

## POSITION DESCRIPTION

# SNSWLHD - Network Administration Services Manager

### 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	Administration & Health Records   Administration   Administration Manager
Website	<a href="http://www.snswlhd.health.nsw.gov.au/">www.snswlhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Responsible for the provision of customer focussed, efficient and effective administrations services across the Network. Directly responsible for leading and coordinating the administrative staff to support the effective functioning of the Network.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

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.

## 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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## KEY ACCOUNTABILITIES

- Lead the development, maintenance and review of administrative processes, systems and procedures to ensure consistent, quality service delivery to patients, consumers and stakeholders.
- Utilise organisational skills, initiative and judgement to set priorities and manage workflows with limited direction to support service delivery and ensure all activities and tasks are completed in accordance with their identified urgency and priority.
- Provide support and manage people processes throughout the employee lifecycle such as recruitment, induction, orientation, leave management, rostering, payroll and performance development plan to meet workload through appropriate capability and staffing levels.
- Prepare, review and deliver reports, documents and correspondence and assist with the interpretation of policy and provision of training and advice for administration functions to support service delivery and clearly communicate required information to a range of stakeholders.
- Build and maintain effective relationships with staff to facilitate safe and compliant provision of services to deliver high quality patient, client and consumer focused services.
- Manage and maintain records and records management systems and processes including databases, files and reports in line with policy, best practice and legislation to meet compliance obligations and ensure information is appropriately recorded, retained and available.

## KEY CHALLENGES

- Managing competing priorities across the team collaboratively and meeting strict deadlines in a demanding, complex work environment.
- Utilising judgement and initiative to provide high level administrative support and customer service.
- Sound knowledge of policies and procedures with the ability to effectively implement.

## KEY RELATIONSHIPS

Who	Why
Manager	Receive direction, escalate issues and share information.
Work Team / Direct Reports	Participate in & convene meetings, share information, coordinate workload.
Senior Management	Building relationships and share information and knowledge.
Patients, Consumers, Clients	

## SELECTION CRITERIA

1. Demonstrated experience in leading, coaching, mentoring and managing others to deliver outcomes.
2. Well-developed interpersonal, verbal and written communication and consultation skills to gather and share information and build collaborative relationships with a diverse range of stakeholders.
3. Demonstrated understanding of processes to meet performance requirements and manage cost centre budgets including FTE.
4. Proven time management skills with the ability to meet deadlines and respond to rapidly changing

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- priorities and demands in a complex and high volume multidisciplinary environment.
5. Demonstrated ability to utilise initiative, organisational and problem solving skills to manage workflows and anticipate and meet the needs of management with limited direction.
  6. Evidence of ICT and records management skills including the use of databases, applications and systems along with high level use of Microsoft suite of programs.
  7. Capacity to produce professional written materials including briefs, plans, analysis, reports and recommendations to inform decision making.
  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.

## 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 - Network Administration Services Manager

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

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

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

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Constant</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Constant</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

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

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