

20 August 2021

Mr Gerard Hayes
Secretary
Health Services Union
Email: info@hsu.asn.au; brendan.roberts@hsu.asn.au

Dear Mr Hayes

Re: Proposed changes to Administration team, Forensic Medicine, Forensic & Analytical Science Service.

I write to advise that the Forensic & Analytical Science Service (FASS) Forensic Medicine, is proposing changes to the current staffing structure across its administration teams encompassing 3 sites Lidcombe, Newcastle and Wollongong.

There are currently 6.05 FTE Admin Officer Level 3 positions, 1 FTE Admin Officer Level 5 and 1 FTE Executive Assistant (HSM 1) within the admin team at Forensic Medicine Sydney.

There are currently 4.02 FTE of Admin Officer level 3 positions within the admin team at Forensic Medicine, Newcastle site.

Changes to the structure:

1. FASS proposes the creation of a new position, Business Support Administration Manager (HSM 2) be created.
2. It is proposed that the Executive Assistant role that is currently in the structure be made redundant. The position is held by a permanent full time employee who will be an "affected" employee.
3. It is proposed that the Admin Officer level 5 role that is currently in the structure will be made redundant. The position is held by a permanent full time employee who will be an "affected" employee.
4. The role of medical records officer 0.6FTE is translated into the new Administration Officer PD.
5. An additional 2 FTE Admin Officer Level 3 positions will be added to the Administration team as a state-wide service bringing the total FTE for the Admin Officer roles to 12.45 FTE (from the current 10.45 FTE).
6. The current role of the Admin Officer Level 3 at the FM sites differ across some of the key accountabilities. The proposal seeks to align the duties of the Admin Officers across the Forensic Medicine state-wide service to provide consistency across the State for this workforce group and create greater capacity for resource sharing across the three sites.

There is a Forensic Mortuary restructure proposal that is currently under consultation at the Sydney Forensic Medicine site. One of the key elements of that proposal is the dissolution of the Mortuary Clerk roles and the transfer of the duties performed by this role to the Administration team, the Forensic Mortuary Technicians team and the Case Coordinator role (new position proposed in the Forensic Mortuary restructure). There are changes to the duties currently performed by the Administration team as a result of this restructure.

As there is a degree of crossover between this restructure proposal and the Mortuary proposal, there is opportunity for joint consultation between the two groups mainly where there are discussions and working parties to determine which of the duties performed by the Mortuary Clerks will be transferred to the administrative team.

A consultation paper outlining the proposal (**Attachment 1**) is being provided to the Administration team, Forensic Medicine Sydney/Newcastle/Wollongong. A new position description for the Administration Officer role will be developed in consultation with staff and the HSU. A copy of the current position descriptions for the Administration team is attached as follows:

Attachment 2: Forensic Administration Officer position description

Attachment 3: Receptionist position description.

Attachment 4: Records Officer position description.

Attachment 5: Business Support Administration Manager position description.

We would like to invite the HSU to engage in a consultation process to discuss the proposal. The following dates and times have been set aside as potential meeting dates to commence consultation:

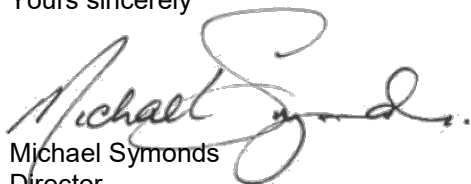
- Monday 30th August 1pm (flexible on time)
- Tuesday 31st August 2pm (flexible on time)
- Wednesday 1st September 10am
- Thursday 2nd September 12pm
- Wednesday 8th September 2:30pm

Recognising the current impact of COVID-19 and the requirement for social distancing, arrangements can be made for meetings to take place on-line via Skype or Microsoft Teams. Please advise of the dates and times that are suitable via email to: Vivianne.Morales@health.nsw.gov.au

If you have any questions, please contact Vivianne Morales, HR Manager FASS on 0409 643 130.

We look forward to meeting with and receiving feedback from the HSU and staff regarding the proposed changes.

