

Final Proposed Structure Integrated Care Directorate

Due Date	14 May 2021, 23:59 AEST	
Description	The Final Proposed Structure Integrated Care Directorate with accompanying position descriptions and statement of duties has been released for final consultation by COB 14 May 2021	
Notes for Reviewer	All comments are to be sent via email to Julie Cooper by 14 May2021	
Organiser	Julie Cooper	
Reviewers	Anne Field	Pending
	Julie Cooper	Pending

Documents for Review

1. WNSWLHD Final Proposed Structure Document_Integrated Care Directorate 7 May2021	1
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2. Draft Position Descriptions and Statement of Duties	31
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1. WNSWLHD Final Proposed Structure
Document_Integrated Care Directorate 7
May2021

FINAL PROPOSED STRUCTURE DOCUMENT INTEGRATED CARE DIRECTORATE

Integrated Care Directorate



7 May 2021

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1. Background

The Integrated Care Directorate provides a range of strategic, operational (clinical) and clinical support services. These are provided locally, across the LHD, some cross border to FWLHD and State-wide. These services and programs are closely governed through State or Commonwealth reporting for contracted activities, workforce, patient experience and values based systems of care. Partnerships with other health and social care agencies are foundational to meeting the needs of our vulnerable populations.

- **Aged Care Services**

- Central Intake
- Regional Assessment Service
- ComPacks & SASH ComPacks
- Home Care Packages
- Transitional Aged Care Packages
- Aged Care Assessment Services
- AN-AAC Shadow Assessments
- Geriatric Medicine

Strategic responsibilities:

- ASET & AARCS
- Aged Dementia/Delirium
- Community Dept Veterans Affairs revenue
- Community Home Support Program

- **Kids and Families**

- Aboriginal Maternal & Infant Health Program
- Rural Midwifery Program
- State-wide Infant Hearing Screening
- Paediatric Strategies
- Child and Family Health Nursing policy
- Wellbeing and Health In-reach Nurses (WHIN)
- First 2,000 Days of Life Strategy & Services
- Child Protection Services
- Rural New Street Service
- Child Wellbeing Unit (**State-wide**)
- Out of Home Care Program
- JCPRP (Joint Child Protection Response and Prevention)
- Sexual Assault Services
Sexual Assault Forensic Medical and
Counselling services
Sexual assault assessment service
- PARVAN (Prevention and Response to
Violence and Neglect)

Strategic responsibilities:

- Aboriginal Child & Family Health Building Strong Foundations
- Universal Health Home visiting
- StEPS (State-wide 4 year old hearing, eyesight program)
- Child Protection Counselling
- Sexual Assault Counselling
- Child and Family Health Nursing
- Child Obesity Strategy – Height and Weight

- **Oral Health Services**

- Oral Health Clinics
- Mobile Dental Clinic
- Oral Health Contact Centre
- Dental Voucher Scheme
- National Child Dental Benefits Scheme
- National Partnership Agreement

- **HIV and Related Programs**

- Blood borne virus prevention program
- Viral Hepatitis
- Needle Syringe Program
- Sexual health
- HIV prevention program and HIV support program

Research Projects:

- Dried Blood Spot, Deadly Liver Mob, Observe study- Hep C, Opera C, Reach C EPIC, ACCESS, additional research including Sydney Sexual Health Centre.
- Antiviral hepatitis C treatments-regional NSW.
- REACH C – Dubbo Liver Clinic
- Partnerships with Ministry sponsored NGO's

- **Women's Health**

- Women's Health Strategies
- Cervical screening testing as per Cancer Institute Partnership
- Health Promotion for Women's Health
- Nurse Practitioner Colposcopy clinics

- **Integrated Care Strategies**

- Planned Care for Better Health Program (formerly: Integrated Care for People with Chronic Conditions)
- Acute Care Coordinators
- Community Based Coordinators
- ED to Community Project (Bathurst & Orange)
- ED to Residential Aged Care (Bathurst)
- HITH Ambulatory Care
- Remote Health Home monitoring Project
- Carer Support Program
- Justice Health Project
- Community Nursing strategic directions, program and clinical support

- **Performance and Service Development**

- Performance reporting and monitoring ICD
- Service development support for ICD
- Non MPS Residential Aged Care COVID coordination
- Lead development of ICD service strategies
- National Health Services Directory
- Living Well Together implementation ICD
- CHOC Reporting/ Management Information

- **Executive Sponsorship**

- Collaborative Commissioning Project
- PARVAN – State-wide Service Redesign
- Ageing Strategy
- HITH and Ambulatory Care
- Kids and Families Clinical Stream
- Older Person's Clinical Stream
- Partnerships – a range including PHN, AMS
- Inter-Government strategies - Health Executive Sponsorship
- Place Based demonstration project (Coonamble)
- Virtual health service development – community care
- Tresillian in Western
- First 2000 Days Strategy

Over the past two years, there has been a significant increase in the roles, responsibilities and complexity for teams within the Integrated Care Directorate. There is a requirement for the District to respond to these and other priorities and reforms at the State, Commonwealth and District level that impact on the programs and services managed strategically and operationally within the Directorate. Re-defining accountabilities within the teams will enable strategic and frontline services to be more equitably distributed, agile and integrated; and thus better positioned to meet contemporary strategic directions in responding to the changing needs of our vulnerable rural and remote communities.

Some of these key reforms and priorities include:

- **Prevention and Response to Violence Abuse and Neglect (PARVAN)**

The State-wide redesign process to integrate PARVAN services focuses on ensuring that the District works in a closer partnership with whole of Government and Non-Government agencies to deliver services to children, young people and adults who are victims of violence, abuse and neglect based on evidence; and by providing culturally safe and trauma informed responses.

- **Women's Health**

The LHD has undertaken a review of existing Women's Health services in line with the NSW Women's Health Framework and the changing requirements for Cervical Screening. The recommendations have been endorsed, and implementation will include moving our services to prioritise the most vulnerable populations in order to achieve improved health outcomes.

- **Midwifery and Neonatal Services**

The Rural Maternity Service has been redesigning the local Midwifery workforce capacity and capability within a staged approach across the District. This focus is foundational to continue to improve the health and wellbeing of pregnant women and their families. A State-wide bundle of policy directions have recently been released that will require a comprehensive approach to implementation and governance.

- **Paediatrics, Child and Family Health**

The Henry Review was commissioned by NSW Health with all recommendations accepted late in 2020. The implications for the District include a significant re-design of our Child and Family Health services, focus and strategies.

The First 2000 Days of Life directions have also increased the level of change and workload expected within the Child and Family Health Team; including a new program is to be implemented for 6 Wellbeing and Health In-Reach Nurses (WHIN) within schools across the region.

- **Integrated Chronic Care**

A State-wide redesign project is underway to develop and implement the *Planned Care for Better Health* initiative. This approach moves from disease focused programs to a coordinated approach for those patients with very complex conditions who are at risk of hospitalisation.

- **Care in the Community (including Alternatives to Hospitalisation)**

A range of alternatives to hospitalisation including Hospital in the Home (HiTH) and Ambulatory Care are being redesigned to meet the changing need of providing care closer to home, and in a community setting where safe and appropriate.

- **Aged Care**

New and streamlined models of care are being implemented at a NSW Health and Commonwealth level for a range of Aged Care services. These include CHSP (Community Home Support Program), Regional Assessment Services (RAS), Aged Care Assessment Program (ACAT) and a range of other Home Care Programs. A new service was established in February 2021 for shadow assessments to be undertaken within Residential Aged Care Facilities - Australian National Aged Care Classification (AN-ACC).

- **HARP (HIV, Aids and Related Program)**

The demand is increasing for Sexual Health and Hepatitis services across Western and Far West LHD's. This is particularly evident by the increasing need for outreach services for Western NSW and Far West LHD's in line with National and State priorities for elimination strategies

- **Oral Health**

There continues to be a high demand for Oral Health services. The Oral Health Service Plan outlines strategies for clinical services to respond to these continuing priorities in partnership with NGO's and private providers.

2. Objectives

2.1 Reason for Change

The key reasons for change include:

- Building capability to enable the various teams to fully function as a high performing team that operate as 'one team', regardless of location.
- Optimisation of processes to support greater effectiveness or efficiencies in order to free up capacity and redirect it towards providing sustainable services.
- Improved patient reported health outcomes and experience measures.
- A skilled and sustainable health workforce who are agile and lead changes required for contemporary service models and value based care.
- A more equitable distribution of the accountabilities across the Integrated Care Directorate.
- Increased organisational profile and career progression opportunities.

2.2 Type of Change

The range of changes required to meet the various significant reforms and strategies include:

- **Systems** – updated systems eg. Financial accountability, intake, referral, clinical information systems and documentation etc.
- **Enablers** – changes in utilisation of technology to support information sharing and data collection
- **Process change** – changes in the way we do things e.g. improved focus on partnering, increased intra-organisational collaboration for service design, monitoring and recruitment, improved task prioritisation etc.
- **New and integrated models of care** – The continued high focus on enhancing collaborative relationships with Government, Non-Government, Primary Health Networks and General Practitioners, that supports capacity and capability building in primary care to provide an integrated approach.
- **Change of job roles** – the above changes, together with other opportunities for improvement, will lead to a change in the role requirements of the some of the existing staff profile.

2.3 Scope of Change

The primary area of change is within the Kids and Families, Carer Support Program, HARP and Women's Health teams; and includes changes to systems, process and roles within these teams at a **tier 3 and 4 level**. These changes may have an impact on other stakeholders outside of this team.

2.3.1 The Kids and Families teams include:

- Midwifery and Paediatric Strategies
- Maternal Child and Family Health Strategies
- Sexual Assault and Joint Child Protection and Response Program (JCPRP) Strategies
- Child Protection Strategies
- Violence Prevention and Response Strategies (PARVAN)

2.3.2 The HARP and Women's Health Service teams have been temporarily combined for the past 12 months while a Women's Health Service Review was underway. These teams include:

- HIV, Sexual Health, Viral Hepatitis and the Needle and Syringe Program
- Women's Health clinical specialty services, cervical screening, education and support for vulnerable women and girls.

2.3.3 The Carer's Program includes strategic approaches to support carers as key to a patient's care team.

<p style="text-align: center;">Stage 1</p> <p style="text-align: center;">First round consultation</p> <p style="text-align: center;">14 – 28 April 2021</p>	<p style="text-align: center;">Stage 2</p> <p style="text-align: center;">Consultation</p> <p style="text-align: center;">28 April 14 May 2021</p>	<p style="text-align: center;">Stage 3</p> <p style="text-align: center;">Implementation</p> <p style="text-align: center;">Commences 21 May 2021</p>
<p style="text-align: center;">Initial release of proposed realignment document for feedback</p>	<p style="text-align: center;">Feedback considered, document revised as necessary and final structure released</p>	<p style="text-align: center;">Final structure adopted by 18 May 2021</p>
<ul style="list-style-type: none"> • The <i>Integrated Care Directorate (ICD) Proposed Realignment Consultation document</i> and position descriptions distributed to: <ul style="list-style-type: none"> ➢ WNSW LHD ICD Directorate staff ➢ WNSW LHD Chief Executive ➢ WNSW LHD Executive Director Operations ➢ WNSW LHD Executive Director Workforce and Culture ➢ WNSW LHD Executive Director Quality, Clinical Safety and Nursing ➢ WNSW LHD Executive Director Allied Health and Innovation ➢ Health Services Union ➢ NSWNMA • Individual consultation with potentially affected staff • Consultation meetings held with ICD staff as appropriate • Consultation feedback to be received by 28 April 2021. • Feedback to be sent via email to: Julie.Cooper1@health.nsw.gov.au 	<ul style="list-style-type: none"> • Feedback considered and document revised as necessary • Final structure released 7 May 2021 • Feedback on final structure to be received by 14 May 2021 • Feedback to be sent via email to: Julie.Cooper1@health.nsw.gov.au • Final structure adopted by 18 May 2021 • Further discussion with specific affected individuals, teams and union representatives if required 19 – 21 May 2021 • EAP services offered to staff 	<ul style="list-style-type: none"> • Finalisation of role changes and reporting line changes • Budget and cost centre workforce profile aligned • Where applicable recruitment process to commence • Recruitment processes finalised by end June 2021 • An internal recruitment process will be undertaken for affected staff in the first instance • Following this new positions will be advertised through a formal recruitment process • Recruitment phase will adhere to the relevant recruitment and EEO policies and procedures

4. Current Structure – Overview

The following organisational charts outline the current structure covering tier 3 and 4. The details of the overall functions for each of the Divisions are outlined in the background. Section 5 provides details of the proposed structure for each of the Divisions.

4.1 Current Structure – Integrated Care Directorate

Provides an overview of **current overall** Directorate structure at tier 3 & 4 levels.

4.2 Current Structure – HARP & Women’s Health

Provides an overview of **current HARP & Women’s Health team** structure at tier 3 & 4 levels. Both HARP and Women’s Health have some staff reporting directly to the HARP & Women’s Health Manager in the Integrated Care Directorate; and others reporting to various Health Service Manager’s within the Operations Directorate.

4.3 Current Structure – Performance & Service Development

Provides an overview of the **current** Integrated Care Directorate Performance & Service Development team.

4.4 Current Structure – Aged Care Services Division

Provides an overview of the **current** Aged Care Services Division.

4.5 Current Structure – Kids and Families Division

Provides an overview of the **current** Kids and Families teams at tier 3 & 4 levels including: Midwifery and Paediatric, Child and Family Health Strategies

- Maternal Child and Family Health Strategies
- Sexual Assault and Joint Child Protection and Response Program (JCPRP) Strategies
- Child Protection Strategies
- Prevention and Response to Violence and Neglect Strategies (PARVAN)
- There have been significant changes at a NSW State level that have led to implementation of new and complex services and increased the roles and responsibilities.

4.6 Current Structure – Oral Health Services Division

Provides an overview of the **current** Oral Health Services Division.

