Position Description
NSW Health Pathology

Position Details

Position Title: Business Support Manager

Classification: HSM 2

Department: Clinical Governance

Award: Health Managers (State) Award

Reports to: Director Clinical Governance (Patient Safety)

Employment Status: Permanent Full Time

Roles reporting to: N/A

Location: St Leonards

Position Number (Stafflink):

Primary Purpose of the position

- The Business Support Manager provides high-level administrative and strategic support to member(s) of the NSW Health Pathology Clinical Governance team and is responsible for governance, and day to day management of the Incident Management System, as well as any other current and future systems that support the Clinical Governance function of NSWHP. The incumbent is responsible for identifying opportunities for improvement and providing ongoing staff education of such systems.

Key Accountabilities

The role and responsibilities of the position are to be carried out in a manner that is consistent with the values, strategic priorities, performance goals, delegations, policies, procedures and operations of NSW Health Pathology and in line with the NSW Health Code of Conduct and the Capabilities required to perform this role competently.

- Provide governance and administration of the Incident Management System and promote a culture of reporting and management of incidents/consumer feedback

- Be the primary liaison for the system through the provision of a helpdesk like service for NSWHP operational staff and provide ongoing staff education

- Conduct data analysis and produce reports for submission to key stakeholders and committees

- Identify development and improvement opportunities of the system and represent NSWHP at the various inter-agency committees and working groups

- Provide governance and administration of any other systems that support the Clinical Governance function such as MCCC, HCCC, Safety alerts and recalls, CLSI, QARS, QIDS and the future QMIS system

- Undertake projects relevant to portfolio needs including setting project objectives and plans, implementing project strategies and reporting on results

- Provide high-level administrative and strategic support to the Director

- Proactively manage travel and other organisational arrangements including conference bookings for the Directors' and other portfolio staff as required with consideration to whole of portfolio needs

- Prepare draft responses for correspondence, briefings and other written advice for review by the Director(s) ensuring tracking protocols are in place for referred matters.

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- Provide secretariat and logistical support to portfolio and other meetings and Board sub-committees including the preparation of agendas, terms of reference and other papers for review by the Director.
- Maintain portfolio (staff) records including attendance recording and leave management.
- Undertake travel as and when required.

Key Challenges

- Working in a demanding, busy and complex environment where there are competing priorities and staff working to strict deadlines.
- Multi-tasking in a position with a diverse range of tasks and issues.
- Exercising independent initiative to solve problems, triage or manage significant issues in the absence of the Director(s).
- Understanding the health political landscape and operating effectively within it to ensure support for the Director(s) and his/her portfolio.

Communication (will be called Key Relationships in new recruitment system)

Key Internal Relationships

Staff at all levels of the organisation with an emphasis on relationships with members of the Senior Executive, other executive support staff and managers within NSW Health Pathology.

Why

To ensure the efficient and effective operation of the Director(s)'s portfolios.

Key External Relationships

Who

Key portfolio stakeholders.

Why

The Business Support Manager acts as the primary point of contact for the portfolio and will be required to liaise with key stakeholders on an ongoing basis.

Selection Criteria for the position

1. Demonstrated strong strategic, organisational and planning skills with the capacity to successfully meet deadlines
2. Qualifications and or experience in project management
3. Advanced proficiency in using PC based software including Microsoft Office (Word, Excel, PowerPoint, Outlook), and network operations
4. Ability to undertake monitoring, analysis, troubleshooting, problem resolution to maintain system performance and reliability to meet user demand
5. High level communication skills, including sound interpersonal and negotiation skills, the ability to liaise with staff and health professionals at all levels and work cohesively within teams

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6. Proven ability to work independently, exercise initiative and sound judgement and prioritise workload to respond and adapt to changing priorities and demands in a multidisciplinary work environment.

7. Sound understanding of the demands and environment of the health system, including the need for confidentiality and discretion in issues management, preferably with experience working in a similar role in a complex organisation.

Position Dimensions

Staffing:

Number of direct reports: N/A

Number of indirect reports (including contractors): N/A

Expenditure:

Budget ($): Nil

Financial Delegation: Nil

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of NSW Health Pathology NSW, and in line with the NSW Health Code of Conduct. The following specific requirements should be noted:

Vaccination

Category B

Organisational Information Statement

Overview

NSW Health Pathology provides public pathology, forensic services across the state. Our pathologists are medically trained clinicians who work in public hospitals and modern laboratories. They're supported by teams of scientists, technical and support staff who ensure samples are quickly and accurately assessed and results shared with clinical teams, so they can make the best possible treatment decisions for patients. Our Forensic & Analytical Science Service provides independent, objective analysis in a range of specialised fields for our state's health and criminal justice systems.

NSW Health Pathology:

- operates more than 60 laboratories
- has around 200 pathology collection services in NSW public hospitals and community health facilities
- employs over 4,000 staff
- conducts more than 61 million tests per year

Our Values

As employees of NSW Health Pathology we will respect and display the CORE values of the NSW Health system in our day-to-day actions and decisions. That means actively encouraging Collaboration, Openness and Respect in the workplace to create a sense of Empowerment for people to use their knowledge, skills and experience to provide the best possible care to patients and their families and carers.

NSW Health Pathology has developed a set of organisation specific values in collaboration with staff. The four values that apply to NSW Health Pathology are:

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- **Respect:** We acknowledge and value the opinions, skills and abilities of others by treating others as we would like to be treated.
- **Integrity:** We act professionally, honestly and consistently, and we are accountable for our decisions and actions.

- **Teamwork:** We collaborate with others to achieve our goals, recognise the contributions of others and value diversity.

- **Excellence:** We strive to exceed expectations by delivering innovative, quality services and outcomes.

