

Executive Support Officer

MH Clinical Director & MHDA Manager Inpatient Services/MHECS/Senior MH Nurse



Health
Southern NSW
Local Health District

Position Description

Position Title:	Executive Support Officer to the MH Clinical Director & MHDA Manager Inpatient Services/MHECS/Senior MH Nurse
Organisation Unit:	Mental Health Drug & Alcohol Services Southern NSW Local Health District
Cost Centre:	973515 Mental Health Administration Management
Location of Position:	Goulburn
Facility	Mental Health Services, Kenmore and CRC
Award:	Health Manager 1 – for grading
Registration Required:	No

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Vaccination Category:	B
Responsible to:	MH Clinical Director & MHDA Manager Inpatient Services/MHECS/Senior MH Nurse
Responsible for:	Nil
Purpose of Position:	<p>The position of Executive Support Officer is responsible for the provision of high level administrative support essential to the effective functioning of the MH Clinical Director & the MHDA Manager Inpatient Services/MHECS/Senior MH Nurse within the Mental Health Drug and Alcohol directorate.</p> <p>The position is also responsible for provision of administrative support to the MH Clinical Director with medical workforce planning and clinical services planning and redesign.</p> <p>The position is responsible for providing administrative support and overall day to day coordination of the administration of MHDA inpatient Medical Staff and visiting medical officers. Other responsibilities include administrative support for recruitment, roster creation, roster distribution, leave and payroll management.</p> <p>The position will be the central point of communication for the MH Clinical Director & the MHDA Manager Inpatient Services/MHECS/Senior MH Nurse and associated staff.</p> <p>This position will provide a high level of organisation and effective secretarial and administrative support to:</p> <ul style="list-style-type: none">• MH Clinical Director• MHDA Manager Inpatient Services/MHECS/Senior MH Nurse• Mental Health Drug & Alcohol medical staff as required.
Key Accountabilities	<ul style="list-style-type: none">■ Provide confidential executive support to the MHDA Medical workforce.■ Assist the Clinical Director to coordinate the recruitment of senior and junior medical officers for MHDA across the LHD.■ Ensure formal orientation programs are established for all MHDA Medical Officers■ Manage the flow of all incoming correspondence including Ministerial's, Briefings and Parliamentary Questions ensuring deadlines are met.■ Act as a central point of communication for the Mental Health Clinical Director and the Manager Inpatient Services/MHECS/Senior MH Nurse.

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	<ul style="list-style-type: none">■ Ensure timely and accurate completion of medical staff timesheets in to the relevant rostering system for the appropriate cost centre for the MHDA inpatient units. This includes the Kenmore Campus, Chisholm Ross Centre, Bega Mental Health Unit & Giles Court (Aged Care) – total of a 108 inpatient beds.■ Coordination of the Annual Medical Recruitment of non specialist medical staff in line with Ministry of Health policies.■ Coordination of orientation and tutorial programs for junior medical staff.■ Assist in the arrangement of VMO quality and education days for all VMO staff across Southern NSW LHD■ Assist all units in monitoring of overtime and call backs, and referring issues to the Clinical Director.■ Maintain all supporting documentation for CETI accreditation and follow all CETI guidelines in meeting the needs of the JMO's/registrar.■ Assist in monitoring, analysing and re-engineering medical rosters to be as cost effective as possible.■ Provide administrative support for the development of monthly reports for the Clinical Director..■ Diary management – organise meetings and appointments.■ Provide secretarial support to District wide committees including the Patient Centred Care Committee, VMO peer review days and others meetings as required.■ Management of requests on internal databases & systems including ProAct, Webreq and eRecruitment on behalf of the MH Clinical Director & the MHDA Manager Inpatient Services/MHECS/Senior MH Nurse and associated staff.■ Coordinate all incoming requests for recruitment, travel, leave and purchasing.■ Undertake coordination and liaison with respect to meetings, conferences and seminars.■ Carry out research to provide all relevant information on matters requiring attention or in preparation for meetings/conferences.■ Receive and monitor incoming communications and provide appropriate advice.■ Coordinate customer relations including complaints arising from clinicians, other agencies, clients, carers and community members■ Preparation of general correspondence.■ Undertake small projects as may be required from time to time by the Director and Inpatient Manager.■ Coordinate litigation/court documentation requirements from District MHDA, including collation of all client files and requested legal correspondence, ensuring deadlines are met.■ Manage the functioning of medical officer's accommodation throughout Goulburn and Bega, including managing maintenance issues, liaising with external bodies such as real estate agents & contractors, etc.■ Other duties as required
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<p>Challenges/Problem Solving:</p>	<p>Major challenges for the Executive Support officer include:</p> <ul style="list-style-type: none"> Working in a demanding, busy and complex environment where there are competing priorities and staff working to strict deadlines. Exercising independent initiative to problem solving or manage significant issues in the absence of the MH Clinical Director and the MHDA Manager Inpatient Services/MHECS/Senior MH Nurse. Understanding the health political landscape and operating effectively within it to ensure support for the MH Clinical Director and the MHDA Manager Inpatient Services/MHECS/Senior MH Nurse. Working with Senior Professional staff across SNSW LHD who may have competing demands, priorities, objectives and needs. Managing time and prioritising issue given that work demands can flow from a number of sources and deadlines.
<p>Communication:</p>	<ul style="list-style-type: none"> Present a professional, customer service oriented approach Maintain and respect the confidentiality of persons and information managed within the Directorate Maintain good working relations with all Hospital staff, external agencies and the Ministry of Health, demonstrating well developed communication and inter-personal skills, and high professional standards at all times Responsible for enquiries to the Clinical Director's office and delegation of matters to appropriate personnel and/or departments Ensure all communication (written and verbal) to and from the Clinical Director's Office is managed professionally, effectively and courteously Engage actively in Executive support team meetings, and minute taking <p>Communicate effectively with:-</p> <ul style="list-style-type: none"> Chief Executive Administration Team All Directors' Executive Assistants All Mental Health and Drug & Alcohol Staff <p>Internal SNSWLHD Units including:</p> <ul style="list-style-type: none"> Travel Office HR Office Clinical Governance Unit <p>External agencies including:</p> <ul style="list-style-type: none"> MoH, Mental Health Drug & Alcohol Office (MHDAO) NSW Police NSW Ambulance ACT Health NGOs MHDA consumers including clients & carers. <p>The position holder will be required to manage matters that are urgent and / or of a sensitive nature and as such will regularly communicate with key positions in MoH and / or other Government Departments and external organisations. The position will also have close dealings with Senior Clinical Staff and other Health Professionals.</p>