4.7 Current Structure – Integrated Care Strategies Division

Provides an overview of the **current** Integrated Care Strategies Division

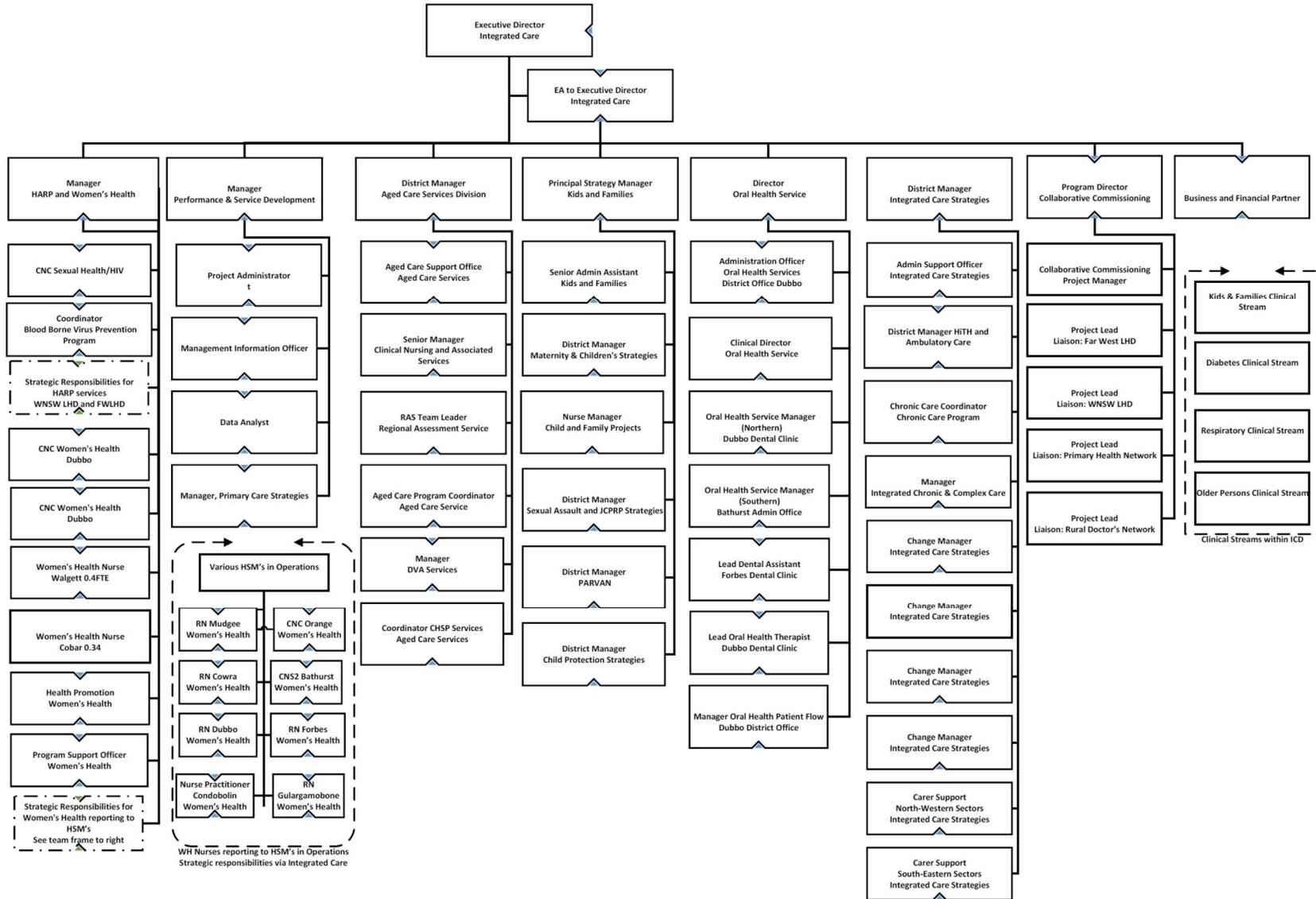
4.8 Current Structure – Collaborative Commissioning Program

Provides an overview of the **current** Collaborative Commissioning Program Team

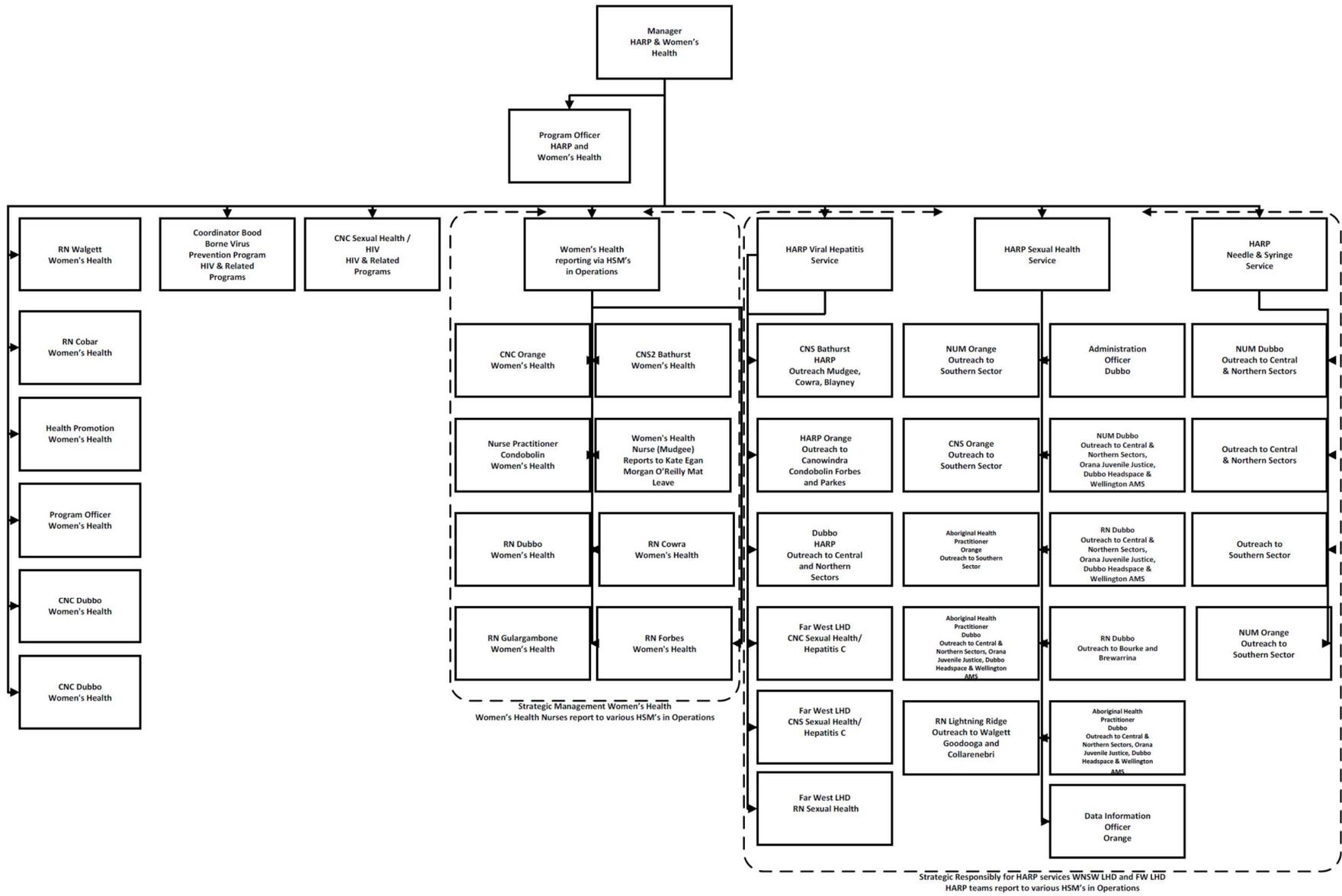
4.9 Current Structure – Business and Financial Partner (In Directorate Organisational chart)

The Business and Financial Partner position is reflected in the current overall Directorate structure.

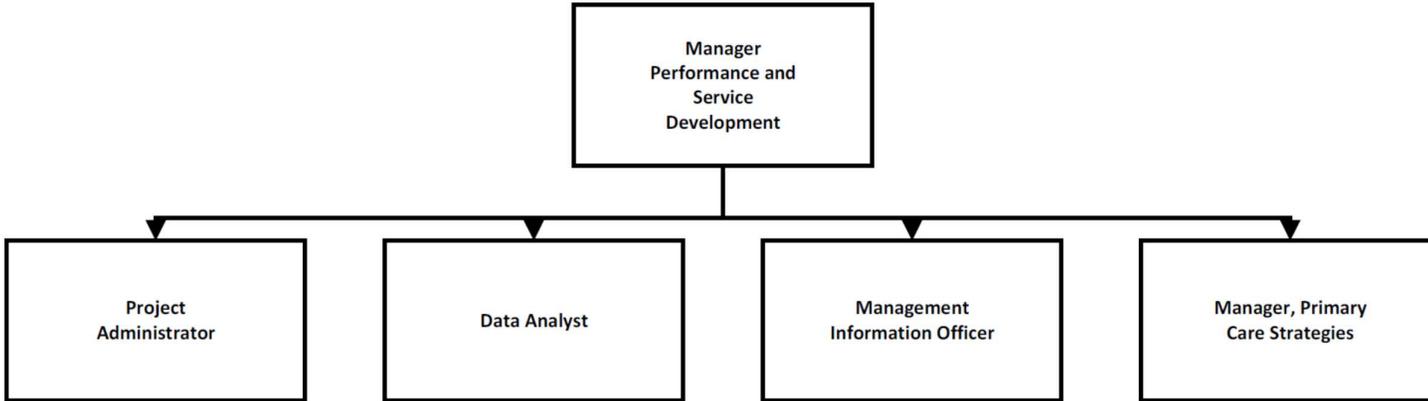
4.1 Current Structure – Integrated Care Directorate



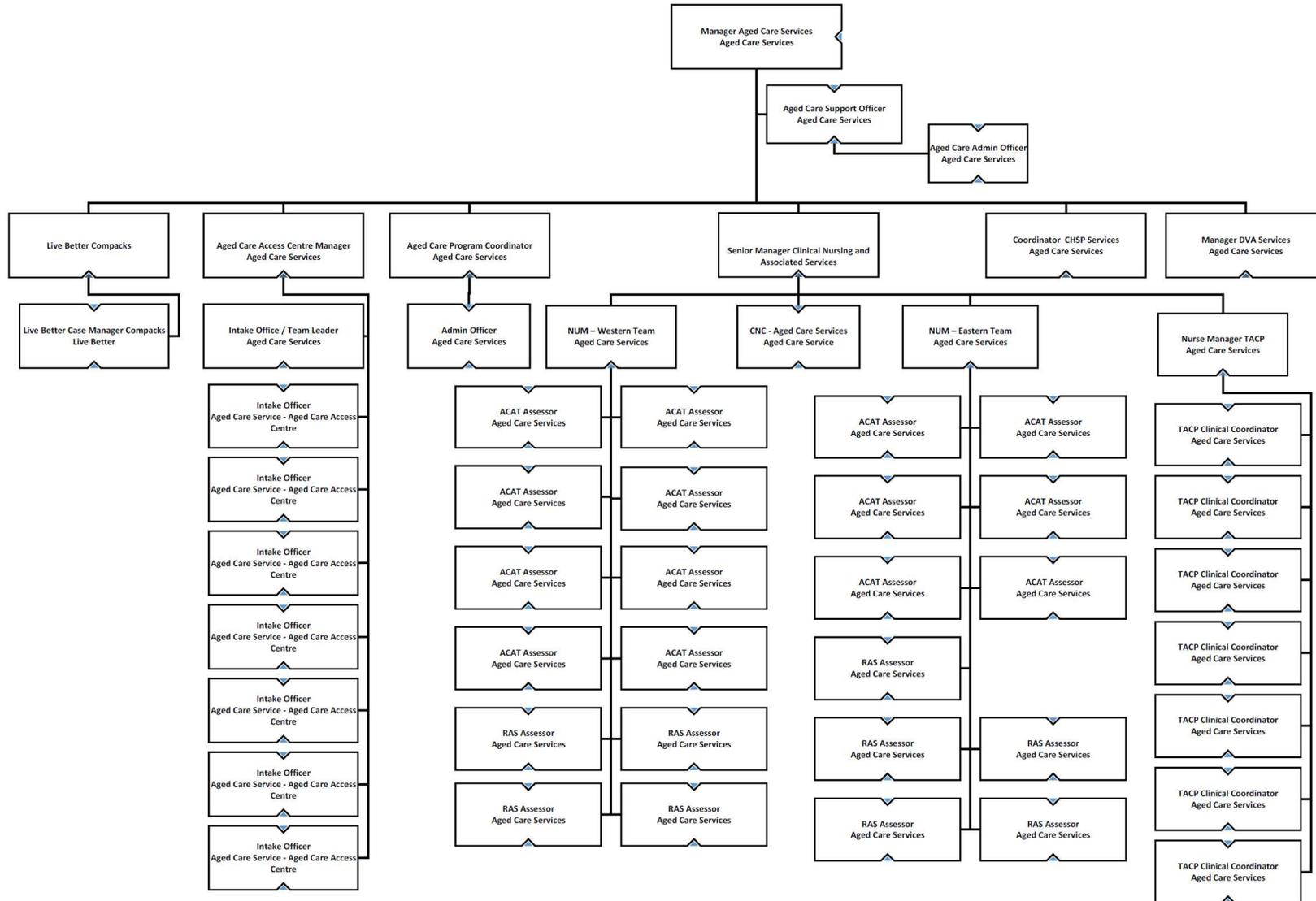
4.2 Current Structure – HARP (HIV, AIDS & Related Programs) and Women’s Health



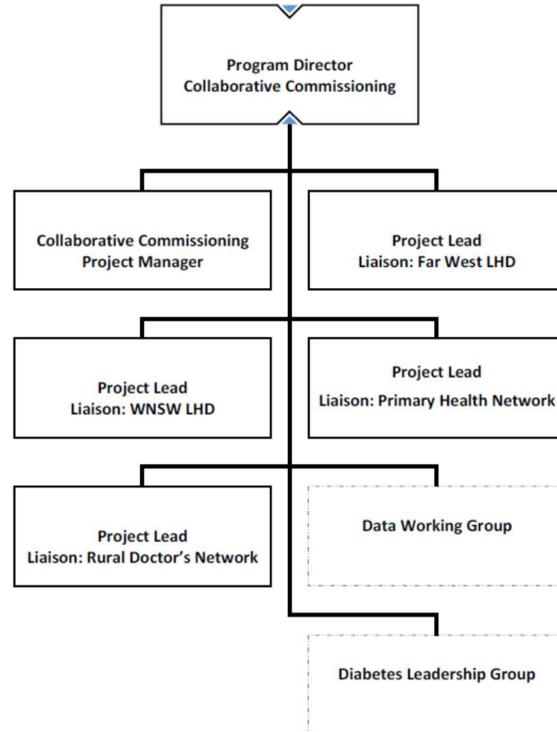
4.3 Current Structure – Performance & Service Development



4.4 Current Structure – Aged Care Services Division



4.8 Current Structure – Collaborative Commissioning Program



5. Proposed Structure – Overview

The following organisational charts outline the proposed structural change have been revised in response to the initial proposed consultation document. This will be further revised following this final consultation period. The roles and teams affected by the changes are highlighted throughout the organisational charts; or detailed in *Section 6: Summary of impact of changes by position*.

5.1 Proposed Structure – Integrated Care Directorate

The **proposed** team structure includes one additional direct Manager reporting at a Tier 3 level

5.2 Proposed Structure – HARP Services

Provides an overview of **proposed** HARP services structure.

Note: Women's Health are included within the PARVAN structure.

5.3 Proposed Structure – Strategic Initiatives Unit (formerly Performance & Service Development)

No structure change: **Proposed** name Change –Strategic Initiatives Unit

5.4 Proposed Structure – Aged Care Services Division

No Change

5.5.1 Proposed Structure – Maternity, Paediatrics and Child and Family Strategies Division

Provides an overview of **proposed** Maternity, Paediatric and Child and Family Strategies.

The Manager Maternity and Children's Strategies will become a Tier 3 position and will report to Tier 2. The Manager Integrated Child, Young People and Family Wellness position will report to this Tier 3 position and will be regraded.

There have been significant changes at a NSW State level that have led to implementation of new and complex services and increased the roles and responsibilities. The changes reflect the structure to support this increase.

5.5.2 Proposed Structure – Integrated PARVAN (IPARVAN) and Women's Health Division

Provides an overview of **proposed** Integrated PARVAN and Women's Health Division. The Manager will become a Tier 3 position and will report to Tier 2.

