

POSITION DESCRIPTION

NNSWLHD - Health Manager Level 2 - Manager, Recruitment Services

Our CORE values
Collaboration Openness Respect Empowerment



| | |
|---------------------------------------|---|
| Organisation | NSW Health |
| Local Health District / Agency | Northern NSW Local Health District |
| Position Classification | Health Mgr Lvl 2 |
| State Award | Health Managers (State) Award |
| Category | Human Resources and Recruitment Recruitment and Resourcing Recruitment and Resourcing Management |
| Website | www.nnswlhd.health.nsw.gov.au/ |

PRIMARY PURPOSE

Managing a range of recruitment functions with a strong focus on high quality customer service in the provision of strategic and operational support to managers across Northern NSW Local Health District (NNSWLHD), ensuring continuous quality improvement, development and contemporary initiatives in the recruitment function.

Planning, coordinating, leading and managing the activities of the Recruitment Unit to ensure services are delivered within agreed timeframes and quality standards.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

ESSENTIAL REQUIREMENTS

Valid unrestricted drivers' licence for use in NSW/Australia.

Responsibilities under WHS - Supervisor

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

KEY ACCOUNTABILITIES

Oversee the efficient and effective delivery of services by the Recruitment Unit to ensure all transactions are processed in accordance with defined timeframes and processes. Ensure high quality and effective team performance, reviewing and analysing work practices to identify issues and opportunities to improve practice, and implement change to improve outcomes.

Recruit, coach, mentor, and initiate performance agreements for the Recruitment Unit, to develop the capabilities of the team to undertake changing roles, responsibilities and accountabilities and to ensure a workforce which

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is appropriately skilled and resourced to provide an optimal recruitment service.

Monitor recruitment processes to ensure that they are delivered in compliance with State and District wide Key Performance Indicators (KPIs). Promote continual improvement in recruitment practices and timeframes by establishing and reviewing performance indicators through the relevant reporting systems.

Build and maintain strategic relationships by liaising, consulting and negotiating with internal and external stakeholders to identify key service requirements/issues and provide effective solutions.

Review and assess impacts of legislation, policy, process and system changes as they occur, to ensure ongoing effective delivery of recruitment services.

Identify, manage and drive recruitment projects that enhance the service provided to hiring managers by the Recruitment team, including maintaining a high customer service culture within the Recruitment team to ensure that the service meets the requirements of all stakeholders.

Develop and deliver appropriate communication strategies to provide regular information, education and consultation for all stakeholders district wide.

Ensure recruitment advertising and marketing campaigns utilise a range of recruitment platforms, including electronic and social media channels to enhance applicant quantity and quality and build candidate pools for 'hard to fill' positions across the organisation.

KEY CHALLENGES

- Balancing competing demands within a complex, high volume environment while maintaining resilience, consistency and a high level of customer service.
- Promoting continuous cultural and organisational change in the effectiveness of recruitment systems and processes.
- Establishing the recruitment team as the subject matter experts on recruitment business processes and best practice initiatives, ensuring recruiting managers receive sound and consistent advice and support.

KEY RELATIONSHIPS

| Who | Why |
|--|--|
| Manager | Receive direction, broad supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges. |
| Team | Provide oversight, supervision, management and support. Performance planning and professional development. |
| Key internal stakeholders | Provide consistent and accurate recruitment advice and support to ensure compliance with recruitment policy, practices and principles. Develop and maintain effective relationships with HR Business Partners, Hiring Managers, Executive and external partners in the provision of advice and collaboration to solve issues and improve outcomes. |
| External service providers and other organisations | Establish and maintain partnerships with key external stakeholders to ensure LHD services are represented and are working in collaboration with other parties. |