Yours sincerely



Michael Symonds
Director
Forensic & Analytical Science Service
NSW Health Pathology

Attachment 1: Consultation document

Attachment 2: Forensic Administration Officer position description

Attachment 3: Receptionist position description

Attachment 4: Records Officer position description

Attachment 5: Business Support Administration Manager position description

Forensic Medicine Administration Teams Consultation Document

May 2021

Comments or feedback on this proposal can be submitted in writing to Rebecca Gigli Chief Operating Officer Forensic Medicine, via email:

Rebecca.gigli@health.nsw.gov.au

By **Friday 3rd September 2021**

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1. Overview

1.1 Background

NSW Health Pathology's Forensic Medicine service carries out post-mortem examinations and related testing at the direction of the Coroner to help investigate unexplained or unexpected deaths in NSW. Forensic Medicine are one of a number of agencies that are involved in the coronial pathway including NSW Police and NSW Department of Communities and Justice.

More than 6,000 deaths a year are referred to the NSW Coroner and Forensic Medicine place the highest priority on supporting both a bereaved family's need for answers as well as the Coroner's role in delivering justice and improving the health and safety of communities across NSW.

The Forensic Medicine service operates from three sites – Sydney, Newcastle & Wollongong. The Forensic Medicine Sydney site moved from Glebe to a purpose built facility at Lidcombe in January 2019. The Newcastle facility moved from Watt St Newcastle to the John Hunter Hospital campus site into a purpose built facility in 2007. The Wollongong facility operates from within the available infrastructure of Illawarra Shoal Haven Hospital (ISLHD) under the governance of NSW Health Pathology.

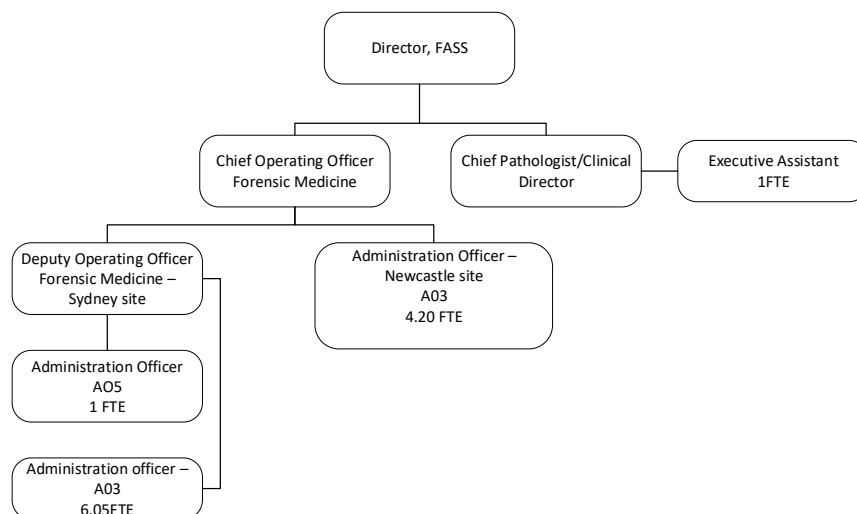
1.2 Current Administrative staffing overview

Current Sydney Administration Officer Structure – 7.05 FTE (including A05)

Current Newcastle Administration Officer Structure – 4.20FTE

Executive Assistant – 1FTE

Total – 12.25 FTE



Additional temporary staffing:

- * Temporary .8FTE agency support (Administration support level 3 – Sydney)
- * Temporary 1FTE administration support officer – FMIS project

Prior to 2012 Forensic Medicine was managed by separate health entities as a basis of the Local Health District (LHD) organisational structure resulting in the current structure of the administration teams across two Forensic Medicine sites being based on a 'divisional model' which sees individual sites responsible for their own business functions from start to finish. In 2012 Forensic Medicine became part of the Forensic and Analytical Science Service (FASS) as a portfolio within NSW Health Pathology and predominantly worked as separate departments under this new entity.

In 2019 the structure of Forensic Medicine was changed to align the service as a state-wide service with 3 sites – Sydney, Newcastle and Wollongong. This structure change was supported through staff consultation and HSU involvement and resulted in two new roles: Chief Operating Officer to oversee the NSW State Operations of 3 sites inclusive of the daily management of Newcastle and Wollongong sites and a Deputy Operating Officer to oversee the daily operations at the Sydney site. This change supported alignment to clinical and operations with a state-wide clinical role of Chief Forensic Pathologist/Clinical Director introduced in 2015.