There have been significant changes at a NSW State level that have led to implementation of new and complex services and increased the roles and responsibilities. The changes reflect the structure to support this increase.

The **proposed Women's Health team** structure will include a Senior Manager Women's Health and Violence Prevention Strategies (Nurse Manager); with all Women's Health team members reporting to this Manager across the District. This is to enable the endorsed service re-design to be implemented efficiently and evaluated for effectiveness.

5.6 Proposed Structure – Oral Health Services Division

No Change

5.7 Proposed Structure – Integrated Care in the Community Division (formerly Integrated Care Strategies)

Proposed Name Change – Integrated Care in the Community

Carer Support Program Change: the changes reflect a strategic approach to support carers as key to a patient's care team to enhance patient experience for those with complex health and social care needs. Details are included in Section 6: Summary of impact of changes by position.

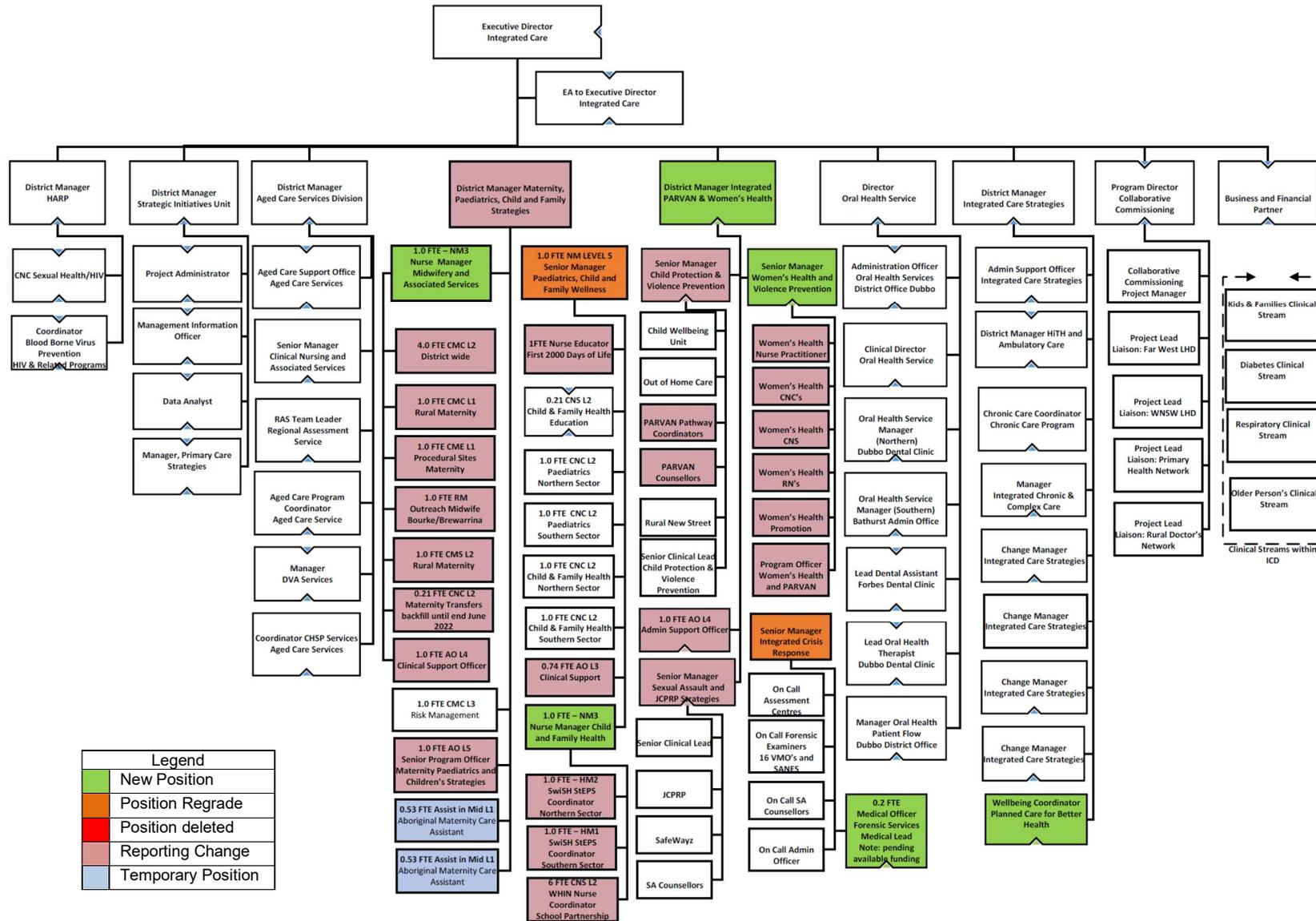
5.8 Proposed Structure – Collaborative Commissioning Program

No Change

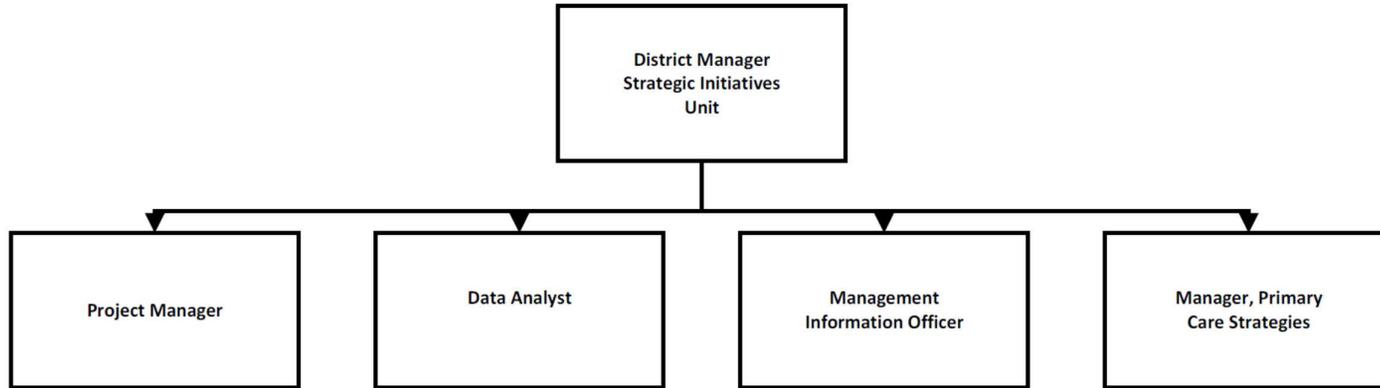
5.9 Proposed Structure – Business and Financial Partner (In Directorate Organisational chart)

No Change

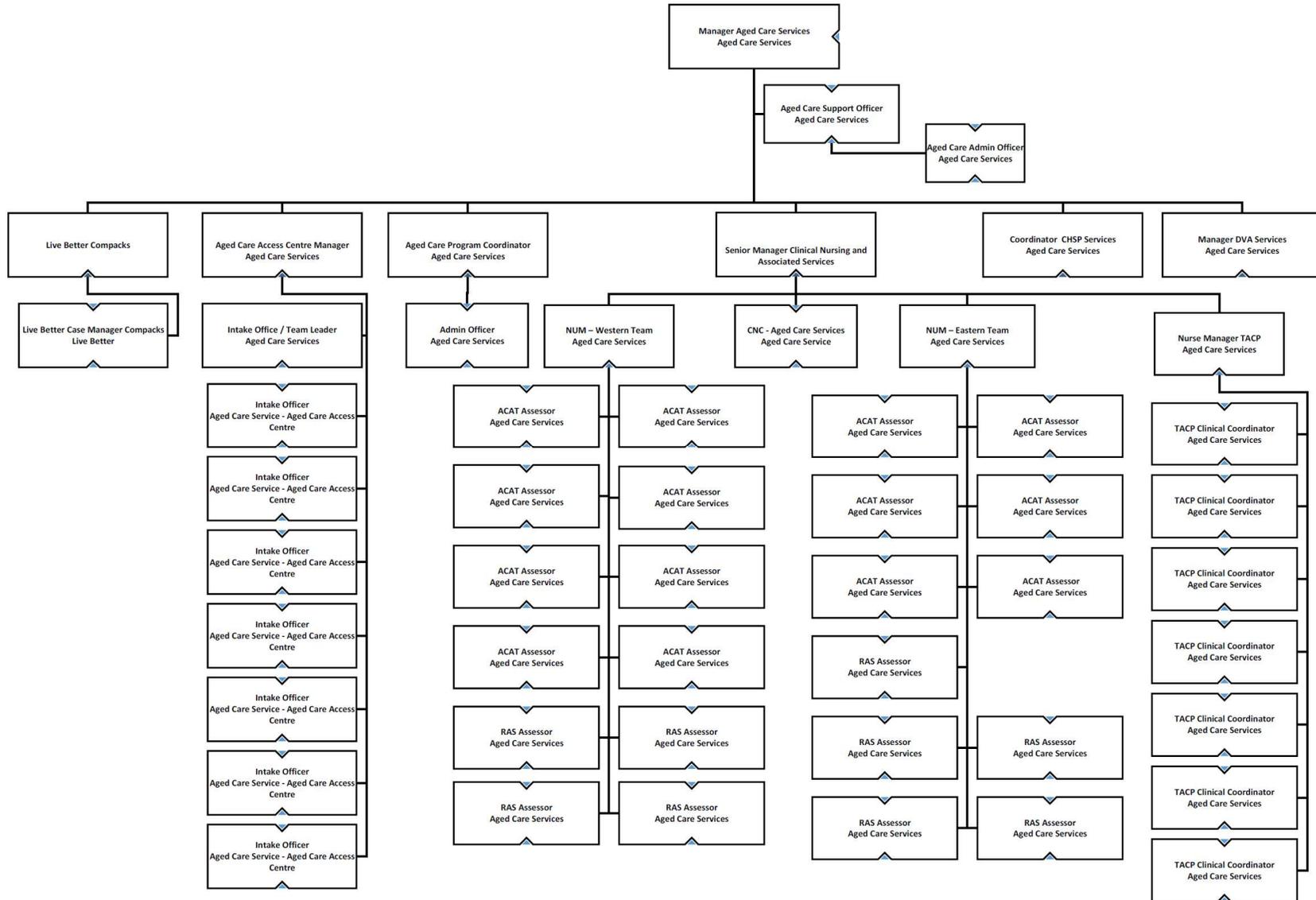
5.1 Proposed Structure – Integrated Care Directorate



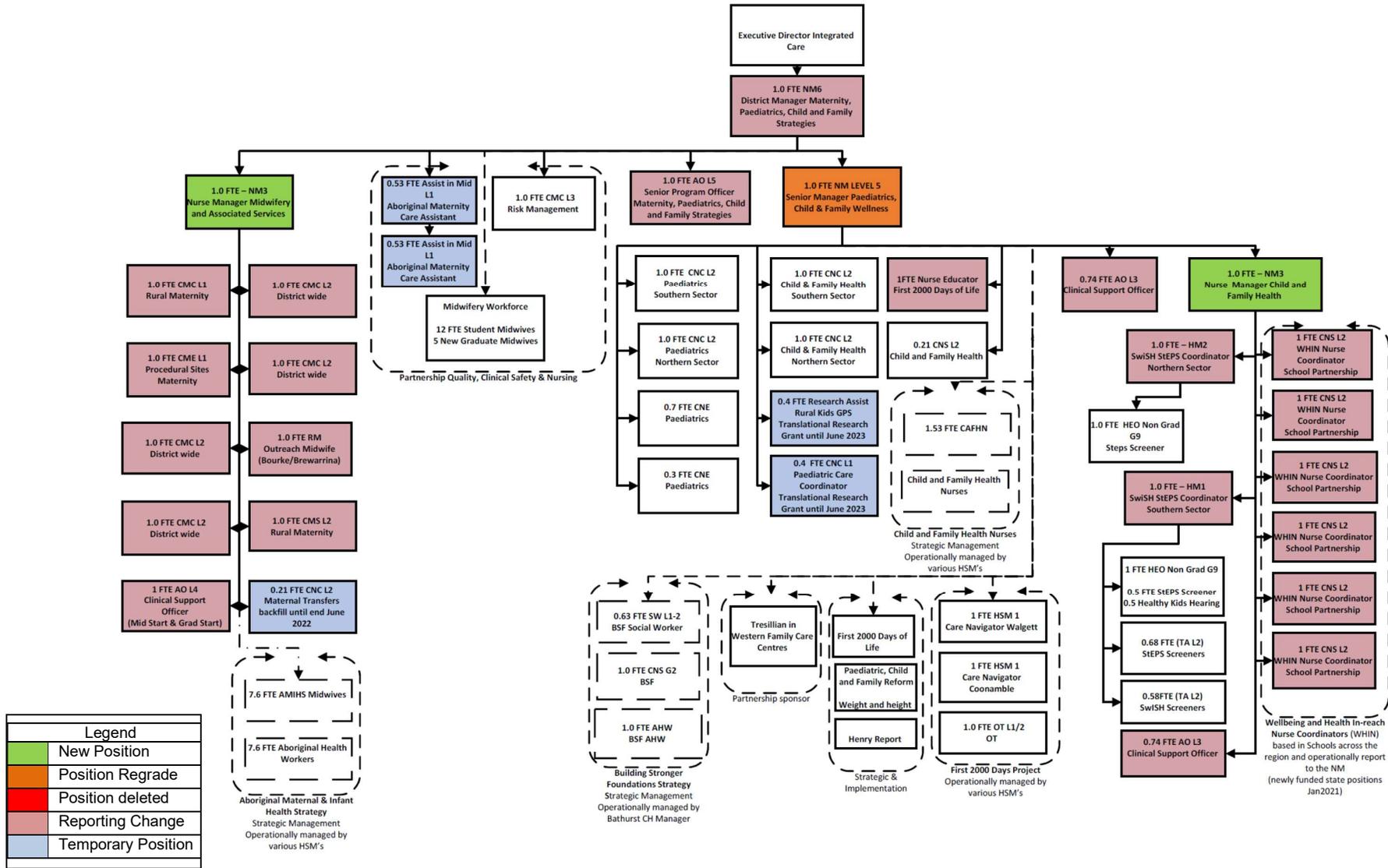
5.3 Proposed Structure – Strategic Initiatives Unit
Name change only



