Clinical Support Officer
**Development Plan**

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| **Employee details** |
| **Name:** |  |
| **Employee number:** |  |
| **Position:** |  |
| **Plan commencement date:** |  |

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| **Line-Manager details** |
| **Name:** |  |
| **Employee number:** |  |
| **Position:** |  |

## How to use guide

Line-managers and their employees should jointly:

* Review the core competencies to be met within each skillset.
* Discuss the employee’s current level of competence in the subject area.
* Identify competencies that require further development.

For new staff, this step should take place during orientation to their new role. For existing staff this may be done as part of a scheduled Performance Effectiveness and Development (PED) meeting.

| **Column Name** | **Actions Required** |
| --- | --- |
| **Column A:** Competency to be met | Use column A, to view the core competencies to be met within each skillset.If you are unsure of the specific competency to be met, or if the competency is actually required of the CSO’s role, contact should be made with the relevant subject matter expert/s to discuss. |
| **Column B:** Skillset met through RPL or RCC, or Not Applicable | CSO and manager to discuss whether the CSO has achieved this competency through prior learning or can demonstrate current competency.If yes; place a tick in column B and document whether competency has been met through **recognition of prior learning** (RPL) or by **recognition of current competence** (RCC)If the competency is assessed as not being required of the CSO role, write not applicable, or N/A. |
| **Columns C, D and E:** Workplace Experience - 70%Mentoring & Coaching - 20%Formal Training and self-study - 10% | If it is determined that the CSO requires development to attain a competency, the CSO and their manager should:* Identify the specific competency gap.
* Identify the development activities most suited to meeting the CSO’s development needs.
* Document the agreed development activities in the relevant columns:
* Column C - Development activities that will occur on the job, or that are self-directed by the participant.
* Column D - Development activities to be undertaken with support of others.
* Column E - Development through the completion of a training program.

You may use the CSO Development Pathway – Resource Toolkit to identify training suitable programs, or choose a training program that is not listed, but deemed suitable. |
| **Column F:** Due date for completion  | In column F, set a target date for the completion of development activities. |
| **Column G & H:** Competency met | The CSO’s line-manager will initial and date columns G and H, once the CSO and their manger agree that the competency has been met. |

| **Recruitment and onboarding of staff**Undertake tasks, as directed by the N/MUM, aimed at supporting and facilitating the efficient and timely recruitment of staff to the ward/unit. |
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| **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** |
| **Competency to be met** | **Skillset met through RPL or RCC, or Not Applicable** | **On the Job** **Experience****70%** | **Learning from Others****20%** | **Formal Training****10%** | **Due date for completion** | **Competency Met** |
| **Initial** | **Date** |
| **Recruitment and onboarding staff** |
| Understanding of, and ability to:* Apply relevant policies, procedures and processes in the recruitment of staff
* Make effective use of the NSW Health Recruitment and On-boarding system (ROB)
* Apply best practice recruitment processes
 | Choose an item. |  |  |  |  |  |  |
| Understanding of, and ability to assist manager with onboarding new staff including, providing appropriate:* Assistance with orientation to the organisation/service
* Assistance with induction to their role/job
 | Choose an item. |  |  |  |  |  |  |

| **Rostering and pay**Assist the N/MUM/Nurse Manager with data entry for ward/unit into relevant IT systems. Assist as necessary with the replacement of staff from casual pools etc. as directed by the N/MUM. Liaise with ISLHD Roster Support and/or HealthShare to resolve pay and leave issues. |
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| **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** |
| **Competency to be met** | **Skillset met through RPL or RCC, or Not Applicable** | **On the Job** **Experience****70%** | **Learning from Others****20%** | **Formal Training****10%** | **Due date for completion** | **Competency Met** |
| **HealthRoster** |
| Understanding of, and ability to apply, policies and processes related to payment of staff salaries and wages, including:* Regular pay, overtime, allowances and time in lieu
* Casual, agency and locum staff
 | Choose an item. |  |  |  |  |  |  |
| Understanding of, and ability to:* Apply policies and procedures related to rostering of staff for the unit/department.
* Use Health Roster system effectively.
* Apply, rostering best practice considering:
* Policy requirements
* Awards and allowances
* Skill mix
* Staff rotation
* Fatigue Management
* Nursing hours per patient day (if applicable)
 | Choose an item. |  |  |  |  |  |  |
| **Leave Management** |
| Understanding of, and ability to apply, policies, procedures concerning leave management, including:* Annual leave
* Sick leave
* Maternity leave
* Parental leave
* Excess leave
* FACS leave
* Additional Days Off (ADO’s)
* Leave without pay (LWOP)
* Long Service Leave
 | Choose an item. |  |  |  |  |  |  |

| **Reporting**Assist the N/MUM/Nurse Manager in producing reports on staffing, performance, finance, and quality parameters/indicators. |
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| **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** |
| **Competency to be met** | **Skillset met through RPL or RCC, or Not Applicable** | **On the Job** **Experience****70%** | **Learning from Others****20%** | **Formal Training****10%** | **Due date for completion** | **Competency Met** |
| Ability to run H.R. related reports including:* Salary analysis report- SPARC
* Excess leave report- StaffLink
* Position details report- StaffLink
* Performance review date report – StaffLink
* Working Visa report – StaffLink
* Approaching termination report StaffLink
* Excessive sick leave report – StaffLink
* Employee approaching contract end date report – StaffLink
* Employee screening report – StaffLink
 | Choose an item. |  |  |  |  |  |  |