Upon transition of Forensic Medicine Glebe facility to a purpose built facility located in Lidcombe, the use of an agency staff member to support the current staffing resource to the front of house reception upon transition occurred.

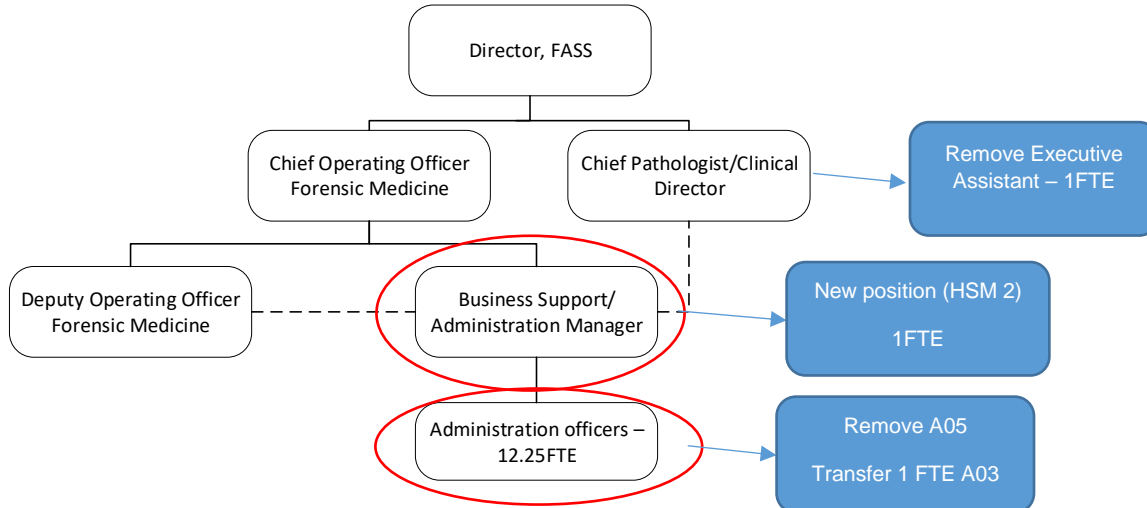
Currently an administration role within the Sydney facility provides administrative support to the Wollongong facility for some of the allocated tasks or functions assigned to an administrative role. The remainder of the administrative tasks are performed by a Forensic Mortuary Technician located at the Wollongong site. In addition some administrative tasks and functions are performed by clerks in the Sydney facility. Please refer to the consultation paper 'Sydney Mortuary Operations' for further understandings to these roles.

1.3 Roster

Currently the administration workforce team work a scaled start and finish times across Monday – Friday, 7:30-17:00pm. It is proposed that this currently remains unchanged.

2. Proposed Structure

Proposed Administration Structure – 12.25 FTE + 1FTE Business Support/Administration Manager



* Transfer of 1 FTE from the Mortuary clerk transition (admin officer lvl 3) to the administration team (admin officer level 3)

* Additional funding sourced and will be applied to create an 1FTE administration officer role (A03)

** Introduction of a new role at the Sydney site of a Case Coordinator (AO6) to support and facilitate the work activity across key clinical areas of service provision including but not limited to: stakeholder liaison, skeletal remains, destitute, ID follow up, high level triage support. This 1 FTE role will report to the Mortuary Manager - Sydney. Refer to consultation paper 'Sydney Mortuary Operations'. The FTE has not been included in the administration FTE but plays a role in supporting the team functions. This role will work with the case coordinator role, Newcastle to support consistent state-wide procedures. These two roles will support all 3 sites.