Role Accountabilities Statement

Conduct and Ethics Accountabilities

All employees are required to comply with the following:

- Read and acknowledge individual responsibilities as determined in the Code of Conduct. Acknowledge the Code of Conduct as a framework for professional behaviour, ethical practice and decision-making.

- Acknowledge and accept a shared responsibility for ensuring that their own behaviour and the behaviour of colleagues meets the standards outlined in the Code of Conduct. Report and express any workplace concerns fairly, honestly and respectfully.

- (For managers and supervisors) Ensure workers are provided with a copy of the Code of Conduct upon appointment or reappointment. Provide advice to each worker to ensure they understand their responsibilities under the Code of Conduct. Maintain a record of when this occurred.

- Model and encourage behavioural expectations as outlined in the Code of Conduct.

- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the NSW Health Pathology core values of Integrity, teamwork, Respect, and excellence, through demonstrated behaviours and interactions with patients, clients and employees.

- Assist workers to identify and model specific behaviours and actions that reflect the NSW Health core values of Collaboration, Openness, Respect, and Empowerment, in the workplace.

- Uphold the highest standards of professionalism at all times by performing the functions of the role efficiently, economically, fairly, impartially and with integrity and by actively advocating the NSW Health Pathology core values of Integrity, teamwork, Respect, and excellence to ensure that NSW Health Pathology, Local Health District, NSW Health and NSW Government expectations are met.

Finance and Assets Accountabilities

Employees are required to adhere to, and/or manage, allocated finance and resources efficiently and effectively in accordance with the NSW Health Pathology Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

Patient Safety, Risk Management and Quality Accountabilities

All employees are required to: undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment; and understand and abide by the organisation's

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risk policies, developing an understanding of the operational and risk management context, managing risk accordingly. Specific accountabilities may include (and are not limited to):

- Actively participate in patient safety and ongoing quality improvement programs and practices that promote the best possible health outcomes for patients/clients.

- Identify, develop, lead and monitor patient safety, risk management and quality improvement programs to improve the operation and promote the best possible health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.

- Provide governance and strategic direction for the development, implementation and evaluation of patient safety and quality improvement programs that promote the best possible experience and health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.

Training and Development Accountabilities

All employees are required to comply with and participate in the organisation's training programs and policies, including but not limited to participation in mandatory training.

Registration and Licenses Accountabilities

Employees in a position with specific license and/or registration requirements is required to maintain the registration and licenses required for the position held.

Performance Review

All employees have a responsibility to participate in the organisation's performance assessment and development processes in accordance with relevant policies.

Work Health and Safety Accountabilities

All employees have a positive duty to demonstrate commitment to safety. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with work health and safety legislation, policies, procedures and safety instructions.

Specific accountabilities may include (and are not limited to):

- Actively participate in:

  - Hazard identification

  - Reporting of risks, near-misses and incidents

  - Taking responsibility for own safety

  - Development and implementation of Safe Work Practices

  - Work Health and Safety (WHS) Consultation processes

  - Emergency preparedness

  - Professional development

- Implement all elements of the NSW Health Pathology, health and safety management system.

- Comply with and, where appropriate monitor and evaluate, WHS and Injury Management (IM) performance against specified targets. This includes reporting progress toward and barriers to the achievement of WHS and IM targets to senior management.

- Actively improve WHS performance.

- Apply due diligence to known and emergent WHS risks.

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- Actively engage in WHS planning and reporting.

Workplace Diversity Accountabilities

All employees are required to comply with and participate in the organisations workplace diversity policies and procedures.

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. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. **This form is to be completed in consultation with the manager/supervisor of the position being recruited.**

Job Demands Frequency Key

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

Note: any entries not assigned a value will be automatically set to "N"

Physical Demands – Description (comment)	Frequency					
	I	**O**	**F**	**C**	**R**	**N**
Sitting – remaining in a seated position to perform tasks				X		
Standing – remaining standing without moving about to perform tasks		X				
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks		X				
Trunk Twisting – turning from the waist while sitting or standing to perform tasks		X				
Kneeling – remaining in a kneeling posture to perform tasks						X
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks						X
Leg/Foot Movement – use of leg and/or foot to operate machinery						X
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)						X

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	I	O	F	C	R	N
Lifting/Carrying – heavy lifting and carrying (16kg and above)						X
Reaching – arms fully extended forward or raised above shoulder		X				
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body		X				
Head/Neck Postures – holding head in a position other than neutral (facing forward)				X		

Physical Demands – Description (comment)	Frequency					
	I	O	F	C	R	N
Hand and Arm Movements – repetitive movements of hands and arms				X		
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands		X				
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						X
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)		X				

Sensory Demands - Description (comment)	Frequency					
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)				X		
Taste – use of taste is an integral part of work performance (e.g. food preparation)						X
Touch – use of touch is an integral part of work performance						X

Psychosocial Demands - Description (comment)	Frequency					
Distressed People – e.g. emergency or grief situations						X
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness						X
Unpredictable People – e.g. dementia, mental illness, head injuries						X
Restraining – involvement in physical containment of patients/clients						X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies						X

Environmental Demands - Description (comment)	Frequency					
Dust – exposure to atmospheric dust						X
Gases – working with explosive or flammable gases requiring precautionary measures						X
Fumes – exposure to noxious or toxic fumes						X
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						X

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Hazardous Substances – e.g. dry chemicals, glues						X
Noise – environmental/background noise necessitates people raise their voice to be heard						X
Inadequate Lighting – risk of trips, falls or eyestrain						X
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight						X
Environmental Demands - Description (comment)	**Frequency**					
	I	O	F	C	R	N
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C						X
Confined Spaces – areas where only one egress (escape route) exists						X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground						X
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls						X
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks						X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						X

Employee Agreement

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

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

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