5.4 Proposed Structure – Aged Care Services Division (No change)

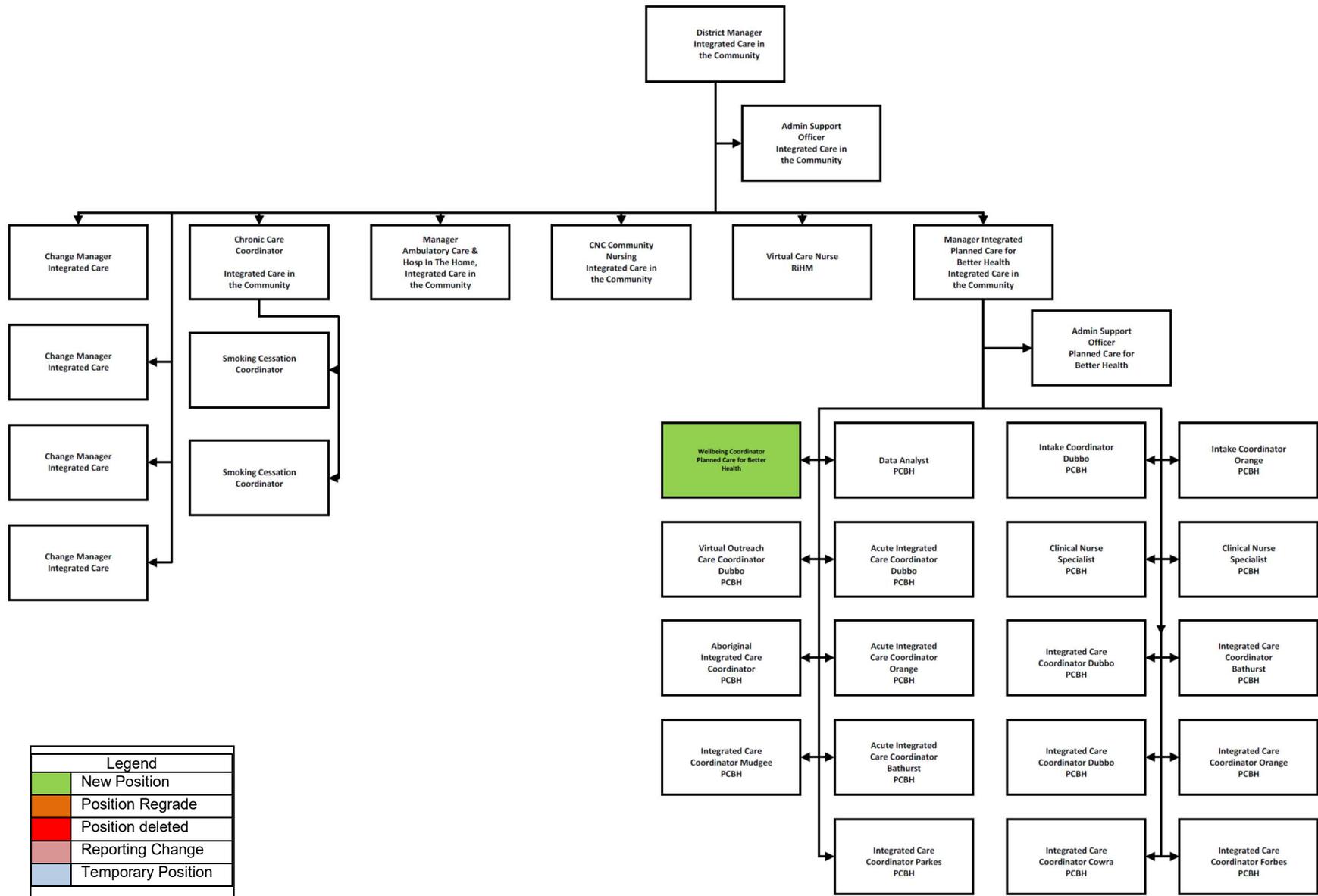


5.5.1 Proposed Structure – Maternity, Paediatrics Child and Family Strategies Division



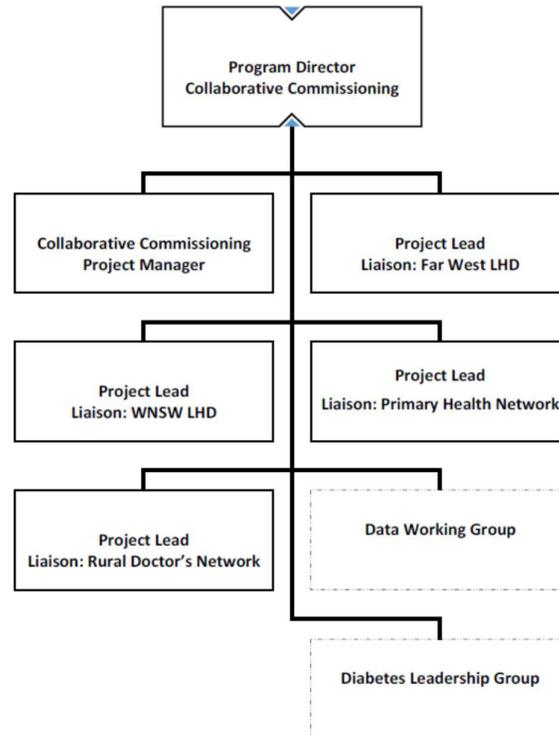
Legend	
	New Position
	Position Regrade
	Position deleted
	Reporting Change
	Temporary Position

5.7 Proposed Structure – Integrated Care in the Community Division



Legend	
	New Position
	Position Regrade
	Position deleted
	Reporting Change
	Temporary Position

5.8 Proposed Structure – Collaborative Commissioning Program (No Change)



6. Summary of Impact of Changes by Position

Integrated Care Directorate Team Realignment			
Doc Link	Position	Current	Proposed Change
6.1	Integrated Care Directorate		
6.1.1	Business and Financial Partner	Reports to Executive Director Integrated Care	No Change
6.1.2	Additional direct reports to Executive Director Integrated Care	Principal Strategy Manager Kids and Families Division	Change: Two Managers directly report to the T2 position – outlined in 5.5.1 and 5.5.2
6.2	HARP (HIV, AIDS & Related Programs) and Women’s Health		
6.2.1	HARP and Women’s Health Manager	Reports to Executive Director Integrated Care	Change: Functions returned to those of the substantive position of HARP Manager (not including Women’s Health)
6.2.2	Program Officer HARP and Women’s Health	Reports to Manager HARP and Women’s Health	Change: Title: Program Officer Women’s Health and Integrated PARVAN Reports to Senior Manager Women’s Health and Violence Prevention Strategies. (IPARVAN and Women’s Health Division).
6.2.3	HARP Services	Reports to Manager HARP and Women’s Health	Title change of Manager – HARP Manager
6.2.4	Women’s Health Services	Reports to Manager HARP and Women’s Health	Change: Reports to Senior Manager Women’s Health and Violence Prevention Strategies. (IPARVAN and Women’s Health Division). <i>This will include all LHD Women’s Health Nurses reporting to one manager.</i>
6.3	Performance and Service Development		
6.3.1	All positions	Reports to Performance and Service Development Manager	No Change in Reporting Change: Titles for all positions – Strategic Initiatives Unit - titles are outlined on the proposed structure
6.4	Aged Care Services Division		
6.4.1	All positions		No change

Integrated Care Directorate Team Realignment			
Doc Link	Position	Current	Proposed Change
6.5	Kids and Families Services Division		
6.5.1	Principal Strategy Manager Kids and Families 1 FTE Grading: HM4	Reports to Executive Director Integrated Care	Affected Position deleted
6.5.2	District Manager Maternity and Children's Strategies 1 FTE Grading: NM6	Reports to Principal Strategy Manager Kids and Families	Change: District Manager Maternity, Paediatrics, Child and Family Strategies Reports to Executive Director Integrated Care Additional responsibility for management of the Paediatrics, Child and Family Wellness Strategies and the Kids and Families Clinical Stream.
6.5.3	Senior Administration Officer Kids and Families 1 FTE Grading: AO5	Reports to Principal Strategy Manager Kids and Families	Change: Senior Program Officer Manager Maternity, Paediatrics, Child and Family Strategies Reports to District Manager Maternity, Paediatrics, Child and Family Strategies
6.5.4	Nurse Manager Midwifery and Associated Services 1 FTE Anticipated Grading: NM3		New Position: Reports to District Manager Maternity, Paediatrics, Child and Family Strategies Functions reflect the significantly increased responsibilities and complexity of Maternity, Paediatrics and Children's services
6.5.5	CMC's L2, CMC L1, CNC L2, CMS L2, RM Outreach and CSO	District Manager Maternity and Children's Strategies	Change: Reports to Nurse Manager Midwifery and Associated Services
6.5.6	Manager Integrated Child, Young People and Family Wellness 1 FTE Grading: NM4 Vacant position	Reports to Principal Strategy Manager Kids and Families	Change: Senior Manager Paediatrics, Child & Family Wellness Reports to District Manager Maternity, Paediatrics, Child and Family Strategies 1 FTE Anticipated Grading: NM5 Functions reflect the significantly increased responsibilities and complexity of Paediatrics, Children's Services and First 2000 Days of Life and related services
6.5.7	Nurse Educator First 2000 Days of Life 1 FTE	District Manager Maternity and Children's Strategies	Change: Reports to Senior Manager Paediatrics, Child & Family Wellness
6.5.8	Nurse Manager Child and Family Health 1 FTE Anticipated Grading: NM3		New Position: Reports to Senior Manager Paediatrics, Child & Family Wellness Functions reflect the significantly increased responsibilities and complexity of Paediatrics, Children's services and First 2000 Days of Life and related services
6.5.9	Swi-SH / StEPS Coordinators & Screeners, Clinical Support Officer WHIN Nurse Coordinators	Manager Integrated Child, Young People and Family Wellness Principal Strategy Manager Kids and Families	Change: Reports to Nurse Manager Child and Family Health

Integrated Care Directorate Team Realignment			
Doc Link	Position	Current	Proposed Change
6.5.10	District Manager Child Protection Strategies 1 FTE Grading: HM3 Vacant Position	Reports to: Principal Strategy Manager Kids and Families	Change: Senior Manager Child Protection & Family Violence Reports to: District Manager Integrated PARVAN & Women's Health Functions include management of PARVAN Pathway Coordinators & PARVAN Counsellors
6.5.11	PARVAN Pathway Coordinators & Counsellors & Central Contact	Reports to PARVAN Manager	Change: Reports to: Senior Manager Child Protection & Family Violence
6.5.12	District Manager Integrated PARVAN & Women's Health 1 FTE Anticipated Grading: HM4		New Position: Reports to Executive Director Integrated Care Functions reflect the significantly increased responsibilities and complexity of Integrated PARVAN (Child Protection, Sexual Assault, PARVAN Domestic and Family Violence Counsellors and Violence Prevention and Response) and Women's Health; and the re-design across the LHD & State.
6.5.13	District Manager Sexual Assault and JCPRP Strategies 1 FTE Grading: HM3	Reports to Principal Strategy Manager Kids and Families	Change: Senior Manager Sexual Assault and JCPRP Reports to District Manager Integrated PARVAN & Women's Health
6.5.14	Senior Sexual Assault Worker On-Call and Assessment Centres 1 FTE Grading: HP L4 Vacant Position Anticipated Grading HM3	Reports to: District Manager Sexual Assault and JCPRP Strategies	Change: Senior Manager Integrated Crisis Response Reports to District Manager Integrated PARVAN & Women's Health Anticipated Grading: HM L3 Functions include coordination, training and support for the on call and assessment services and responses for victims of Sexual Assault and establishing 24/7 response for physical violence.
6.5.15	Medical Officer Forensic Services Medical Lead & SANE Lead	Note: pending available funding	New Positions (pending funding availability): Reports to Senior Manager Integrated Crisis Response
6.5.16	PARVAN Manager 1 FTE Grading: HM3	Reports to Principal Strategy Manager Kids and Families	Affected Position deleted
6.5.17	Senior Manager Women's Health and Violence Prevention 1 FTE Anticipated Grading: NM4		New Position: Reports to District Manager Integrated PARVAN & Women's Health This includes all Women's Health Nurses across the LHD reporting to this manager to form an LHD streamed service focusing on the vulnerable population.
6.5.18	Women's Health Nurses including Nurse Practitioners, CNC's, CNS's and RN's	Varying reporting lines that include HARP & Women's Health & Health Service Managers	Change: Report to: Senior Manager Women's Health and Violence Prevention (Integrated PARVAN and Women's Health Division)

Integrated Care Directorate Team Realignment			
Doc Link	Position	Current	Proposed Change
6.6	Oral Health Services Division		
6.6.1	All positions		No change
6.7	Integrated Care in the Community (former name: Integrated Care Strategies Division)		
6.7.1	Carer Support Coordinator 1 FTE Grading: HM L1	Reports to District Manager Integrated Care Strategies	Affected Position deleted
6.7.2	Carer Support Coordinator 1 FTE Grading: HM L1	Reports to District Manager Integrated Care Strategies	Affected Position deleted
6.7.3	Wellbeing Coordinator Planned Care for Better Health 1 FTE Anticipated Grading: HM L1		New Position: Reports to Manager Planned Care for Better Health Functions include coordinating psychosocial wellbeing services for clients enrolled in Planned Care for Better Health to enhance this hospital avoidance and risk of hospitalisation initiative.
6.7.4	Aboriginal Carer and Wellbeing Coordinator 1 FTE Anticipated Grading: CNS G2		New Position: Aboriginal Identified - Carer strategic coordination Reports to: Manager Patient Experience and Living Well Together (Quality, Clinical Safety & Nursing Directorate) Functions include coordination and integration of support for Carers to deliver key initiatives focused on the experience, safety and wellbeing for vulnerable patients.
6.8	Collaborative Commissioning Strategy		
6.8.1	All positions	Reports to Executive Director Integrated Care	No change
6.9	Business and Financial Partner		
6.9.1	No change	Reports to Executive Director Integrated Care	



2. Draft Position Descriptions and Statement of Duties

Proposed Position Descriptions

Final Proposed Structure Document – Integrated Care Directorate – Proposed PD's 6 May 2021

	Document Link	Proposed Position Existing or new position	Anticipated PD Grading
1	6.5.4 Page 27 Org chart p21	Nurse Manager Midwifery and Associated Services New position	Nurse Manager Midwifery and Associated Services NM G3
2	6.5.6 Page 27 Org chart p21	Senior Manager Children, Young People and Family Wellness Vacant position Currently NM G4 Anticipated Grading NM G5	Senior Manager Paediatrics, Child and Family Wellness NM L5
3	6.5.8 Page 27 Org chart p21	Nurse Manager Child and Family Health New position	Nurse Manager Child and Family Health NM G3
4	6.5.12 Page 28 Org chart p22	District Manager Integrated PARVAN and Women's Health New position	District Manager Integrated PARVAN and Women's Health HM L4
5	6.5.14 Page 28 Org chart p22	Senior Sexual Assault Worker On-Call and Assessment Centres Vacant position Currently HP L4 (PD 003439-1) Anticipated Grading HM3	Senior Manager Integrated Crisis Response HM L3
6	6.5.17 Page 28 Org chart p22	Senior Manager Women's Health and Violence Prevention New position	Senior Manager Women's Health and Violence Prevention NM G4
7	6.7.3 Page 29 Org chart p24	Wellbeing Coordinator Planned Care for Better Health New position	Wellbeing Coordinator Planned Care for Better Health HM L1
8	6.7.4 Page 29	Aboriginal Carer and Wellbeing Coordinator New position Note: Final PD and recruitment managed by QCS&N	Aboriginal Carer and Wellbeing Coordinator CNS G2 ** Aboriginal identified

Proposed

Position Description

Nurse Manager Midwifery and Associated Services NM G3

	Document Link	Anticipated PD Grading
1	6.5.4 Page 27 Org chart p21	Nurse Manager Midwifery and Associated Services Anticipated Grading: NM G3 New position

POSITION DESCRIPTION

WNSWLHD - Nurse Manager Midwifery and Associated Services

Nurse Manager G3



What we can expect from each other

As employees of NSW Health there is no higher responsibility than to provide a high quality and caring environment for our patients, clients and co-workers. It only takes one person to make a difference, either positive or negative. When we choose to work within the Western NSW Local Health District, we are choosing to commit to and be accountable for demonstrating the CORE Values and behaviours of **Collaboration**, **Openness**, **Respect** and **Empowerment**.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Nurse Manager Grade 3
State Award	Public Health System Nurses & Midwives (State) Award
Category	Nursing & Midwifery Nurse Manager
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The Nurse Manager Midwifery and Associated Services will be responsible for day to day management of the District Midwifery and Associated services team including related midwifery models of care. The Manager will support the broader Midwifery, Paediatrics, Child and Family Health Strategies; and work collaboratively with all members of the Integrated Care Directorate team members as required.