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SELECTION CRITERIA

1. Relevant tertiary qualifications or relevant equivalent work experience, or a combination of both within a large and complex organisation, with demonstrated extensive experience in a service oriented, recruitment or human resources role
2. Demonstrated strong team leadership skills to enhance staff performance, influence workplace culture, and lead change
3. Highly developed verbal and written communication skills, interpersonal and influencing skills with a strong customer service approach
4. Demonstrated experience in the use of electronic recruitment systems, HRIS and Microsoft Office applications, including demonstrated ability to use systems to analyse and report on Key Performance Indicators for the Recruitment Unit
5. Demonstrated ability to develop and maintain effective working relationships with senior management and other key stakeholders and commitment to developing and maintaining a business partnership approach
6. Demonstrated ability in active stakeholder engagement, communication, education and recruitment best practice principles
7. Significant knowledge of, and demonstrated ability to interpret NSW Health Policies, Awards and Agreements
8. Valid unrestricted drivers' licence for use in NSW/Australia and willingness to travel in the course of employment

OTHER REQUIREMENTS

Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

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- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

Managers will:

- Systematically apply risk management policies and procedures in your area of responsibility: communication and consultation, establish the context, assess risk (identify, analyse and evaluate risk), treat risk, and monitor and review risk
- Update the NNSWLHD Risk Register (Enterprise Risk Management System), escalating risks to your manager which are beyond your capacity or authority to manage

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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 | Adept |
| | Work Collaboratively | Adept |
| | Influence and Negotiate | Intermediate |
|  | Deliver Results | Adept |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Intermediate |
|  | Finance | Intermediate |
| | Technology | Adept |
| | Procurement and Contract Management | Intermediate |
| | Project Management | Intermediate |
|  | Manage and Develop People | Intermediate |
| | Inspire Direction and Purpose | Intermediate |
| | Optimise Business Outcomes | Intermediate |
| | Manage Reform and Change | Intermediate |

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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 |
| 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 | Adept | <ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats |
| 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 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 budget and deadlines • Identify changed priorities and ensure allocation of resources meets |

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| Group and Capability | Level | Behavioural Indicators |
|--|--------------|--|
| | | <ul style="list-style-type: none"> 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 Demonstrate Accountability | Intermediate | <ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly |
| Business Enablers Finance | Intermediate | <ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Take account of financial and budget implications, including value for money in planning decisions • Present basic financial information to a target audience in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these |
| 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 | Intermediate | <ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people |

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| Group and Capability | Level | Behavioural Indicators |
|----------------------|-------|--|
| | | <ul style="list-style-type: none">• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues |

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Job Demands for: NNSWLHD - Health Manager Level 2 - Manager, Recruitment Services

| Physical Demands | |
|--|--|
| <p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p> | <p>Standing - remaining standing without moving about to perform tasks</p> <p>Infrequent</p> |
| <p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p> | <p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p> |
| <p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Not Applicable</p> | <p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Not Applicable</p> |
| <p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p> | <p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p> |
| <p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p> | <p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Infrequent</p> |

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| <p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p> | <p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p> |
| <p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p> | <p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Not Applicable</p> |
| <p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p> | <p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p> |
| <p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Constant</p> | <p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p> |
| <p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p> | <p>Driving - Operating any motor powered vehicle</p> <p>Occasional</p> |

Sensory Demands

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|---|---|
| <p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p> | <p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Frequent</p> |
| <p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p> | <p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p> |
| <p>Touch - use of touch is an integral part of work performance</p> <p>Not Applicable</p> | |

Psychosocial Demands

| | |
|---|---|
| <p>Distressed People - e.g. emergency or grief situations</p> <p>Infrequent</p> | <p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p> |
| <p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p> | <p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p> |
| <p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> | |

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Not Applicable

Environmental Demands

Dust - exposure to atmospheric dust

Not Applicable

Gases - working with explosive or flammable gases requiring precautionary measures

Not Applicable

Fumes - exposure to noxious or toxic fumes

Not Applicable

Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE

Not Applicable

Hazardous Substances - e.g. dry chemicals, glues

Not Applicable

Noise - environmental/background noise necessitates people raise their voice to be heard

Not Applicable

Inadequate Lighting - risk of trips, falls or eyestrain

Not Applicable

Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight

Not Applicable

Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C

Not Applicable

Confined Spaces - areas where only one egress (escape route) exists

Not Applicable

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|--|---|
| <p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Not Applicable</p> | <p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p> |
| <p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p> | <p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p> |