- Deletion of administration officer (A05)
- Deletion of Executive Assistant (HSM1)
- Introduction of a new position (state-wide) Business Support/Administration Manager HSM 2

2.1 Functions/Tasks – Refer to the attached excel spreadsheet

2.2 Position Descriptions

The current position descriptions for the administration officers within Forensic Medicine have 7 key accountabilities which are the same across all site PDs. The current position descriptions for the administration officers have 4 key accountabilities in which are different and described below:

- Sydney based PD has a statement pertaining to:

- 1/. Preparation and distribution of agendas, minutes & other correspondence;
- 2/. The role may be required to perform administrative duties within the same grading of the position in other FASS units/areas;
- 3/. Maintaining and understanding compliance to all legislation, NSW Health and NSW Health pathology policies & procedures

It is noted that in the current PD for the Sydney based reception role there are identified duties process and maintain accounts and stores, and source and obtain quotes to ensure Forensic Medicine are appropriately supported.

- Newcastle based PD has a statement pertaining to:

4/. Maintain stationary/stores and process purchases, orders/payments & quotes. This is currently in the reception PD for the Sydney site, which currently sits as a separate PD. Refer to point above.

A state-wide PD for all administration roles will be finalised as a result of this consultation.

As a result of consultation outcome the newly approved 1 FTE Business Support Administration Manager Position will commence after completion of a PD and grading process. It is expected the role will have accountabilities & functions to two key components of the role, Business Support and Administration Management:

Business Support component of the new position Business Support/Administration Manager

- Provide expertise in workflow improvements and provide advice on business processes state-wide to inform the support requirements of the medical workforce group and other specialty teams within Forensic Medicine
- Plan, write and develop business cases and plans under the direction of the FMLT
- Provide business support to the medical portfolio under the delegation of the Chief Pathologist working closely with the Medical Director and medical workforce teams
- Proactively manage travel, TESL, and integrated rosters
- Provision of support and assistance to the Chief and Deputy operating officers in meeting the service delivery requirements of Forensic Medicine and integrating functions and resources to ensure the timely completion and follow up of all activities.
- Participation in high level committees as secretariat support

- Formulate documentation to improve systems and processes e.g. project planning and project management.
- Undertake projects and research complex strategic & policy matters to assist the FMLT in meeting strategic and operation requirements.

Challenges:

- Demonstrating resilience and persistence in balancing the needs of competing demand within a complex, high volume work environment, and managing stakeholder expectations across multi discipline areas

Administration Management component of the new position Business

Support/Administration Manager

- The position is responsible to a diverse range of functions that ensure the delivery of administrative workflow efficiencies that offer benefit to the multiple teams within Forensic Medicine and to stakeholders within the coronial system
- Manage the administration resource to support all areas of Forensic Medicine to support service delivery. Providing logistical support to other key meetings and committees.
- Work closely with team managers and supporting the resource capability to ensure key activities can be achieved.
- Supervise, Monitor and support a team of administrative officers' state-wide
- Provide leadership and quality practice improvements in supporting the organisation through significant change initiatives.
- Managing time and prioritising tasks often of a sensitive nature encountered simultaneously, and work demands flowing from a number of sources
- Fostering a culture of professional and customer focus

2.3 Triage Functions & Case Management (as per Sydney staff consultation paper 'Mortuary operations')

The Case Coordinator (A06) located at the Sydney and Newcastle facilities will provide a high level of coordination across the coronial pathway ensuring the timely management of case timeline events including, but not limited to, destitute management, skeletal remains, NSW Police engagement and follow-up for all coronial referrals in NSW. The position operates under the direction and management of the Mortuary Managers. The Case Coordinator function works closely with all team managers ensuring the timely response for matters requiring case follow up and is a conduit for

liaison and activity for Forensic Medicine. This role will form part of a 2 FTE state-wide case coordination function (1 FTE already filled at Newcastle) for the state ensuring the activities for every coronial referral occurs regardless of the location. The establishment of this position and the sharing of triage duties amongst the administration pool creates a state-wide consistent model of service supporting centralisation of coronial decisions and provides direct administrative support to the Duty Pathologist, Clinical Nurse Consultant and Forensic Social Worker in triage.

1 FTE will be added to the existing Sydney Administration team, and team members will provide administrative support to triage functions on a rotational basis as per the proposed structure org. chart above.