KEY ACCOUNTABILITIES

- Manages and supervises nursing/midwifery staff and clinical nursing/ midwifery practice, through performance management and clinical supervision to ensure the care and service provision is safe, appropriate and meets professional standards.
- Develops operational plans and monitors nursing/midwifery services to ensure optimal service delivery within allocated budget.
- Develops, monitors and evaluates the allocation and utilisation of the nursing/midwifery workforce, including the development of staffing profiles, to support delivery of safe, high quality clinical services across the LHD.
- Initiates the development of, and/or upholds, policies and professional standards of practice, to ensure the delivery of care which is safe and evidenced based best practice.
- Develops, monitors and evaluates resource allocation and utilisation to ensure the service is delivered effectively and efficiently.
- Leads and coordinates organisational change processes to continuously improve nursing/midwifery care delivery and models of care.

KEY CHALLENGES

- Ensuring, as part of the Midwifery, Paediatrics, Child and Family Strategies Division, effective service delivery that achieves a reduction in preventable health risks.
- Ensuring, as part of the Midwifery, Paediatrics, Child and Family Strategies Division, equitable delivery of services to vulnerable and targeted populations.
- Prioritising workload in a demanding environment across multiple sites.

POSITION DESCRIPTION

WNSWLHD - Nurse Manager Midwifery and Associated Services

Nurse Manager G3



KEY RELATIONSHIPS

Who	Why
District Manager Midwifery, Paediatrics, Child and Family Strategies	Operational management, professional leadership and support.
Midwifery, Paediatrics, Child and Family Wellness teams	To liaise with team and manage and supervise tasks as required.
Integrated PARVAN and Women's Health teams	As required when team collaboration is required.
NSW Health, Clinical Excellence Commission and Agency for Clinical Innovation	Policy development and implementation.
Midwifery Unit Managers	To ensure service delivery and patient care is in line with key priorities; is collaborative, and evidence based.
Key industry stakeholders, educational institutions, professional associations, relevant private/public sector groups, community stakeholders, PHN and General Practitioners	To ensure efficiency and efficacy of service provision.

SELECTION CRITERIA

1. Current Authority to Practice as a Registered Nurse (Division 1) and Registered Midwife with the Australian Health Practitioner Regulation Agency (AHPRA) with extensive relevant post registration experience and postgraduate qualifications in Management (or willingness to commence Management qualifications within 12 months of appointment).
2. Demonstrated leadership skills and people management skills with the ability to empower, motivate and manage employees to achieve service and professional goals; through recognised service improvements and using change management principles to lead change.
3. Demonstrated ability to undertake planning and monitoring of performance in Nursing and Midwifery services. This includes actively seeking out improvements to service delivery, initiate change, negotiate with and gain support in implementing changes. This includes the ability to influence and lead change.
4. Demonstrated knowledge and understanding in contemporary professional and operational nursing and midwifery management. This includes emerging trends with the nursing and midwifery profession and expertise at a senior level in the health environment. A demonstrated ability to manage nursing and midwifery services, support quality and safety initiatives and lead the range of related programs.
5. Demonstrated highly developed information technology, communication and interpersonal skills including the ability to represent nurses and midwives, consult with staff, resolve conflict and work collaboratively with multidisciplinary health professionals.
6. Evidence of a current NSW Drivers licence and willingness to travel for work purposes. This may involve driving long distances with overnight stays.
7. Demonstrated ability to facilitate professional standards and competence of nursing and midwifery staff. Proven ability to function effectively as part of the senior management team and to work collaboratively with other professionals in the management of nurses and midwives.

POSITION DESCRIPTION**WNSWLHD - Nurse Manager
Midwifery and Associated Services
Nurse Manager G3****OTHER REQUIREMENTS**

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels.

Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

POSITION DESCRIPTION

WNSWLHD - Nurse Manager

Midwifery and Associated Services

Nurse Manager G3

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

POSITION DESCRIPTION

WNSWLHD - Nurse Manager

Midwifery and Associated Services

Nurse Manager G3



NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> • Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> • Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects

POSITION DESCRIPTION

WNSWLHD - Nurse Manager

Midwifery and Associated Services

Nurse Manager G3



NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> • Promote a sense of purpose within the team and enable others to understand the strategic direction of the organisation • Translate broad goals into operational needs and explain the links for the team • Link team performance goals to team/unit goals to ensure implementation of government policy • Ensure team objectives and outcomes lead to implementation of government policy • Recognise and acknowledge high individual/team performance

Draft

Statement of Duties

Statement of duties is to be utilised in conjunction with the position description (PD). It outlines the work that is required to be performed in the position, defines job expectations and may identify training needs.

Title:	Nurse Manager Midwifery and Associated Services		
Classification:	Nurse Manager G3 (Anticipated Grading)		
Department/Facility:	Integrated Care Directorate		
Position Number:			
PD reference no:			
Status/Hours	Permanent full-time		
Effective date:			
Approved by DAO:	Name: Julie Cooper	Date:	
	Executive Director Integrated Care		

Reporting Relationship – Responsible to:

Title:	District Manager Maternity, Paediatrics, Child and Family Strategies	Classification:	NM G6	Position No:	
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The following brief statement of duties provide additional context of your role and does not preclude additional activities as requested by your manager or opportunities to expand knowledge base

Task Related Duties	
1.	Manage and lead the workforce capacity and performance for the District midwifery, Aboriginal Maternal and Infant Health (AMIHS) and associated teams.
2.	Ensure all staff meet their position classification and they work across the required domains of their scope of practice. Ensure staff are well equipped to perform their duties with restorative care, wellness and a trauma informed approach to care planning.
3.	Facilitate the planning, implementation and evaluation of services provided by the District midwifery, Aboriginal Maternal and Infant Health (AMIHS) and associated teams.
4.	Provide operational leadership for the team members on a day to day basis and ensure there is access to clinical leadership and expertise.
5.	Manage the clinical governance for each model of care and the associated service delivery.
6.	Manage the performance against the program's key performance indicators, including reporting, and planning for continuous improvement.
7.	Lead the implementation of a range of reforms, models of care, professional guidelines and education across the District midwifery, Aboriginal Maternal and Infant Health (AMIHS) and associated teams.
8.	Provide direct line management, supervision and leadership for team members, including the utilisation of the Living Well Together tools.

9.	Lead the resolution of complex problems associated with the provision of women centered care. When required, develop strategies and action plans with effective communication to address service gaps.
10.	Work closely with the District Manager Maternity, Paediatrics, Child and Family Strategies to ensure financial performance indicators are met; and narratives and strategies are provided for any variations.
11.	Provide other assistance as required to the District Manager Maternity, Paediatrics, Child and Family Strategies.
12.	Work closely with the District Manager Maternity, Paediatrics, Child and Family Strategies to ensure collaboration, service provision and team support is provided to implement the First 2000 Days of Life framework, Paediatric, Child and Family and associated reforms.
13.	Uphold confidentiality and exercise discretion in relation to information received in the performance of duties and to comply with all WNSW policies, procedures and guidelines.
14.	Willingness to travel as required, both internal and external to the LHD; and availability to work flexible hours to meet workload demands as required..

Declaration:

Head of Department	The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.
	Name: _____ Signature: _____ Date: _____
Occupant	I have noted the statement of duties, responsibilities and other requirements as detailed in this document.
	Name: _____ Signature: _____ Date: _____

Proposed

Position Description

Senior Manager Paediatrics, Child and Family Wellness NM G5

	Document Link	Anticipated PD Grading
2	6.5.6 Page 27 Org chart p21	Senior Manager Paediatrics, Child and Family Wellness Anticipated Grading NM G5 Vacant position

Integrated Care Directorate

Senior Manager Paediatrics, Child and Family Wellness

Nurse Manager Grade 5

What we can expect from each other

As employees of NSW Health there is no higher responsibility than to provide a high quality and caring environment for our patients, clients and co-workers. It only takes one person to make a difference, either positive or negative. When we choose to work within the Western NSW Local Health District, we are choosing to commit to and be accountable for demonstrating the CORE Values and behaviours of **Collaboration**, **Openness**, **Respect** and **Empowerment**.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Nurse Mgr Gde 5
State Award	Public Health System Nurses & Midwives (State) Award
Category	Nursing & Midwifery Nurse Manager
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The Senior Manager Paediatrics, Child and Family Wellness is responsible for the efficient and effective operational and strategic leadership and management of a comprehensive range of Child and Family Health staff to enable the delivery of high standards of care for children, their parents and families.

To work closely with the District Manager Maternity, Paediatrics, Child and Family Strategies and the District Integrated PARVAN and Women's Health Manager to plan, coordinate and integrate services.

The Integrated Care Directorate is committed to high level staff engagement that results in the planning, delivery, improvement and evaluation of high quality services.

KEY ACCOUNTABILITIES

- Provides a high level of leadership and management of staff through the identification, initiation, development, implementation and evaluation of clinical and non-clinical protocols and procedures to support professional practice in line with industrial standards and contractual requirements stipulated by the various funding organisations.
- Provides strong leadership and management which support an environment which is subject to continuing change in relationship to both NSW Health and Commonwealth Health reforms.
- Utilises a comprehensive approach to District wide service planning, and makes budgetary and resource recommendations to ensure that service delivery is well coordinated, evaluated and meets key performance indicators.
- Develops, monitors and evaluates the allocation and utilisation of the health care workforce including the development of staffing profiles, optimal scheduling, and skill mix that supports the delivery of safe, high quality services and ensure adherence to industrial award requirements.
- Communicates and consults with staff, managers and other health and non-health stakeholders in a professional, clear and timely manner, support the ongoing development, delivery and evaluation of services.



Integrated Care Directorate

**Senior Manager Paediatrics, Child and Family Wellness
 Nurse Manager Grade 5**
KEY RELATIONSHIPS

Who	Why
District Manager Maternity, Paediatrics, Child and Family Strategies	Strategic manager providing guidance, direction and feedback to deliver quality services.
Unit and program managers and CNC's	Provide clinical leadership and management and, collaborate regarding appropriate patient pathways and patient care to enable delivery of best practice care.
NGO and Non-NGO Health care providers	Strengthen partnerships and ongoing collaboration regarding to deliver streamlined patient care.

SELECTION CRITERIA

1. Current Authority to Practice as a Registered Nurse (Division 1) with the Australian Health Practitioner Regulation Agency (AHPRA). Extensive relevant post registration nursing experience and relevant post graduate qualifications in management (or working towards management qualifications).
2. Demonstrated leadership skills and people management skills with the ability to empower, motivate and manage employees to achieve service and professional goals through recognised service improvements and using change management principles.
3. Demonstrated knowledge and understanding of the state and national Child and Family Health care environment, including the legislative framework which underpins the delivery of appropriate services for vulnerable families in the community setting.
4. Demonstrated ability to facilitate professional and high level workplace standards and competencies for both clinical and non-clinical health staff.
5. Proven ability to function effectively as part of a senior management team and to work collaboratively with other professionals in the management of health care services.
6. Demonstrated highly developed information technology, communication and interpersonal skills including the ability to represent nurses, consult with staff, conflict management and resolution, negotiation, persuasiveness and facilitation.
7. Demonstrated ability to lead the development of policies and practices, including requirements of the National Safety & Quality Health Standards, and develop an environment which promotes continuous improvement in practice.
8. Current license to drive in NSW and the willingness to drive for work purposes as required.

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels. Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

Integrated Care Directorate

Senior Manager Paediatrics, Child and Family Wellness

Nurse Manager Grade 5

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Integrated Care Directorate



**Senior Manager Paediatrics, Child and Family Wellness
Nurse Manager Grade 5**

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government

POSITION DESCRIPTION

Aged Care Division

Senior Manager Clinical and Associated Services

Nurse Manager Grade 5



policy/economic conditions, to business plans and initiatives, and respond appropriately

- Consider the implications of a wide range of complex issues, and shift business priorities when necessary
- Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning

Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives
People Management Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> • Promote a sense of purpose and enable others to understand the links between government policy and organisational goals • Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them • Work with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes • Create opportunities for recognising and celebrating high performance at the individual and team level • Work to remove barriers to achievement of goals

Draft

Statement of Duties

Statement of duties is to be utilised in conjunction with the position description (PD). It outlines the work that is required to be performed in the position, defines job expectations and may identify training needs.

Title:	Senior Manager Paediatrics, Child and Family Wellness
Classification:	Nurse Manager G5 (Anticipated Grading)
Department/Facility:	Integrated Care Directorate
Position Number:	
PD reference no:	
Status/Hours	Permanent full-time
Effective date:	
Approved by DAO:	Name: Julie Cooper Executive Director Integrated Care Date:

Reporting Relationship – Responsible to:

Title:	District Manager Maternity, Paediatrics, Child and Family Strategies	Classification:	NM G6	Position No:	
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The following brief statement of duties provide additional context of your role and does not preclude additional activities as requested by your manager or opportunities to expand knowledge base

Task Related Duties	
1.	Manage the health workforce capacity and performance across the District to meet the requirements of the roles and responsibilities.
2.	Ensure all staff meet their position classification competencies and are well equipped to perform their patient centred services with restorative care, wellness and a trauma informed approach to care planning.
3.	Facilitate the planning, implementation and evaluation of practice and process changes from the State and National reforms as they emerge.
4.	Provide clinical and operational leadership for the team members on a day to day basis.
5.	Manage the clinical governance for each program; as well as the contract management for the range of services.
6.	Manage the performance against the program's key performance indicators, including reporting, and planning for continuous improvement.
7.	Participate in the development and implementation of the range of State reforms relevant to specialty and associated services as they arise.
8.	Provide direct line management, supervision and leadership for clinical team members, including the utilisation of the Living Well Together tools.
9.	Lead the resolution of complex problems associated with the provision of tailored care. When required, develop strategies and relevant action plans with effective communication to address service gaps.

10.	Work closely with the District Manager Maternity, Paediatrics, Child and Family Strategies to ensure financial performance indicators are met; and a narrative is provided for the variation.
11.	Provide other assistance as required to the District Manager Maternity, Paediatrics, Child and Family Strategies
13.	Uphold confidentiality and exercise discretion in relation to information received in the performance of duties and to comply with all WNSW policies and procedures.
14.	Willingness to travel as required, both internal and external to the LHD.

Declaration:

Head of Department	<p>The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.</p> <p>Name: _____ Signature: _____ Date: _____</p>
Occupant	<p>I have noted the statement of duties, responsibilities and other requirements as detailed in this document.</p> <p>Name: _____ Signature: _____ Date: _____</p>

Proposed

Position Description

Nurse Manager Child and Family Health G3

	Document Link	Anticipated PD Grading
3	6.5.8 Page 27 Org chart p21	Nurse Manager Child and Family Health Anticipated Grading NM G3 New position

WNSWLHD - Nurse Manager

Child and Family Health

Nurse Manager Grade 3



What we can expect from each other

As employees of NSW Health there is no higher responsibility than to provide a high quality and caring environment for our patients, clients and co-workers. It only takes one person to make a difference, either positive or negative. When we choose to work within the Western NSW Local Health District, we are choosing to commit to and be accountable for demonstrating the CORE Values and behaviours of **Collaboration**, **Openness**, **Respect** and **Empowerment**.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Nurse Manager Grade 3
State Award	Public Health System Nurses & Midwives (State) Award
Category	Nursing & Midwifery Nurse Manager
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The Nurse Manager Child and Family Health will be responsible for managing and leading the team based within the Integrated Care Directorate including Statewide Hearing Screening, Statewide Eyesight Screening, Wellbeing and Health In-Reach Nurse Coordinators and other initiatives as identified. The Manager will support the broader Midwifery, Paediatrics, Child and Family Health teams; and work collaboratively with all members of the Integrated Care Directorate team members as required.

