50-74 year age-group with the aim of reducing breast cancer mortality. The role of Service Coordinator is primarily responsible for the day to day running of the BreastScreen SESI head office site. The role will coordinate the ordering, receipt and dissemination of stock, maintenance management and administrative support as required. Additionally the role is responsible for the timely creation of appointment schedules and liaising with the Deputy Chief Radiographer for the accurate creation of these schedules. All staff are expected to act as an appropriate and effective role model and promote culture and supporting practices that reflect

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		<p>the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment through demonstrated behaviours and interactions with patients, clients and employees.</p> <p>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</p>
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Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

Standard Key Accountabilities*	<i>(Free Text)</i>	<ul style="list-style-type: none"> • Maintain an accurate and comprehensive asset and maintenance register. • Obtain quotes, prepare requisitions, take receipt of, and arrange payment for goods and services. • Accurate and efficient processing of invoices, including the appropriate identification and handling of billing errors. • Conduct annual stocktake audits as required by the district and the Cancer Institute. • Develop, coordinate, monitor and maintain WHS systems. • Ensure the opening of screening and assessment appointments in a timely and accurate manner. • Liaise with other staff members to coordinate rostering and the opening and closing of screening and assessment sites as required. • Maintain a disruption register for site closure. • Oversee the day to day running of the St George screening and assessment site. • Facilitate the dissemination of results letters for clients who have attended for screening. • Perform other duties as requested by the Operations Manager. • Ensure that supplies of forms, letterhead, files and stationery are maintained at all times. • Coordinate the courier schedule into and out of the St George site and manage any changes as required. • Ensure confidentiality of all information associated with client operations. • 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 clients and employees. • Maintain responsibility for personal and professional
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		development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the personal contribution to the service.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> Maintain high levels of customer service. Improving the quality of efficiency of administration procedures.
Decision Making	<ul style="list-style-type: none"> Prioritising conflicting demands.
Communication	<ul style="list-style-type: none"> Open and regular communication with the Director and Operations Manager. Liaising with contractors for the completion of commissioned works.

Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships	Who?	Operations Manager
	Why?	Require a strong working relationship to ensure collaborative work processes.
	Who?	Site Managers and Client Engagement Coordinator
	Why?	Work with these positions to facilitate an efficient and high functioning administration team.
	Who?	Administration Officers
	Why?	Coordinate the completion of activities
Does this role routinely interact with external stakeholders?		YES
Key External Relationships	Who?	External Contractors
	Why?	Management of projects for the repair and maintenance associated with the St George site.
	Who?	External Suppliers
	Why?	Negotiation of goods and services required for the service
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	0

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Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check <i>Staff who supervise others:</i> As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. <i>Staff who do not supervise others:</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing
	(Free Text)	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Relevant experience in the coordination of health service activity/performance and site maintenance.
2	High level of organisation and attention to detail.
3	An understanding of customer service principles and conduct.
4	Ability to work openly and collaboratively as well as independently.
5	High level communication and interpersonal skills with the ability to liaise with key stakeholders.
6	Ability to manage competing priorities and prioritise tasks.
7	Experience in the use of Microsoft Office applications (including Word and Excel) and SESLHD platforms including Stafflink (including Procurement functions) and Content Manager.
8	Current unrestricted NSW drivers licence.

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Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> 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 <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	<i>(Free Text)</i>	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.

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	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
	<input type="checkbox"/>	Finance	Choose an item.
Business Enablers	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
	<input type="checkbox"/>	Manage and Develop People	Choose an item.
People Management	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
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	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Not Applicable
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Not Applicable
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Not Applicable
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Not Applicable
SENSORY DEMANDS - Description (Comment)	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. phone 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

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Touch – use of touch is an integral part of work performance	Not Applicable
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
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 - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable
Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
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 – exposure to body fluids, bacteria, infectious diseases	Not Applicable

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Position Description – Administration Officer

Facility/Service	South Eastern Sydney Local Health District
Department	BreastScreen
Manager	Site Manager or Client Engagement Coordinator
Position Number	
Cost Centre	181096

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	Administration Officer	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Administrative State Award	
Position Classification*	Administration Officer Level 3	
Job Category Coding (ROB)*	Administration and Health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	(Mandatory)	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	<p>The BreastScreen NSW South Eastern Sydney and Illawarra (SESI) Screening and Assessment Service is one of the nine Screening and Assessment Services (SASs) coordinated by BreastScreen NSW. This service is offered to women 40 years and over with promotion aimed towards those in the 50-74 year age-group with the aim of reducing breast cancer mortality.</p> <p>The role of Administration Officer is to provide an efficient and pleasant information service to clients via telephone and personal contact. The Administration Officer role has two components, firstly working within the BreastScreen SESI call centre and secondly, working on reception at one of the BreastScreen SESI sites. The allocation of these duties will be conducted by the Administration Officer manager and will likely vary from week to week as the demands of the service require. Therefore, the</p>