Out of business hours, the Forensic Mortuary Technician will be responsible for admissions/releases and undertaking administrative tasks such as creating an electronic case file and saving relevant case information in to the file. Progress regarding the case file will be handed over to the Administration Officers providing triage support during business hours across both triage teams. It is recognised that under the current model the triage responsibilities each week are filled by rotating positions such as the duty pathologist (with whom leads the clinical triage), duty Forensic Social Worker/Family Liaison role which are then supported by CNC's & the case coordinators. The alignment of a rotating administration support aligns to the current model.

2.4 Staff wellbeing

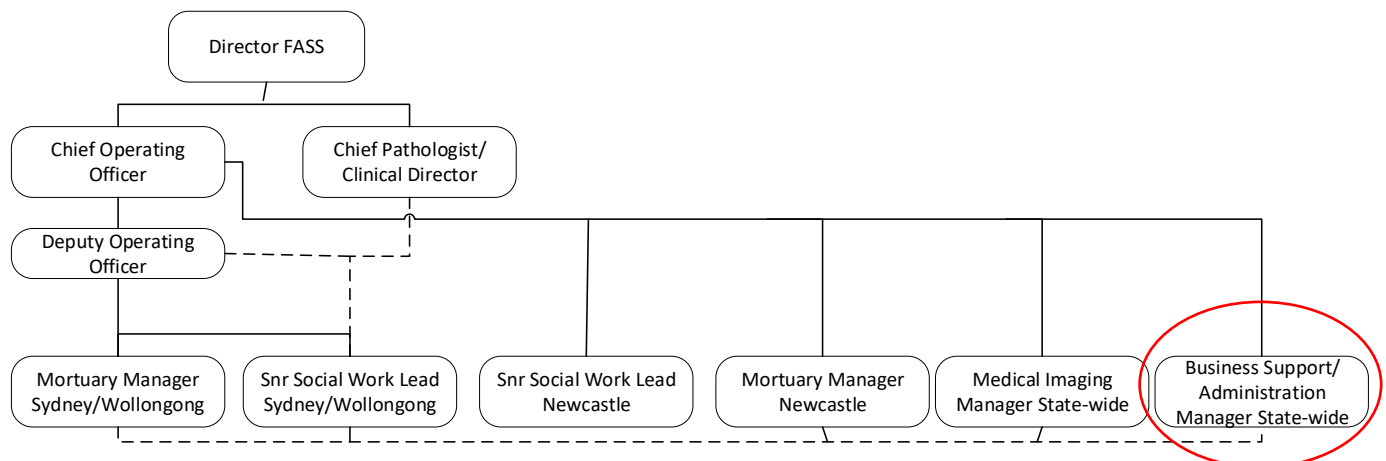
The transition increases the overall number of administration staff and capacity to perform and build capability across the administration support functions in the clinical and operational requirements of Forensic Medicine, as it shares functions across teams within and outside of operating hours. This will also support the opportunity to have variety in the work tasks they undertake, which will support staff wellbeing.

The revised workforce will enable administrative functions to be covered in the event of planned and unplanned staff absences. Will allow for the delegation of administrative resource to the workload requirements across forensic medicine business activities with flexibility to consistently respond to follow up requests and actions.

The introduction of key roles such as business support administration manager will support all staff with the consistent and supportive support and mentorship in the area of administration skills and functions.

3 Operational Functions

This proposal is in line with and supports the strategic direction of Forensic Medicine and the effective management of resource allocations. The role of business support administration manager is pivotal to the success of the management structure.



The alignment of key team portfolios within Forensic Medicine supports the integration of workforce development, capability development in intra and inter-team interdependencies and provides further structure to a coordinated support system structure to the Forensic pathologist workforce group and in line with Forensic Medicine's role in the coronial system.

Forensic Medicine is currently undertaking a transformational software project in the development of a new state-wide case information management system. Staff consultation, workshops/updates and newsletters have described key transitional requirements including the change from paper based systems, 3 individual disparate record keeping systems and technology enabling features such as voice to text dictation. The role of a Business Support Administration Manager will help facilitate the ongoing consultation and work with staff in the transition to this new software system and in creating consistent state-wide service delivery thus providing greater support for the administration team given they currently report to two different reporting lines.