KEY ACCOUNTABILITIES

- Manages and supervises nursing/midwifery staff and clinical nursing/ midwifery practice, through performance management and clinical supervision to ensure the care provided is safe, appropriate and meets professional standards.
- Develops operational plans and monitors nursing services to ensure optimal service delivery within allocated budget.
- Develops, monitors and evaluates the allocation and utilisation of the nursing/midwifery workforce, including the development of staffing profiles, to support delivery of safe, high quality clinical services.
- Initiates the development of, and/or upholds, policies and professional standards of practice, to ensure the delivery of care which is safe and evidenced based best practice.
- Develops, monitors and evaluates resource allocation and utilisation to ensure care is delivered effectively and efficiently.
- Leads and coordinates organisational change processes to continuously improve nursing/midwifery care delivery.

KEY CHALLENGES

- Ensuring, as part of the Midwifery, Paediatrics, Child and Family Strategies Division, effective service delivery that achieves a reduction in preventable health risks.
- Ensuring, as part of the Midwifery, Paediatrics, Child and Family Strategies Division, equitable delivery of services to vulnerable and targeted populations.
- Prioritising workload in a demanding environment across multiple sites.

WNSWLHD - Nurse Manager

Child and Family Health

Nurse Manager Grade 3



KEY RELATIONSHIPS

Who	Why
Senior Manager Paediatrics, Child and Family Wellness	Operational management, professional leadership and support.
Midwifery, Paediatrics, Child and Family Wellness teams	To liaise with team and manage and supervise tasks as required.
Integrated PARVAN and Women's Health teams	As required when team collaboration is required.
NSW Health and Social Care Policy Branch	Policy development and implementation.
Key industry stakeholders, educational institutions, professional associations, relevant private/public sector groups, community stakeholders, PHN and General Practitioners	To ensure efficiency and efficacy of service provision.

SELECTION CRITERIA

1. Current Authority to Practice as a Registered Nurse (Division 1) with the Australian Health Practitioner Regulation Agency (AHPRA) with extensive relevant post registration nursing experience and relevant postgraduate qualifications in Management (or willingness to commence Management qualifications within 12 months of appointment).
2. Demonstrated leadership skills and people management skills with the ability to empower, motivate and manage employees to achieve service and professional goals through recognised service improvements and using change management principles to lead change at a policy and organisational level to support strategic directions.
3. Demonstrated ability to actively seek out improvements to service delivery, initiate change, negotiate with and gain support from key stakeholders across the organisation in implementing changes, This includes the ability to influence and lead change at a policy and organisational level in to support strategic directions.
4. Demonstrated knowledge and understanding of contemporary professional and operational nursing management, including emerging trends in the nursing profession and expertise at a senior level in the health environment. This includes a demonstrated ability to manage midwifery and associated services, support quality and safety initiatives and lead the range of related programs.
5. Demonstrated highly developed information technology, communication and interpersonal skills including the ability to represent nurses, consult with staff, resolve conflict and work collaboratively with multidisciplinary health professionals.
6. Demonstrated ability to manage nursing workforce requirements, including profile management within industrial frameworks and to develop staff, including developing leadership and management potential and facilitate knowledge acquisition.
7. Evidence of a current NSW Drivers license and willingness to travel for work purposes. This may involve driving long distances with overnight stays.
8. Demonstrated ability to facilitate professional standards and competence of nursing staff. Proven ability to function effectively as part of the senior management team and to work collaboratively with other professionals in the management of Child and Family based services.

WNSWLHD - Nurse Manager

Child and Family Health

Nurse Manager Grade 3



OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels.

Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

WNSWLHD - Nurse Manager

Child and Family Health

Nurse Manager Grade 3

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

WNSWLHD - Nurse Manager

Child and Family Health

Nurse Manager Grade 3



NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> • Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> • Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects

WNSWLHD - Nurse Manager

Child and Family Health

Nurse Manager Grade 3



NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
		<ul style="list-style-type: none"> • Promote a sense of purpose within the team and enable others to understand the strategic direction of the organisation • Translate broad goals into operational needs and explain the links for the team • Link team performance goals to team/unit goals to ensure implementation of government policy • Ensure team objectives and outcomes lead to implementation of government policy • Recognise and acknowledge high individual/team performance

Draft

Statement of Duties

Statement of duties is to be utilised in conjunction with the position description (PD). It outlines the work that is required to be performed in the position, defines job expectations and may identify training needs.

Title:	Nurse Manager Child and Family Health
Classification:	Nurse Manager G3 (Anticipated Grading)
Department/Facility:	Integrated Care Directorate
Position Number:	
PD reference no:	
Status/Hours	Permanent full-time
Effective date:	
Approved by DAO:	Name: Julie Cooper Executive Director Integrated Care Date:

Reporting Relationship – Responsible to:

Title:	Senior Manager Paediatrics, Child and Family Wellness	Classification:	NM G5	Position No:	
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The following brief statement of duties provide additional context of your role and does not preclude additional activities as requested by your manager or opportunities to expand knowledge base

Task Related Duties	
1.	Manage and lead the SwIS-H, StEPS and Wellbeing and Health In-Reach Nurse Coordinators (WHIN) and associated services, workforce capacity and performance for these services across the District.
2.	Ensure all staff meet their position classification competencies and are well equipped to perform their patient centred services with restorative care, wellness and a trauma informed approach to care planning.
3.	Facilitate the planning, implementation and evaluation of practice and process changes resulting from State and National reforms as they emerge.
4.	Provide clinical and operational leadership for the team members on a day to day basis.
5.	Manage the clinical governance for each program; as well as contract management for the identified services.
6.	Manage the performance against the program's key performance indicators, including reporting, and planning for continuous improvement.
7.	Participate in the development and implementation of the range of State reforms relevant to specialty and associated services as they arise.
8.	Provide direct line management, supervision and leadership for clinical team members, including the utilisation of the Living Well Together tools.
9.	Lead the resolution of complex problems associated with the provision of tailored care. When required, develop strategies and relevant action plans with effective communication to address service gaps.

10.	Work closely with the Senior Manager Paediatrics, Child and Family Wellness to ensure financial performance indicators are met; and a narrative is provided for the variation.
11.	Provide other assistance as required to the Senior Manager Paediatrics, Child and Family Wellness.
13.	Uphold confidentiality and exercise discretion in relation to information received in the performance of duties and to comply with all WNSW policies and procedures.
14.	Willingness to travel as required, both internal and external to the LHD.

Declaration:

Head of Department	The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.
	Name: _____ Signature: _____ Date: _____
Occupant	I have noted the statement of duties, responsibilities and other requirements as detailed in this document.
	Name: _____ Signature: _____ Date: _____

Proposed

Position Description

District Manager Integrated PARVAN and Women's Health HM L4

	Document Link	Anticipated PD Grading
4	6.5.12 Page 28 Org chart p22	District Manager Integrated PARVAN and Women's Health Anticipated Grading HM L4 New position

POSITION DESCRIPTION

DRAFT

WNSW LHD – District Manager Integrated PARVAN and Women’s Health (HM 4)

What we can expect from each other

As employees of NSW Health there is no higher responsibility than to provide a high quality and caring environment for our patients, clients and co-workers. It only takes one person to make a difference, either positive or negative. When we choose to work within the Western NSW Local Health District, we are choosing to commit to and be accountable for demonstrating the CORE Values and behaviours of **Collaboration**, **Openness**, **Respect** and **Empowerment**.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Health Mgr Lvl 4
State Award	Health Managers (State) Award
Category	Allied Health Allied Health Management
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The District Manager Integrated Prevention of Violence Abuse and Neglect (PARVAN) and Women’s Health is responsible for the strategic and operational management and leadership of the PARVAN and Women’s Health programs, ensuring that the agreed priorities and activities are delivered as planned. The Manager is responsible for developing and maintaining effective working relationships with various program stakeholders, as well as the financial, activity, workforce and daily operational management of services provided under the program stream.

KEY ACCOUNTABILITIES

- Lead the planning, direction, significant redesign and delivery of the program's agreed scope of work, budget and resources, to ensure the team achieve outcomes and deliverables within budget, on time and in line with activity and service targets.
- Establish and maintain strong working relationships with a variety of staff, managers and client groups, and act in a professional and diligent manner. This will include being a central point of contact for stakeholders such as the Ministry of Health, Primary Health Network, NSW Ambulance, Non-Government Organisations, and other external partners.
- Provide direct operational management for staff within the portfolio, including supporting staff to worktowards targets, successfully implement changes to work practices/ behaviour and provide coaching, advice and support.
- Lead the design and implementation of new models of care, service delivery, and service planning, and support broad health service review and redesign within a leadership and quality improvement framework.
- Identify, monitor, mitigate and escalate risks associated with the program delivery
- Provide timely, high level advice, recommendations, and reports to the Executive Director Integrated Care, Executive Leadership Team and Board on the progress of activities across the portfolio.

POSITION DESCRIPTION

DRAFT

WNSW LHD – District Manager Integrated PARVAN and Women’s Health (HM 4)

KEY CHALLENGES

- Responsibility for leading a dynamic and complex District portfolio. This includes meeting the various financial, personal and workforce challenges among a broad range of programs, which involves exercising critical thinking skills and sound operational judgement.
- Sourcing and understanding evidence for new models of care, communicating the rationale for new ways of working and clearly articulating conceptual models into practical ways of working.
- Developing productive and meaningful working relationships with multiple providers, including internal and external stakeholders, and ability to modify approaches for different groups.

KEY RELATIONSHIPS

Who	Why
Executive Director Integrated Care	Provide and receive feedback, for performance and operational issues to ensure service delivery is in accordance with agreed priorities and plans. Provide expert support and advice.
WNSWLHD Internal Managers, sites and Staff (variable departments and locations)	Provide and receive feedback, for performance and operational issues to ensure service delivery is in accordance with agreed priorities and plans.
Direct operational teams	Provide line management, supervision and support to all staff reporting up to this program stream. Act as the point of escalation for any strategic and operational issues.
External agencies	Work collaboratively with external partners to facilitate strong working relationships. Provide and receive feedback on program deliverables.

SELECTION CRITERIA

1. Relevant tertiary qualifications and experience in a health-related discipline related to trauma informed care, eligibility for membership of the appropriate Australian professional association in the discipline; and a significant level of program management experience in health or community service sector.
2. Demonstrated advanced skills in successfully planning, managing and evaluating health programs/ projects to meet specified objectives, in a timely and cost effective manner.
3. Demonstrated advanced written and oral communication and presentation skills, experience using a variety of media and communication methods and proficiency with relevant computer applications.
4. Demonstrated experience managing a budget and resources within a health environment, including understanding of accrual and reconciliation processes and the preparation and interpretation of common financial reports.
5. Demonstrated experience effectively managing staff, including demonstrated ability to lead, motivate and engage staff in different working groups.
6. Proficient interpersonal skills, including a demonstrated high level ability to effectively build rapport with various stakeholders relevant to the portfolio.
7. Current unrestricted drivers' license. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

POSITION DESCRIPTION

WNSW LHD – District Manager Integrated PARVAN and Women’s Health (HSM4)

OTHER REQUIREMENTS

Western NSW Local Health District is committed to providing a person centered environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of Quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels.

Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD’s strong commitment to quality and safety

POSITION DESCRIPTION

WNSW LHD – District Manager Integrated PARVAN and Women’s Health (HSM4)

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Highly Advanced
	Act with Integrity	Highly Advanced
	Manage Self	Highly Advanced
	Value Diversity	Highly Advanced
	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Highly Advanced
	Influence and Negotiate	Advanced
	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Highly Advanced
	Demonstrate Accountability	Advanced
	Finance	Advanced
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Advanced

POSITION DESCRIPTION

WNSW LHD – District Manager Integrated PARVAN and Women’s Health (HSM4)

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Highly Advanced	<ul style="list-style-type: none"> Create a climate which encourages and supports openness, persistence and genuine debate around critical issues Provide sound exposition and argument for agreed positions while remaining open to valid suggestions for change Raise critical issues and make tough decisions Respond to significant, complex and novel challenges with a high level of resilience and persistence Consistently use a range of strategies to keep control of own emotions and act as a stabilising influence even in the most challenging situations
Personal Attributes Act with Integrity	Highly Advanced	<ul style="list-style-type: none"> Champion and act as an advocate for the highest standards of ethical and professional behaviour Drive a culture of integrity and professionalism across the organisation, and in dealings cross-government, cross-jurisdiction and outside of government Define, communicate and evaluate ethical practices, standards and systems and reinforce their use Create and promote a climate in which staff feel able to report apparent breaches of rules, policies and guidelines and act promptly and visibly in response to such reports
Personal Attributes Manage Self	Highly Advanced	<ul style="list-style-type: none"> Promote and model the value of self-improvement and be proactive in seeking opportunities for growth Actively seek, reflect and integrate feedback to enhance own performance, showing a strong capacity and willingness to modify own behaviours Manage challenging, ambiguous and complex issues calmly and logically Model initiative and decisiveness
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats

POSITION DESCRIPTION

WNSW LHD – District Manager Integrated PARVAN and Women’s Health (HSM4)

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Work Collaboratively	Highly Advanced	<ul style="list-style-type: none"> Establish a culture and supporting systems that facilitate information sharing, communication and learning across the sector Publicly celebrate the successful outcomes of collaboration Seek out and facilitate opportunities to engage and collaborate with stakeholders to develop organisational, whole-of-government and cross jurisdictional solutions Identify and overcome barriers to collaboration with internal and external stakeholders
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Think and Solve Problems	Highly Advanced	<ul style="list-style-type: none"> Establish and promote a culture which encourages initiative and emphasizes the value of continuous improvement Engage in high-level critical analysis of a wide range of complex information and formulate effective responses to critical policy issues Identify and evaluate organisation-wide implications when considering proposed solutions to issues Apply lateral thinking and develop innovative solutions that have long standing, organisation-wide impact Ensure effective governance systems are in place to guarantee quality analysis, research and reform
People Management Manage Reform and Change	Advanced	<ul style="list-style-type: none"> Clarify purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty Assist others to address emerging challenges and risks and generate support for change initiatives Translate change initiatives into practical strategies and explain these to staff and their role in implementing them Implement structured change management processes to identify and develop responses to cultural barriers

Draft

Statement of Duties

Statement of duties is to be utilised in conjunction with the position description (PD). It outlines the work that is required to be performed in the position, defines job expectations and may identify training needs.

