

POSITION DESCRIPTION

SNSWLHD - Health and Security Assistant Manager – Goulburn

Working in Southern NSW... People Caring for People

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Category	Patient Support Services Management - Patient Support Services
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provides high level management support and leadership to the site HASA team to ensure the provision of quality and efficient care and service that is safe and secure for patients, visitors and staff.

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). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) 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.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/or health conditions.

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ESSENTIAL REQUIREMENTS

- Current NSW Security Licence (Class 1A minimum) and the ability to maintain.
- Current First Aid Certificate (HLTAID003) and the ability to maintain.
- Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

KEY ACCOUNTABILITIES

- Develop, implement, maintain and review processes, systems and procedures to ensure consistent, quality service delivery that maximises protection of people, property and assets to internal and external stakeholders and the organisation.
- Lead people, provide support and manage the team including rostering, recruitment, induction, performance management and professional development to achieve budget and performance targets.
- Develop and maintain rosters and work schedules for all HASA/Wardsperson related activities.
- Management of security related services to ensure the provision of a safe and secure environment for patients, visitors and staff that complies with internal and external policies, procedures and regulations.
- Participate in quality management activity programmes and produce reports including annual audits to improve services and meet or exceed quality accreditation standards.
- Build and maintain effective relationships with staff to facilitate high quality patient, client and consumer focused services in a safe and secure environment.

KEY CHALLENGES

- Manage the day to day work activities of the team, coordinating and allocating staff ensuring the necessary skills and experience are available to meet strict deadlines in a demanding, complex work environment.
- Exercising judgement and operating independently within delegation to meet competing priorities.
- Facilitate a climate of quality improvement and ongoing learning for staff to ensure high level patient focused support in a safe and secure environment for patients, staff and visitors.

KEY RELATIONSHIPS

Who	Why
Manager	Receive direction, escalate issues and share information.
Work Team	Clarify direction, lead discussions and make decisions, propose and implement solutions to issues, provide guidance and regular updates on key projects, and priorities.
Team members, NUMs, managers	Participate in/convene meetings, share information, manage workload, efficiency of service and building relationships.
Patients, clients, visitors, consumers and community members	Ensure the provision of a customer focused service, respond to queries and resolve issues.
Service providers	Receive queries, identify and escalate issues.

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SELECTION CRITERIA

1. Current NSW Security Licence (Class 1A minimum) and the ability to maintain.
2. Current First Aid Certificate (HLTAID003) and the ability to maintain.
3. Relevant experience in security systems incorporating access control systems, CCTV, independent system units, fixed and portable duress systems.
4. Demonstrated experience in leading, coaching, mentoring and managing the performance of staff by providing ongoing feedback and coaching to deliver outcomes.
5. Well-developed interpersonal, verbal and written communication, consultation and negotiation skills, gather and share information and build and maintain effective collaborative relationships and teamwork with a diverse range of stakeholders.
6. Demonstrated ability to plan, prioritise and allocate work within a team to achieve service delivery outcomes within specified timeframes.
7. Demonstrated ability to utilise initiative, organisational and problem solving skills to manage workflows and anticipate and meet organisational needs.
8. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

OTHER REQUIREMENTS

Southern NSW Local Health District is committed to providing a person centred 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.

All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.

All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

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.

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Job Demands for: SNSWLHD - Health and Security Assistant Manager

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Frequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Occasional</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Frequent</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Constant</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Frequent</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Occasional</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Occasional</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

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<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<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>Frequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Frequent</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Frequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Frequent</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Occasional</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Occasional</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>Occasional</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Occasional</p>	

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Sensory Demands	
<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>Constant</p>	
Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Frequent</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Frequent</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Frequent</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Frequent</p>

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<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Frequent</p>	
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<p align="center">Environmental Demands</p>	
<p>Dust - exposure to atmospheric dust</p> <p>Infrequent</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Infrequent</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Infrequent</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Frequent</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Frequent</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Infrequent</p>

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<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Occasional</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Occasional</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Infrequent</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Repetitive</p>

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