Roles of the Current Management Team

- The daily management of Sydney operation is overseen by the deputy operating officer
- The daily management of Wollongong and Newcastle is overseen by the chief operating officer
- The state operations is overseen by the Chief Operating Officer

- The daily clinical management for all 3 Forensic Medicine sites is overseen by the Chief Operating Officer with the clinical leadership supported through the duty pathologist. The duty pathologist role is fulfilled by all Forensic Pathologists on a rostered rotation.

Chief Pathologist/Clinical Director

Provides the clinical leadership and strategy to the service delivery of Forensic Medicine with oversight and management of the medical workforce, and forms part of the FASS Executive team

Chief Operating Officer

To provide leadership and operational management to Forensic Medicine NSW in conjunction with the Chief Forensic Pathologist, and forms part of the FASS Executive team

- undertake service reviews to identify areas for organisational development & change, providing expert strategic advice to the Director FASS & Chief Forensic Pathologist in line with organisational goals and business best practice

Deputy Operating Officer

To provide leadership and operational management to Forensic Medicine Sydney under the direction of the Chief Operations Officer and Chief Forensic Pathologist of Forensic Medicine FASS. The Deputy Operations Officer is responsible for coordinating the daily operations of Forensic Medicine, Sydney. Forms part of the Forensic Medicine leadership Team.

Mortuary Managers

Responsible for the management & leadership oversight, planning and advising to the daily operations of the Mortuaries and their respective teams.

Social Work Team Leads

Responsible for the management & leadership oversight to the social work teams within Forensic Medicine and the provision of clinical advice specific to the roles and responsibilities of social workers.

Medical Imaging Manager

Responsible for the state-wide management & leadership of the medical imaging service for Forensic Medicine and working closely with the chief pathologist and Forensic pathologists in line with service delivery requirements.

5. Affected Positions/New Positions and Operating Model

	Current status	Future status
Workforce	<ul style="list-style-type: none"> 10.25FTE Administration Officers (lvl 3) 1 FTE Administration Officer (lvl 5) Chief Pathologist 1 FTE Executive Assistant (HSM 1) 	<ul style="list-style-type: none"> Transfer of 1 FTE Administration Officer from the current clerk pool. Add 1 FTE Business Support Administration Manager (HSM2) Add 1 FTE administration officer (A03) Delete EA (HSM1) Delete Admin (A05) Total 12.25FTE Administration Officers (lvl 3) Total 1 FTE Manager
Concurrent Workforce Briefs	<ul style="list-style-type: none"> Case Coordinator position located in Newcastle Forensic Medicine who support stakeholder liaison for triage, destitute management, skeletal remains management. Refer to associated task list etc. Sydney/Wollongong do not have a staff role of case coordinator 	<ul style="list-style-type: none"> 1 FTE Case Coordinator will be added to support the cross team functions for case activity & completion. This role will support stakeholder liaison and act as a conduit for team managers in their respective team activities and completion. This role forms part of the workforce planning process and is in line with this brief. <p>* Refer to the Mortuary Clerk to FMT brief.</p>
Roster	<ul style="list-style-type: none"> rostered day only administration duties pertaining to triage in after hrs and within business hours managed by Mortuary Clerks in Sydney administration duties pertaining to triage in after-hours is managed by Forensic Mortuary Technicians and in business hours Administration Officers – Newcastle administration duties in business hours are managed by Forensic Mortuary Technicians – Wollongong 	<ul style="list-style-type: none"> The Roster will supports state-wide service delivery through effective start and finish times across core business hours. Proposal to transfer administration functions for triage to the administration team in business hours – Sydney and to Forensic Mortuary Technician in out of business hours – Sydney resulting in the same model state-wide. <p>Note: ISLHD (Wollongong) staff will continue to support the admission/release/viewing/ID functions outside of normal business hours.</p>
Task Allocation	<ul style="list-style-type: none"> Managed at a local site level through Deputy Operating Officer and lvl 5 administration role in Sydney 	<ul style="list-style-type: none"> Managed by Business Support Administration Manager across all sites

	<ul style="list-style-type: none"> Managed by Chief Operating Officer, Newcastle site Managed by Chief Operating Officer and coordinated by snr Technician in Wollongong Sydney site: reception duties FMCCC front of house Newcastle: reception duties managed by all administration staff Wollongong: reception duties managed by a FMT 	<ul style="list-style-type: none"> flexibility to manage as a state-wide service, supported by the implementation of FMIS The current tasks performed by the Senior Forensic Mortuary Technician will be performed by the state-wide administration team. All three sites have an administration team that can perform reception duty functions/tasks. <p>Noting: Sydney facility has a front of house infrastructure and this will continue to be supported through this model by building capability across the administrative team.</p>
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4 Consultation

Staff Feedback

Note: this may not represent the opinion and views of the whole but rather the combination of all feedback as a result of the consultation with staff to date.

