

Clinical Support Officer role realignment project

Clinical Support Officer steps

There are a number of steps to follow to ensure that the role is correctly aligned to the intended purpose and the CSO, manager and professional lead all have a good understanding of the role.

Step 1: Review

1. **Review your position description:** The first step is to read the position description. This will provide a basic understanding of the role, its duties, and responsibilities.
2. **Document the discrepancies:** Take some time to document specific examples of activities that are not outlined in your position description, as well as any activities that are outlined in your position description that you are not being asked to perform.
3. **Identify development opportunities:** Conduct a self-evaluation of your performance and be honest about your strengths and weaknesses. Consider what training or development you may need to complete to fill any gaps in skills. Use the CSO Development Resource Toolkit as a guide for identifying training and development opportunities.
4. **Identify your goals and career aspirations:** Consider what you would like to achieve in your role and be prepared to discuss your career aspirations with your manager and professional lead. Think about what training or development you may need to reach your goals.

Key resources

- [CSO Position Description](#) (standardised 2023)
- [Fact Sheet: Position Descriptions](#)
- [Awards and determinations](#) (NSW Health)
- [CSO Development Resource Toolkit](#)

Step 2: Role discussion and development plan

1. **Meet to discuss your role:** Your manager will arrange a meeting with you, your manager, and the professional lead in attendance. It should be held in a quiet location, away from disruption and distractions.
2. **Address any concerns:** If there have been any concerns or challenges with the CSO role in the past, address them in the meeting. Be transparent about any issues and provide potential solutions or strategies to overcome them.
3. **Create a development plan:** Discuss goals and objectives and identify any resources or support that you may need to achieve them.
4. **Documentation:** It's important to document the feedback and issues discussed during the meeting in writing. This will help you and your manager to remember the discussion and to reference it later when tracking progress.
5. **Schedule follow-up meeting:** Manager will arrange a follow-up meeting to check on progress and to provide additional support and feedback.

Key resources

- [CSO Development Plan template](#)
- [CSO Development Resource Toolkit](#)
- [Administrative Staff \(NSW State\) Award](#)

Step 3: Monitor performance and feedback

1. **Ongoing feedback:** Feedback should be an ongoing process, not just once a year event. Your manager should provide regular feedback to you on your performance, and you should feel comfortable asking for feedback or clarification on any issues. You may also consult the professional lead for advice and support with your role.
2. **Follow-up:** If there are any continuing concerns or challenges with the CSO role, follow up with your manager to check on progress and see if additional action is needed.

It's important to address job-related issues or concerns in a constructive and professional manner. By being proactive and working with your manager to find a solution, you can help to create a more positive and productive work environment.

Key resources

- [CSO Development Resource Toolkit](#)
- [Personal Effectiveness and Development \(PED\) Intranet page](#)