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		<p>Administration Officer will be required to attend various BreastScreen SESI sites as per the roster allocation.</p> <p>The position is highly client-focus orientated and will work with managers within BreastScreen SESI team to meet the expectation of the clients who wish to attend or are attending one of the BreastScreen SESI sites. Call centre tasks include answering client enquiries, contacting clients to invite them to attend BreastScreen and conducting the appropriate data entry/record management associated with these processes. Reception duties include greeting the client and processing her paper-work in an efficient and professional manner. The receptionist is also responsible for creating a welcoming and client-focus environment, managing the presentation of the site and liaising with the radiographers working at the sites to facilitate a coordinated workflow.</p> <p>All staff are expected to act as an appropriate and effective role model and promote culture and supporting practices that reflect the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment through demonstrated behaviours and interactions with patients, clients and employees.</p> <p>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</p>
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Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

Standard Key Accountabilities*	<i>(Free Text)</i>	<ul style="list-style-type: none"> • Provide quality customer service, ensuring a respectful and helpful response is provided to all face to face and telephone enquiries. • Work in a fast paced call centre environment requiring a high level of professionalism, excellent telephone manner and patience. • Monitor the booking of sites and contribute to the targeting of under-booked sites. • Professionally and politely encourage women to attend BreastScreen, including making reminder calls to lapsed clients. • Maintain professionalism and utilise problem solving skills to appropriately communicate to women from CALD communities.
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		<ul style="list-style-type: none"> • Accurate data entry into the BreastScreen database ensuring care is taken to minimise errors. • Maintain a strong understanding and working knowledge of the BreastScreen SESI procedures, policies and employee requirements of SESLHD. • Follow policies and procedures within the service to ensure accuracy and consistency of information provided to clients. • Actively engage in the evaluation and improvement of the Service's procedures to facilitate optimised performance and efficiency. • Ensure the screening site is presented and maintained to an outstanding level with a focus to optimise the client experience. • Maintenance and presentation of the kitchen and common areas. • Provide a welcoming and inclusive client environment, with a focus on inclusion of Aboriginal and Torres Strait people and people from the CALD community. This includes the appropriate handling of clients who may be anxious. • Complete a range of operational and administrative tasks to support the smooth running of the site. • Perform reception duties, including greeting clients, and ensuring paperwork is completed and entered into BIS appropriately. • Conduct data checking and correction procedures. • Conduct other duties as directed by the Site Manager, Client Engagement Coordinator or Operations Manager. • 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 clients and employees. • Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the personal contribution to the service.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> • Managing competing workloads in a busy environment. • Keeping abreast of service information and activities occurring within the service. • Meeting booking deadlines to promote the utilisation of the BreastScreen SESI sites.
Decision Making	<ul style="list-style-type: none"> • The appropriate implementation of the policies and procedures.
Communication	<ul style="list-style-type: none"> • Appropriate communication with clients who may be anxious.

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	<ul style="list-style-type: none"> Maintaining professional communication in busy and occasionally stressful environments.
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Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships	Who?	Site Manager or Client Engagement Coordinator
	Why?	Direct manager and will provide information and direction as required.
	Who?	Administration Officers
	Why?	Will work at the site/s performing reception duties
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	BreastScreen clients
	Why?	Communicate with BreastScreen clients in a professional and efficient manner.
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	0

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check
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		<ul style="list-style-type: none"> • <i>Staff who supervise others:</i> As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. • <i>Staff who do not supervise others:</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing
	(Free Text)	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Experience working in a similar role within a complex service.
2	Excellent organisational skills and the capability to prioritise and multitask.
3	Highly motivated and the ability to use initiative.
4	Experience providing excellent customer service and working in a client-focused environment. This includes the ability to communicate with clients who may be experiencing anxiety.
5	Experience using Microsoft Office applications including Outlook, Word and Excel.
6	Excellent telephone and interpersonal skills and the ability to communicate with a range of stakeholders.
7	High attention to detail, with experience in data entry and situations requiring high accuracy.
8	Ability to travel to other BreastScreen sites as required to ensure workforce flexibility.

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> • 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 • <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit • <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
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	(Free Text)	
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Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

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Section 12 – Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippy, 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	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Not Applicable
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Not Applicable
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Not Applicable
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Not Applicable
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
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 - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable

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Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
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 – exposure to body fluids, bacteria, infectious diseases	Not Applicable