- Clarity of duties & Business Continuity
- Held 15th February to 5th March 2021

Brief outline of consultation

Engage staff in understanding how they perform their roles, what works well, what doesn't work well or is a potential barrier – how this impacts the performance of their roles. Does the current structure meet the service clinical and operational delivery?

The consultation discussion was addressed around the following broad questions and exploration

- 1/. Tell me about your current work tasks and how you priorities the work you do
- 2/. How do you manage task allocations as a team?
- 3/. What barriers do you experience?
- 4/. What knowledge do you have all administration officers in Forensic medicine across each site? do you work together?
- 5/. With your current reporting line manager, how do you escalate issues, access etc.

6/. What feedback do you have about stakeholder enquiries, access and experiences? Do you have any ideas on management of same?

7/. Does the current structure meet the service delivery requirements?

An outline of the current FM governance structure was discussed.

- Business continuity planning in 2021, saw a clarification of administration roles and tasks in workforce planning and preparation, if a reduction in staffing resources were available due to COVID-19 pandemic responses. This task & activity planning information has been used in this brief to determine the current opportunities and recommendations.
- My line manager is busy and can't always be accessed easily. Sometimes this is stressful as there is a delay in response for a stakeholder enquiry and improving timeliness so I can respond. Some staff said it wasn't always clear what the manager wants them to do.
- Escalating issues can happen in a variety of ways including; asking a colleague from within the team for ideas, going to another staff member like to the CNC or FSW for information or ideas. Some staff indicated they will go to the Mortuary Manager for help. Some staff indicating they will ask themselves "does my manager really need to know this or can I go somewhere else for help, they are busy".
- Staff in FM Sydney Workload allocation: I think we are good at sharing the workload but sometimes we miss tasks as we take for granted someone else is doing it. Some staff indicated that the workload distribution isn't always even between core activities and other business function tasks such as diary assistance, minutes taking or procedural work.
- Staff indicated they were not aware of their colleagues at other sites, tasks distribution and allocation of tasks and whether this was similar or different. (Task list used for the discussion is an appendix to this document.
- Some tasks were not yet done by some staff and or very often and this at times impacts their ability to remember the steps or help if a colleague is away or on other tasks.
- Where administration staff perform Triage tasks rostering is working well; the plan to train all staff was felt as important as it allows for across team task allocations and could improve priority of work management through the Ebb & flow of activity.

- Staff in FM Newcastle indicated that team morale was high and that everyone communicated well together, outside the odd forget to relay information but this was not seen as an issue. Staff indicated that sometimes it could be difficult to allocate the tasks needed to be done, as no one really is the lead or facilitate with governance/delegation. Everyone wants to be polite.
- Staff in FM Newcastle indicated they like the trust in the team and they can be autonomous and not micro managed. Autonomy is seen as valuing adding.
- Some staff stated that they hope the work of the new case information system brings them aligned as administrative support officers across the state
- Some staff indicated it is good to have a variety of tasks and believe it would be boring to do the same thing all day. Some staff indicated that typing all day can be challenging as you work with sensitive information and having a break from this work can break it up.
- Staff in FM Sydney were unanimous in stating they felt the current structure was adequate and worked well. They advised the DOO was generally available to troubleshoot any issues and also noted the presence of the senior medical secretary as beneficial. Staff did state that at times other staff would chip in and help out where possible, but this was not frequent.
- Staff had very little knowledge of how staff at each site operate, other than that they use a 'pool' system. When the pool system was discussed further, most staff were of the belief that it would not work at Sydney due to the variability of doctors and the doctors preference for how particular things were done
- Staff in FM Sydney felt someone would need to closely monitor the workload so that people don't cherry-pick or bludge. Overall there was a lack of collegiality noted.
- Some staff indicated that administration staff at other sites may not currently perform some tasks such as: CT reports.
- One staff member indicated that if we did the same processes I could work from any site and support all FM functions.
- Some staff members indicated it was hard to find time to complete mandatory training
- Staff at FM Sydney did state the current roster for tasks linked to histology, CT reports etc. works well and they felt it was equitable. When asked about whether this could be expanded, they didn't believe so.
- Staff in FM Sydney When asked about interactions with external stakeholders, most staff could only comment on the labs that we wait on test reports for - Comments were to the effect that sometimes reports had to be chased