Title:	District Manager Integrated PARVAN and Women’s Health
Classification:	Health Manager L4 (Anticipated Grading)
Department/Facility:	Integrated Care Directorate
Position Number:	
PD reference no:	
Status/Hours	Permanent full-time
Effective date:	
Approved by DAO:	Name: Julie Cooper Executive Director Integrated Care Date:

Reporting Relationship – Responsible to:

Title:	Executive Director Integrated Care	Classification:	HM L6	Position No:	
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The following brief statement of duties provide additional context of your role and does not preclude additional activities as requested by your manager or opportunities to expand knowledge base

Task Related Duties	
1.	Manage the health workforce capacity and performance across the District to meet the requirements of the roles and responsibilities.
2.	Ensure all staff meet their position classification competencies and are well equipped to perform their patient centred services with restorative care, wellness and a trauma informed approach to care planning.
3.	Facilitate the planning, implementation and evaluation of practice and process changes resulting from State and National reforms as they emerge.
4.	Provide clinical and operational leadership for the team members on a day to day basis.
5.	Manage the clinical governance for each program; as well as contract management for the identified range of services.
6.	Manage the performance against the program’s key performance indicators, including reporting, and planning for continuous improvement.
7.	Participate in the development and implementation of the range of State reforms relevant to the specialty and associated services as they arise.
8.	Provide direct line management, supervision and leadership for clinical team members, including the utilisation of the Living Well Together tools.
9.	Lead the resolution of complex problems associated with provision of tailored care. When required, develop strategies and relevant action plans with effective communication to address service gaps.

10.	Work closely with the District Manager Maternity, Paediatrics, Child and Family Strategies to ensure financial performance indicators are met; and a narrative is provided for the variation.
11.	Provide other assistance as required to the District Manager Midwifery, Paediatrics, Child and Family Strategies
13.	Uphold confidentiality and exercise discretion in relation to information received in the performance of duties and to comply with all WNSW policies and procedures.
14.	Willingness to travel as required, both internal and external to the LHD.

Declaration:

Head of Department	<p>The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.</p> <p>Name: _____ Signature: _____ Date: _____</p>
Occupant	<p>I have noted the statement of duties, responsibilities and other requirements as detailed in this document.</p> <p>Name: _____ Signature: _____ Date: _____</p>

Proposed

Position Description

Senior Manager Integrated Crisis Response HM L3

	Document Link	Anticipated PD Grading
5	6.5.14 Page 28 Org chart p22	Senior Manager Integrated Crisis Response Anticipated Grading HM L3 Vacant position

POSITION DESCRIPTION

WNSWLHD – Senior Manager Integrated Crisis Response

Health Manager Level 3



What we can expect from each other

As employees of NSW Health there is no higher responsibility than to provide a high quality and caring environment for our patients, clients and co-workers. It only takes one person to make a difference, either positive or negative. When we choose to work within the Western NSW Local Health District, we are choosing to commit to and be accountable for demonstrating the CORE Values and behaviours of **Collaboration**, **Openness**, **Respect** and **Empowerment**.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Health Mgr Lvl 3
State Award	Health Managers (State) Award
Category	Project Management Project Manager
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The primary function of this role is to successfully lead and deliver the process of service and system review, redesign and standardisation across Western NSW Local Health District (WNSWLHD) for the provision of a high quality efficient Integrated Crisis and Response service for Violence, Abuse and Neglect. The incumbent will be responsible for effective leadership, management, coordination, implementation and evaluation of processes to achieve project outcomes for the Local Health District.

KEY ACCOUNTABILITIES

- Manage and oversee all aspects of planning, development implementation, evaluation and reporting for the Violence, Abuse and Neglect Programs Redesign for Crisis Response services, to ensure project outcomes are achieved on time, on budget, to quality standards and within the agreed scope.
- Lead the strategies required to meet organisations goals in providing a range of crisis and response services for victims of Sexual Assault and/or Violence.
- Monitor and evaluate and report on all aspects of the project implementation, including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness and achieve project outcomes.
- Manage project team/s, ensuring compliance with governance and quality requirements, to successfully deliver all key project/s milestones and outcomes.
- Ensure that project planning, decision making and recommendations are underpinned by a solid evidence base.
- Provide advice and information to stakeholders on project process and emerging issues, and enable project development and delivery in line with established plans, budgets, timeframes, policy objectives and other project priorities.
- Lead the effective implementation of processes to recruit the right people; to actively support and manage performance; and to build workforce capacity and capability, in alignment with current and future health workforce needs.

POSITION DESCRIPTION

WNSWLHD – Senior Manager Integrated Crisis Response

Health Manager Level 3



KEY CHALLENGES

- Managing collaboration, consultation and negotiation with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
- To lead, in an environment of constant change, improvement in the quality and efficiency of clinical services provided and the patient/ client experience.
- To manage conflicting priorities within limited resources available.
- Achieving project deadlines and milestones to the required standards within budget, given the need to simultaneously coordinate and deliver the complex project, which interconnects with other key initiatives.

KEY RELATIONSHIPS

Who	Why
Clients/ patients and their families.	To communicate with patients and their families to understand needs and deliver high quality and complex patient focused care.
Members of the multidisciplinary team locally and across NSW, and professional colleagues across the District and in other jurisdictions.	To develop collaborative relationships and promote delivery of high quality care.
Line manager, members of Facilities Executive team, and staff in District Directorate roles.	To develop strong working relationships in order to facilitate problem solving and safe and efficient delivery of care.
Other providers of Allied Health services, locally and across NSW.	To communicate professionally with a range of providers of health services in the delivery of quality care to patients and their families.
External organisations, e.g., preschools, schools and aged care providers.	To work collaboratively to meet needs of patients in a variety of settings across a wide geography.

SELECTION CRITERIA

1. Tertiary qualification in the relevant discipline and eligibility for membership of appropriate Australian professional association in the discipline.
2. Significant knowledge of the health system, service approaches to violence, abuse and neglect, project methodology and change management processes.
3. High level of analytical skills including the ability to analyse and interpret complex information from numerous sources and identify relevance to project plans.
4. Demonstrated excellent organisational skills and experience working in a high volume and demanding professional environment with a capacity to prioritise, multi-task, achieve business goals.
5. Demonstrated excellent interpersonal skills, and extensive experience inspiring, engaging, collaborating with and influencing key stakeholders to gain support and input for optimal outcomes.
6. Demonstrated experience effectively managing complex projects and change initiatives to achieve planned outcomes.
7. Demonstrated highly developed oral and written communication skills, particularly in reporting, public presentation and consultation.
8. Licence to drive in NSW with the capacity and willingness to travel regularly to business and service locations throughout the LHD.

POSITION DESCRIPTION

WNSWLHD – Senior Manager Integrated Crisis Response Health Manager Level 3

**OTHER REQUIREMENTS**

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels. Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

POSITION DESCRIPTION

WNSWLHD – Senior Manager Integrated Crisis Response Health Manager Level 3

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Intermediate
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

POSITION DESCRIPTION

WNSWLHD – Senior Manager Integrated Crisis Response Health Manager Level 3

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within

POSITION DESCRIPTION

WNSWLHD - Project Manager - Violence, Abuse and Neglect Programs Redesign - Health Manager Level 3



NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> Develop team/unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/unit objectives Ensure team members work with a good understanding of business principles as they apply to the public sector context Participate in wider organisational workforce planning to ensure the availability of capable resources
People Management	Adept	<ul style="list-style-type: none"> Actively promote change processes to staff and participate in the communication of change initiatives across the organisation

POSITION DESCRIPTION

WNSWLHD - Project Manager - Violence, Abuse and Neglect Programs Redesign - Health Manager Level 3



NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage Reform and Change		<ul style="list-style-type: none"> • Provide guidance, coaching and direction to others managing uncertainty and change • Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these

Draft

Statement of Duties

Statement of duties is to be utilised in conjunction with the position description (PD). It outlines the work that is required to be performed in the position, defines job expectations and may identify training needs.

Title:	Senior Manager Integrated Crisis Response
Classification:	Health Manager L3 (Anticipated Grading)
Department/Facility:	Integrated Care Directorate
Position Number:	
PD reference no:	
Status/Hours	Permanent full-time
Effective date:	
Approved by DAO:	Name: Julie Cooper Executive Director Integrated Care Date:

Reporting Relationship – Responsible to:

Title:	District Manager Integrated PARVAN and Women's Health	Classification:	HM L4	Position No:	
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The following brief statement of duties provide additional context of your role and does not preclude additional activities as requested by your manager or opportunities to expand knowledge base

Task Related Duties	
1.	Provide overall management and expansion of the On-Call services and Assessment Centres across Western NSW LHD.
2.	Support forensic Examiners including supervision models for SANES, Drs and Paediatricians. Ensure all staff meet their position classification competencies and are well equipped to perform their patient centred services with restorative care, wellness and a trauma informed approach to care planning.
3.	Lead and coordinate the training, recruitment and Forensic Examiner meetings for the On Call Counsellors, Assessment Centre Workers and Forensic Examiners across the LHD. Manage and Monitor VMO contracts.
4.	Provide clinical and operational leadership while managing and coordinating the expansion of the 24/7 Service to include DFV, CP Psychosocial support, the rollout of training implementation and monitoring of the communication plan and evaluation and monitoring of resources, rosters and documentation requirements.
5.	Support and expand the Medical, SANE and Counselling workforce across the LHD.
6.	Provide support and clarification on Subpoenas and evidence with Sexual Assault Communications Legal Aid Solicitors, Information Manager, and Ministry Legal Team.
7.	Manage the Medical Lead and SANE specific positions, and provide clinical support to Snr Sexual Assault Counsellors who undertake the day to day management of the On Call Services.
8.	Manage and implement the on-call Paediatrician support program across the LHD- which has been piloted in Bathurst.

9.	Lead the resolution of complex problems associated with provision of tailored care and when required develop strategies, and relevant action plans with effective communication to address service gaps.
10.	Implement and Monitor the Photography Policy for adults and children and maintain Legal Compliance, provide information and education regarding ECAVs specific Courses and maintain requirements.
11.	Manage the performance against the programs key performance indicators, including data collection, review, reporting, and planning for continuous improvement. Provide monitoring and feedback on Budget of On-call Service.
12.	Liaise with Emergency Departments in regards to appropriate space and resources within Emergency Departments across the LHD.
13.	Manage the implementation and ongoing support of the EEKS (early Evidence Kits).
14.	Implement the Consumer Feedback survey (pilot with Northern Sydney LHD)
15.	Work closely with the District Manager Integrated PARVAN and Women's Health to ensure financial performance indicators are met; and a narrative is provided for variation.
16.	Provide other assistance as required to the District Manager Integrated PARVAN and Women's Health
17.	Uphold confidentiality and exercise discretion in relation to information received in the performance of duties and to comply with all WNSW policies and procedures.
18.	Willingness to travel as required, both internal and external to the LHD.

Declaration:

Head of Department	The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.
	Name: _____ Signature: _____ Date: _____
Occupant	I have noted the statement of duties, responsibilities and other requirements as detailed in this document.
	Name: _____ Signature: _____ Date: _____

Proposed

Position Description

Senior Manager Women's Health and Violence Prevention NM G4

	Document Link	Anticipated PD Grading
6	6.5.17 Page 28 Org chart p22	Senior Manager Women's Health and Violence Prevention Anticipated Grading: NM G4 New position

POSITION DESCRIPTION**DRAFT****WNSWLHD – Senior Manager Women’s Health and
Violence Prevention Nurse Manager Grade 4****What we can expect from each other**

As employees of NSW Health there is no higher responsibility than to provide a high quality and caring environment for our patients, clients and co-workers. It only takes one person to make a difference, either positive or negative. When we choose to work within the Western NSW Local Health District, we are choosing to commit to and be accountable for demonstrating the CORE Values and behaviours of **Collaboration**, **Openness**, **Respect** and **Empowerment**.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Nurse Mgr Gde 4
State Award	Public Health System Nurses & Midwives (State) Award
Category	Nursing & Midwifery Nurse Manager
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The Manager provides efficient and effective day to day operational leadership and management of services to enable delivery of high standards of care and services for clients, patients and their families.

KEY ACCOUNTABILITIES

- Manages and supervises staff, through performance management and clinical supervision to ensure services and care provided is safe and appropriate and meets professional standards.
- Develops operational planning and monitoring of services to ensure optimal services are delivered within allocated budget, contributes to the operational and strategic plans of the Integrated Care Directorate and Local Health District (LHD).
- Develops, monitors and evaluates allocation and utilisation of the workforce, including, development of staffing profiles, rostering, and skills mix to support delivery of safe, high quality clinical services and ensure adherence to industrial requirements.
- Initiates development of and/or upholds policies and professional standards of practice, to enable staff to deliver services and care which is safe and evidenced based best practice.
- Develops, monitors and evaluates resource allocation and utilisation to ensure services and care are delivered effectively and efficiently.
- Provides leadership to enable the delivery of high quality professional and clinical services through direction and support of staff, ongoing evaluation and management (including change management) of service needs in consultation with a multidisciplinary team, development of policies related to clinical services and promotes continuous improvement in practice.

POSITION DESCRIPTION**DRAFT****WNSWLHD – Senior Manager Women’s Health and
Violence Prevention Nurse Manager Grade 4****KEY RELATIONSHIPS**

Who	Why
District Manager Integrated PARVAN and Women’s Health	Operational and/ or strategic manager providing guidance, direction and feedback to deliver quality nursing services and nursing care.
PARVAN and Women’s Health staff	Provide clinical leadership and management; collaborate regarding patient care to enable delivery of best practice care.
NGO and Non-NGO Health services and care providers as appropriate.	Collaborate regarding patient care and services to ensure continuity and best practice care.

SELECTION CRITERIA

1. Current Authority to Practice as a Registered Nurse (Division 1) with the Australian Health Practitioner Regulation Agency (AHPRA). Extensive relevant post registration nursing experience and relevant post graduate qualifications in management (or willing to work towards same).
2. Demonstrated leadership skills and people management skills with the ability to empower, motivate and manage employees to achieve service and professional goals through recognised service improvements and using change management principles.
3. Demonstrated knowledge and understanding of contemporary professional, operational and service management and expertise at a senior level in the health environment.
4. Demonstrated ability to facilitate professional standards and competence staff. Proven ability to function effectively as part of a senior management team and to work collaboratively with other professionals in the management of health care services.
5. Demonstrated ability to manage workforce requirements, including profile management, within industrial frameworks.
6. Demonstrated highly developed information technology, communication and interpersonal skills including the ability to consult with staff, conflict management and resolution, negotiation, persuasiveness and facilitation.
7. Demonstrated ability to lead the development of policies and practices, including requirements of the National Safety & Quality Health Standards, and develop an environment which promotes continuous improvement in practice and services.
8. Current licence to drive in NSW with the ability to drive for work purposes.

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels. Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD’s strong commitment to quality and safety.

POSITION DESCRIPTION

DRAFT

WNSWLHD – Senior Manager Women’s Health and
Violence Prevention Nurse Manager Grade 4

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

POSITION DESCRIPTION

DRAFT

WNSWLHD – Senior Manager Women’s Health and
Violence Prevention Nurse Manager Grade 4

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately

POSITION DESCRIPTION

WNSWLHD – Senior Manager Women’s Health and Violence Prevention Nurse Manager Grade 4



Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Consider the implications of a wide range of complex issues, and shift business priorities when necessary Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none"> Refine roles and responsibilities over time to achieve better business outcomes Recognise talent, develop team capability and undertake succession planning Coach and mentor staff and encourage professional development and continuous learning Provide timely, constructive and objective feedback to staff Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives
People Management Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> Promote a sense of purpose and enable others to understand the links between government policy and organisational goals Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them Work with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes Create opportunities for recognising and celebrating high performance at the individual and team level Work to remove barriers to achievement of goals

POSITION DESCRIPTION

**WNSWLHD – Senior Manager Women’s Health
and Violence Prevention Nurse Manager Grade 4**



Group and Capability	Level	Behavioural Indicators

Draft

Statement of Duties

Statement of duties is to be utilised in conjunction with the position description (PD). It outlines the work that is required to be performed in the position, defines job expectations and may identify training needs.