| **Purchasing and resource management**Within the scope of the CSO role and under the direction of the N/MUM, monitor audit and organise the purchase of medical and non-medical supplies and equipment to ensure ongoing supplies and well-maintained equipment that enable staff to perform their day-to-day duties in the delivery of patient care. |
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| **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** |
| **Competency to be met** | **Skillset met through RPL or RCC, or Not Applicable** | **On the Job** **Experience****70%** | **Learning from Others****20%** | **Formal Training****10%** | **Due date for completion** | **Competency Met** |
| **Monitor, audit and organise the purchase of medical and non-medical supplies and equipment**  |
| Understanding of and the ability to:* Apply relevant policies, procedures, and processes in the purchasing of medical and non-medical supplies and equipment
* Purchase medical and non-medical supplies and equipment under the direction of the N/MUM and within the scope of the CSO role using IT systems such as iProcurement
 | Choose an item. |  |  |  |  |  |  |
| **Procurement Systems**Ability to access, and use, the oracle system via StaffLink in the procurement of goods, services. | Choose an item. |  |  |  |  |  |  |
| **Asset management** |
| Understanding of relevant processes, and ability to carry out role in:* Assist with the purchasing of minor works and equipment.
* Assist with performing asset and inventory stock takes.
* Assist with reporting faults with assets and equipment
* Ability to access, and use, the Assets Facilities Management system (AFM), to report faults.
 | Choose an item. |  |  |  |  |  |  |

| **Documentation and records management**Support and participate in the administrative aspects of activities such as numerical profiling, quality accreditation processes and incident management. Follow local, State, and national protocols pertaining to the retention, disposal and storage of medical records. |
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| **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** |
| **Competency to be met** | **Skillset met through RPL or RCC, or Not Applicable** | **On the Job** **Experience****70%** | **Learning from Others****20%** | **Formal Training****10%** | **Due date for completion** | **Competency Met** |
| **Corporate records management**  |
| Understanding of and the ability to:* Follow local guidelines and procedures to create accurate corporate records
* Manage corporate records within official recordkeeping business information systems such as HPE Content Manager (TRIM)
* Store, archive or dispose of corporate records to meet business needs and legislative requirements
 | Choose an item. |  |  |  |  |  |  |
| Understanding of and the ability to:* Assist with work health and safety (WHS) activities including the maintenance of the hazard register, risk register and other WHS documentation
 | Choose an item. |  |  |  |  |  |  |
| Understanding of and the ability to:* Maintain local staffing records and ensure that documents and files are kept in accordance with local policy and legislation including:
	+ Professional registration
	+ Competencies
	+ Health surveillance
 | Choose an item. |  |  |  |  |  |  |
| **Document preparation** |
| Understanding of and the ability to:* Perform minute taking tasks, circulation of minutes and record keeping
 | Choose an item. |  |  |  |  |  |  |
| The ability to:* Provide word processing and other documentation support including drafting correspondence accurately and clearly
 | Choose an item. |  |  |  |  |  |  |

| **Communication**Knowledge and skills required for effective interpersonal and business communication. |
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| **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** |
| **Competency to be met** | **Skillset met through RPL or RCC, or Not Applicable** | **On the Job** **Experience****70%** | **Learning from Others****20%** | **Formal Training****10%** | **Due date for completion** | **Competency Met** |
| **Core communication skills**  |
| Understanding of, and ability to, apply key communication principles in verbal and written communication, including:* The use of plain language in verbal communication and applying active listening
* In the writing of letters, emails, and minutes of meeting
* Cross-cultural communication
 | Choose an item. |  |  |  |  |  |  |

| **Information Technology**Knowledge, skills required for the effective use of business systems and software. |
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| **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** |
| **Competency to be met** | **Skillset met through RPL or RCC, or Not Applicable** | **On the Job Experience****70%** | **Learning from Others****20%** | **Formal Training****10%** | **Due date for completion** | **Competency Met** |
| **Initial** | **Date** |
| **Using systems and software** |
| Awareness of, and ability to access, and use, relevant systems, and technology relative to work setting. | Choose an item. |  |  |  |  |  |  |
| Understanding of, and ability to use, common software products effectively, relative to role requirements including:* Microsoft Outlook
* Microsoft Word
* Microsoft Excel
* Microsoft Powerpoint
* Microsoft Teams
 | Choose an item. |  |  |  |  |  |  |
| Ability to access and navigate the intranet, and internet, using web browsers, including:* Microsoft Edge and/or
* Google Chrome
 | Choose an item. |  |  |  |  |  |  |
| Ability to access, and navigate, relevant shared network drives relative to role.  | Choose an item. |  |  |  |  |  |  |
| **Unit/ward/department specific competencies**  |
| (Insert any specific competencies to be met by the employee) |  |  |  |  |  |  |  |