

POSITION DESCRIPTION

SNSWLHD - Corporate Services Manager - Health Mgr Lvl 2

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 2
State Award	Health Managers (State) Award
Category	Administration & Health Records Administration Administration Manager
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Responsible for the leadership, management and performance of a range of non-clinical functions across a Network; supporting and enabling clinical services to deliver high quality person-centred care within budget demands. Includes planning in conjunction with supervisors and/or staff where applicable, appropriate capacity building through training, staff support and service development initiatives.

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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KEY ACCOUNTABILITIES

- Lead and direct the workflow and daily tasks of corporate support services staff across the Network to ensure corporate support services functions (including administration and health and security assistance) are performed in accordance with legislation and approved policy and procedures. Ensure safe and appropriate staffing levels and skill mix to meet operational need.
- Support the Network Manager and Site Manager/DONM's by reporting and advising on financial and operational performance of Support Services within the Network.
- Establish sound business and support relationships internal and external to the Network.
- Manage staff effectively and provide feedback and appraisal on individual staff performance.
- Manage staff rosters and daily staffing, via direct supervisors as applicable, to ensure appropriate coverage of non-clinical services.
- Ensure staff compliance with mandatory training requirements.
- Review policy and procedures and ensure compliance with requirements.

KEY CHALLENGES

- Building effective relationships and managing diverse people in diverse roles, across sites to ensure teams work together to meet organisational objectives.
- Working in a complex environment where there are competing and often rapidly changing priorities which requires balancing workload with clinical demand.

KEY RELATIONSHIPS

Who	Why
Manager	Escalate issues, keep informed, advise and receive direction
Team	Convene and participate in meetings, share information and provide advice on issues
Stakeholders	Manage collaborative working relationships with internal stakeholders, including other health agencies e.g. Pathology, HealthShare

SELECTION CRITERIA

1. Relevant tertiary qualification, or equivalent work experience, or a combination of study and work experience
2. Demonstrated well-developed interpersonal, verbal and written communication, consultation and negotiation skills to build and maintain collaborative relationships with a diverse range of stakeholders
3. Demonstrated skills in leadership and management of multidisciplinary team/s
4. Demonstrated planning, analytical, problem solving and report writing skills
5. Underpinned by the CORE values of NSW Health, proven success in creating positive team culture through recognising individual strengths, effective change management, conflict resolution and team building
6. Demonstrated understanding of processes to meet performance requirements and manage cost centre

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- budgets including FTE
7. Evidence of a current unrestricted driver's 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 - Corporate Services Manager - Health Mgr Lvl 2

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<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>Occasional</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>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</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>Infrequent</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>Frequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</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>Constant</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</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>Constant</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>Frequent</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</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>

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

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<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</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>Not Applicable</p>