Title:	Senior Manager Women’s Health and Violence Prevention
Classification:	Nurse Manager L4 (Anticipated Grading)
Department/Facility:	Integrated Care Directorate
Position Number:	
PD reference no:	
Status/Hours	Permanent full-time
Effective date:	
Approved by DAO:	Name: Julie Cooper Executive Director Integrated Care Date:

Reporting Relationship – Responsible to:

Title:	District Manager Integrated PARVAN and Women’s Health	Classification:	HM L4	Position No:	
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The following brief statement of duties provide additional context of your role and does not preclude additional activities as requested by your manager or opportunities to expand knowledge base

Task Related Duties	
1.	Manage the Women’s health workforce capacity and performance across the district.
2.	Ensure all staff meet their position classification competencies and are well equipped to perform their patient centred services with restorative care, wellness and a trauma informed approach to care planning.
3.	Lead the planning, implementation and evaluation of practice and process changes resulting for the State and National reforms as they emerge.
4.	Provide clinical and operational leadership for the program managers on a day to day basis.
5.	Manage the clinical governance for each program; as well as the contract management for the range of services.
6.	Manage the performance against the programs key performance indicators, including reporting, and planning for continuous improvement.
7.	Participate in the development and implementation of the range of State reforms relevant to specialty; and lead the LHD Women’s Health redesign strategies, including the response to other initiatives and State reforms as they arise.
8.	Provide direct line management, supervision and leadership for clinical staff reporting to the position, including the utilisation of the Living Well Together tools.
9.	Lead the resolution of complex problems associated with provision of tailored care and when required develop strategies, and relevant action plans with effective communication to address service gaps.

10.	Work closely with the District Manager Integrated PARVAN and Women's Health to ensure financial performance indicators are met; and a narrative is provided for variation.
11.	Provide other assistance as required to the District Manager Integrated PARVAN and Women's Health
13.	Uphold confidentiality and exercise discretion in relation to information received in the performance of duties and to comply with all WNSW policies and procedures.
14.	Willingness to travel as required, both internal and external to the LHD.

Declaration:

Head of Department	<p>The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.</p> <p>Name: _____ Signature: _____ Date: _____</p>
Occupant	<p>I have noted the statement of duties, responsibilities and other requirements as detailed in this document.</p> <p>Name: _____ Signature: _____ Date: _____</p>

Proposed

Position Description

Wellbeing Coordinator Planned Care for Better Health HM L1

	Document Link	Anticipated PD Grading
7	6.7.3 Page 29 Org chart p24	Wellbeing Coordinator Planned Care for Better Health Anticipated Grading: HM L1 New position

WNSWLHD – Wellbeing Coordinator-Planned Care for Better Health



What we can expect from each other

As employees of NSW Health there is no higher responsibility than to provide a high quality and caring environment for our patients, clients and co-workers. It only takes one person to make a difference, either positive or negative. When we choose to work within the Western NSW Local Health District, we are choosing to commit to and be accountable for demonstrating the CORE Values and behaviours of **Collaboration**, **Openness**, **Respect** and **Empowerment**.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Category	Primary and Community Care Community Management
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The Wellbeing Coordinator Planned Care for Better Health will work in a District wide role, as a team member of the WesternNSW LHD Planned Care for Better Health team, to focus on supporting carers as partners in care and development of strategies to support the social care needs for vulnerable enrolled patients/clients in a respectful, culturally appropriate and holistic way.

KEY ACCOUNTABILITIES

- Engage with the Planned Care for Better Health team to enhance support strategies for the vulnerable patients/clients in accessing appropriate social care needs to enhance the provision of holistic and patient centred health and social care.
- Work directly with the range of community providers to improve equitable access to social care services, including providing information about the role of the services that are available and how they can be accessed.
- Work as a primary conduit between the Planned Care for Better Health team, Community Health teams local Aboriginal communities and other partners to develop strategies to enhance access to social care services with internal and external service providers.
- Support the development of appropriate education programs and engage in team/peer review meetings on a regular basis.
- Oversee quality improvement activities.
- Support service development focusing on the implementation of the Planned Care for Better Health initiative with a specific focus on the social care aspect of care.
- Collaborate with other team members as required to review, develop, document, communicate and implement policies, procedures and guidelines; to ensure the needs of those consumers enrolled in Planned Care for Better Health are appropriately included and addressed in these documents.

WNSWLHD – Wellbeing Coordinator-Planned Care for Better Health



KEY CHALLENGES

- Provision of equitable high quality social care.
- Competing demands of the role including: developing partnerships, capacity building, service development, quality improvement etc.
- Working with a cohort of patients, all of which are facing a range of health and social care challenges.

KEY RELATIONSHIPS

Who	Why
Manager	Direct line manager, collaboration, delegation and supervision to allow the achievement of the key accountabilities.
A range of providers, including inpatient and community teams.	To ensure culturally appropriate care is provided through education, capacity building and resource provision.
Aboriginal Community Controlled Health Services and other Aboriginal and community based service providers.	To facilitate strong partnerships, which support the provision of culturally appropriate, high quality social support approaches.
Patients, family/carers and the Aboriginal community.	To facilitate culturally appropriate care which is patient centred and meets the needs and expectations of patients, families, carers and the Aboriginal community.

SELECTION CRITERIA

1. Tertiary qualifications in health, social sciences or a related field, or demonstrated equivalent experience.
2. Demonstrated experience in developing and providing culturally safe initiatives to support Aboriginal patients and carers with a strong understanding of the social determinants impacting cultural and social wellbeing.
3. The ability to communicate respectfully, clearly, and succinctly, to listen to others and to prepare written material that is concise, accurate, well-structured and easy to follow by the intended audience.
4. Demonstrated ability to form collaborative partnerships to positively influence internal and external stakeholders including consumers, to achieve the best outcomes for the vulnerable community members.
5. Sound organisational skills, being able to work autonomously, demonstrate attention to detail and prioritise workloads to meet deadlines and deliver on commitments.
6. Demonstrated understanding of quality improvement principles, to support service development and service improvement.
7. Current licence to drive in NSW with the capacity to travel regularly for work purposes, including overnight stays when required.

WNSWLHD – Wellbeing Coordinator-Planned Care for Better Health



OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels.

Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.

Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

WNSWLHD – Wellbeing Coordinator-Planned Care for Better Health

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Statement of Duties

Statement of duties is to be utilised in conjunction with the position description (PD). It outlines the work that is required to be performed in the position, defines job expectations and may identify training needs.

Title:	Wellbeing Coordinator Planned Care for Better Health		
Classification:	Health Manager L1 (Anticipated Grading)		
Department/Facility:	Integrated Care Directorate		
Position Number:			
PD reference no:			
Status/Hours	Permanent full-time		
Effective date:			
Approved by DAO:	Name: Julie Cooper Executive Director Integrated Care	Date:	

Reporting Relationship – Responsible to:

Title:	District Manager Planned Care for Better Health	Classification:	HM L3	Position No:	
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The following brief statement of duties provide additional context of your role and does not preclude additional activities as requested by your manager or opportunities to expand knowledge base

Task Related Duties	
1.	Engage with the Planned Care for Better Health team to enhance support strategies for vulnerable patients/clients in accessing appropriate social care to enhance the provision of holistic and patient centred health and social care.
2.	Oversee quality improvement activities.
3.	Actively participate in the planning, implementation and evaluation of a range of strategies associated with the services provided within the team.
4.	Support service development focusing on the implementation of the Planned Care for Better Health initiatives with a specific focus on the social care aspect of service provision.
5.	Oversee contract management where appropriate for the identified range of services.
6.	Actively participate in managing the performance against the programs key performance indicators, including reporting, and planning for continuous improvement.
7.	Participate in the development and implementation of the range of State reforms relevant to Planned Care for Better Health as they arise.
8.	Work closely with the Manager Planned Care for Better Health to ensure financial performance indicators are met; and a narrative is provided for variation.
9.	Provide other assistance as required to the Manager Planned Care for Better Health
10.	Uphold confidentiality and exercise discretion in relation to information received in the performance of duties and to comply with all WNSW policies and procedures.
11.	Willingness to travel as required, both internal and external to the LHD.

Declaration:

Head of Department	The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job. Name: _____ Signature: _____ Date: _____
Occupant	I have noted the statement of duties, responsibilities and other requirements as detailed in this document. Name: _____ Signature: _____ Date: _____

Proposed Position Description

Aboriginal Carer and Wellbeing Coordinator CNS G2

	Document Link	Anticipated PD Grading
8	6.7.4 Page 29	Aboriginal Carer and Wellbeing Coordinator Anticipated Grading: CNS G2 New position <i>** Aboriginal identified</i> Note: Final PD and recruitment managed by QCS&N Directorate

Aboriginal Carer and Wellbeing Coordinator (Clinical Nurse Specialist)



What we can expect from each other

As employees of NSW Health there is no higher responsibility than to provide a high quality and caring environment for our patients, clients and co-workers. It only takes one person to make a difference, either positive or negative. When we choose to work within the Western NSW Local Health District, we are choosing to commit to and be accountable for demonstrating the CORE Values and behaviours of **Collaboration**, **Openness**, **Respect** and **Empowerment**.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Clinical Nurse Specialist Gde 2
State Award	Public Health System Nurses & Midwives (State) Award
Category	Nursing & Midwifery Clinical Nurse Specialist
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The Aboriginal Carer and Wellbeing Coordinator will work in a District wide role, as a team member of the Western NSW LHD Patient Experience Team, to focus on carers as partners in care; that enables respectful, culturally appropriate and holistic care for Aboriginal people and those with complex care needs.

KEY ACCOUNTABILITIES

- Provides specialist clinical leadership and acts as a resource and mentor to other health care professionals and services to enhance capability and knowledge of staff and enable delivery of optimal care with a focus on Aboriginal patients and their carers
- Contributes to the development of clinical policies and procedures to promote the advancement of clinical practice and to ensure the needs of Aboriginal carers and consumers are appropriately included and addressed.
- Work collaboratively and communicate effectively with patients/clients, carers, other nurses, and other health professionals
- Practices in accordance with the Nursing and Midwifery Board of Australia Professional Standards, including Nurses Standards for Practice, Code of Ethics for Nurses, and Code of Professional Conduct for Nurses to deliver professional, competent care in line with public expectations
- Support the development of cultural capability, by developing and delivering appropriate education programs and engaging in team/peer review meetings on a regular basis.
- Oversee carer quality improvement activities, which support the development of culturally safe environments and services for Aboriginal people, including the development of culturally appropriate resources.
- Support service development, including culturally appropriate models for carers, to ensure timely and equitable access to the range of services required.
- Engage with community Elders and other Aboriginal community members to improve knowledge of and promote culturally appropriate involvement of carers in the provision of health care.
- Work directly with the Aboriginal community, to improve equitable access to carer services, including providing information about the types of services that are available and how they can be accessed.
- Work directly with the Patient Experience Team and other teams who provide services within a range of inpatient and community settings.

Aboriginal Carer and Wellbeing Coordinator (Clinical Nurse Specialist)

KEY RELATIONSHIPS

Who	Why
Manager	Operational and/or strategic manager providing guidance, direction and feedback to deliver quality care to patients/clients
Nursing staff (RNs, NUMs, CNSs) and other health care professionals	Provide clinical leadership and specialist advice; collaborate regarding patient care to enable delivery of best practice care
Patients/clients, their carers, families and other relevant parties (in accordance with legislation related to confidentiality and privacy)	To provide appropriate, high quality, patient centred care which meets needs and expectations in line with CORE values
NGO and Non-NGO Health care providers as appropriate	Provide clinical leadership and specialist advice; and collaborate regarding patient care to ensure continuity and best practice care

SELECTION CRITERIA

1. Current registration with AHPRA as a Registered Nurse (Division 1).
2. Post graduate qualifications relevant to the specialty and at least 3 years fulltime equivalent clinical experience in the specialty of the specified post graduate qualification.
3. Aboriginal or Torres Strait Islander descent. An applicant's race is a genuine occupational qualification and is authorised by section 14 of the Anti-Discrimination Act' 1977 (NSW).
4. Demonstrated effective communication including verbal, written and interpersonal skills and information technology skills to provide complex specialty services and influence innovative nursing practice.
5. Demonstrated ability to work effectively and collaboratively both independently and as part of the multidisciplinary health care team.
6. Demonstrated ability to provide complex care and advanced clinical skills.
7. Demonstrated clinical expertise and clinical leadership in the area of specialty, including ability to develop nursing specialty clinical practice and service delivery.
8. Demonstrated ability to practice in accordance with the Registered Nurse Standards of Practice, Code of Ethics for Nurses, and Code of Professional Conduct for Nurses (Nursing and Midwifery Board of Australia)

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels.

Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.

Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

Aboriginal Carer and Wellbeing Coordinator (Clinical Nurse Specialist)



CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Statement of Duties

Statement of duties is to be utilised in conjunction with the position description (PD). It outlines the work that is required to be performed in the position, defines job expectations and may identify training needs.

Title:	Aboriginal Carer and Wellbeing Coordinator
Classification:	Clinical Nurse Specialist G2 (Anticipated Grading)
Department/Facility:	Quality, Clinical Safety & Nursing Directorate
Position Number:	
PD reference no:	
Status/Hours	Permanent full-time
Effective date:	
Approved by DAO:	Name: _____ Date: _____

Reporting Relationship – Responsible to:

Title:	Manager Patient Experience and Living Well Together	Classification:		Position No:	
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The following brief statement of duties provide additional context of your role and does not preclude additional activities as requested by your manager or opportunities to expand knowledge base

Task Related Duties	
1.	Engage with the Patient Experience Planned Care for Better Health team to enhance support strategies for the vulnerable patients/clients in utilizing carers to enhance the provision of holistic and patient centred health and social care.
2.	Oversee quality improvement activities.
3.	Actively participate in the planning, implementation and evaluation of a range of strategies associated with the services provided within the team.
4.	Develop a Carer Operational Plan and support service development focusing on the implementation of the strategies outlined that enhance carer engagement and experience including TOP 5.
5.	Provide annual and ad hoc reports to the Manager and Ministry of Health relating to the Carer activities.
6.	Actively participate in managing the performance against the program's key performance indicators, including reporting, and planning for continuous improvement.
7.	Participate in the development and implementation of the range of State reforms relevant to Carers and Patient experience as they arise.
8.	Work closely with the Manager to ensure financial performance indicators are met; and a narrative is provided for variation.
9.	Provide other assistance as required to the Manager Patient Experience and Living Well Together.
10.	Uphold confidentiality and exercise discretion in relation to information received in the performance of duties and to comply with all WNSW policies and procedures.
11.	Willingness to travel as required, both internal and external to the LHD.

Declaration:

Head of Department	The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job. Name: _____ Signature: _____ Date: _____
Occupant	I have noted the statement of duties, responsibilities and other requirements as detailed in this document. Name: _____ Signature: _____ Date: _____