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	<ul style="list-style-type: none"> Develop and maintain effective liaison with key stakeholders, particularly within the Southern NSW LHD.
<p>Decision Making:</p>	<p>Decisions that can be made by the position holder include:</p> <ul style="list-style-type: none"> Making judgements and taking action in relation to the management of emails, diary management and telephone enquiries Day to day decisions relating to own work priorities and workload management Managing day to day roster of medical staff ensuring all shifts are covered and changes are made in a timely management. The position holder will be required to exercise independent judgement, initiative and problem solving skills. The position holder as part of his/her everyday activities will be required to prioritise issues as they arrive and delegate them to the appropriate personnel within the organisation. The position holder will also be required to personally manage a broad range of issues on behalf of the MH Clinical Director. The position holder is responsible for follow up action in relation to responses to the Director MHDA, Chief Executive and board members of the Southern NSW LHD, other SNSW LHD Directors, other Local Health Districts, SNSW LHD Managers and staff and must therefore be able to offer the MH Clinical Director & the MHDA Manager Inpatient Services/MHECS/Senior MH Nurse MHDA timely, clear and concise responses for consideration. The position holder is also required to ensure follow-up action is timely and that appropriate responses are prepared for consideration in final submission. The need to identify circumstances where these issues may be decided in consultation with Senior Management Staff must also be addressed. In the absence of the MH Clinical Director & the Manager Inpatient Services/MHECS/Senior MH Nurse. The position holder is required to independently manage the identification of sources of information to request and then communicate accordingly to obtain this information.
<p>Selection Criteria</p>	<ol style="list-style-type: none"> Demonstrated experience providing high level support to senior executive director preferably in a mental health/ drug and alcohol related area and a commitment to ongoing professional development. Demonstrated experience in recruitment, rostering, financial and resource management skills and experience including recruitment and rostering of medical staff, and knowledge of Medical Awards. Demonstrated high level of computer skills and experience in the use of computerised information systems and current computer software including Microsoft packages, financial report systems (eg oracle, Medical Proact, Proact,). TRIM, IIMS, IPM – Inpatient patient management systems and electronic medical records. Demonstrated strong interpersonal and communication skills, both written and oral. Demonstrated ability to use initiative to resolve problems/issues.

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	<ol style="list-style-type: none">6. Proven organisational/time management skills with the ability to meet tight timeframes and manage competing demands.7. Demonstrated ability to take minutes, write reports and draft correspondence.8. Demonstrated ability to work autonomously and also as a constructive member of a team and ability to maintain confidentiality and exercise independent judgement discretion and initiative.
Staffing:	<ul style="list-style-type: none">■ Nil Direct reports, but some responsibility for coordinating and supporting approximately 30 Medical Staff working across SNSW LHD – MHDA inpatient facilities (including VMOs, CMOs, Registrars & Locums) This includes the Kenmore Campus, Chisholm Ross Centre, Bega Mental Health Unit & Giles Court (Aged Care) – total of a 108 inpatient beds.
Budget:	Nil budget responsibility
Financial Delegation:	Nil

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Job Demands Checklist

All NSW Health positions should be assessed as to their job demands. This form is to be completed in consultation with the manager/supervisor of the position being recruited to.

The purpose of this form 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.

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 of the time when performing the job

R = Repetitive - activity involved repetitive movements

N = Not Applicable - activity is not required to perform the job

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 & carrying - 0 - 9 kg.		X				
Lifting / Carrying - Moderate lifting & carrying - 10 - 15 kg.		X				
Lifting / Carrying - Heavy lifting & carrying - 16kg & 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					
Hand & 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 - Operating any motor powered vehicle		X				

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SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
	I	O	F	C	R	N
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. Telephone 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					
	I	O	F	C	R	N
Distressed People - e.g. Emergency or grief situations.		X				
Aggressive & 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					
	I	O	F	C	R	N
Dust - Exposure to atmospheric dust.	X					
Gases - Working with explosive or flammable gases requiring precautionary measures.	X					
Fumes - Exposure to noxious or toxic fumes.	X					
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.	X					
Hazardous substances - 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					
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 - e.g. exposure to body fluids, bacteria, infectious diseases.	X					

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Job Demands Statement

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

Employee Name: _____
please print

Employee Signature: _____ Date: _____

Manager's Name: _____
please print

Manager's Signature: _____ Date: _____