- Staff in FM Newcastle indicated Administration support functions as a service with 3 sites was not clear for staff. Staff indicated that being seen as one state team would be an advantage for the following reasons:
 - Share of workload and case enquiries, especially when we can all see the same information
 - Backfill and job planning and workload managements as the business operational and clinical work occurs
 - Create opportunities for diversity in work tasks; from projects, clinical support, minutes & transactional functions such as procurement, record keeping, stakeholder contact
 - Create relationships and connection
 - It may help in understanding how my colleagues across sites prioritize tasks
- Where there was a receptionist it was reported by some staff that when on leave, it greatly impacts the staff by having to do shifts to cover. They all felt reception did have quiet periods, but particularly when inquests were on it was a very busy area. Staff felt reception could take on some additional tasks, however typing dictations or reviewing finals down there would be difficult.
- Some staff did not indicate an interest in learning the other aspects of administration (e.g. reception v secretary)
- There was a mix of language used on how staff described their roles
- Staff In FM Newcastle indicated they felt that administration wasn't the same across all sites as a statewide service; staff didn't see this as a criticism but felt that building relationships, working as a whole team would assist with procedure development and alignment, state team meetings and if we had someone who could facilitate all of this work together it would better support all areas of the business functions.
- Discussion indicated that some staff felt that they can ask for help; at times the allocation or making this request they felt like they were being pushy as their colleagues may say "another thing I have to do". The input by staff was that if they had a manager who could provide feedback, regular meetings to align all work, direction and monitor staff completion that there was room for improving tasks completions.
- Some staff indicated they felt there were differing procedures across sites and practices that re enforces a "not my responsibility" approach at times. A coordinated team would be good.
 - An analogy of the current telephone system in FM was used, where sites are on the same system with one site transitioning soon. Staff indicated they didn't realise our phones were internal across colleagues. One observation was stakeholders contacting FM and

being told “not us ring this #” etc. Maybe if administration staff were one team we would seek the information and internally transfer the call to assist the stakeholder.

- The majority of staff indicated developing a broad skill set across admin team functions creates job diversity and allows for flexibility in workload management.
- Staff indicated that responsibilities and new procedures weren’t always developed and aligned
- Staff indicated that sometimes service delivery reflects poorly as seeking details can be difficult, this could be improved if everyone knew all the system and processes and we share the tasks across each functional area for administration officer support.
- Staff indicated ‘who takes ownership’ can sometimes be an issue. This was discussed as a reliance to self-assignment and limited facilitator or delegated role that can help to align work priorities.
- All staff have said they enjoy coming work and that staff like the unpredictability at times as you never know what a day could bring. Some staff said that as long as you can get over the work humps (when times are a bit busier or heavier) it helps make the next day better. Some staff indicated this can be felt more, especially during leave periods like over Christmas/Easter etc.
- Some staff indicated they didn’t really use the coronial support team (CST) or coronial information support program (CISP) very much and maybe with some enquiries they receive they could use these other agency teams more

The consultation period is open to staff for a period of 3 weeks from 17 May 2021. The Chief Operating Officer will have discussions with team members affected during the consultation period and will consider feedback. Written feedback will also be collected, with responses sent directly to Rebecca Gigli, Chief Operating Officer by close of business 6 June 2021.

The Health Services Union (HSU) will be notified of the consultation process and be provided with a copy of this document for comment.

The Employee Assistance Program (EAP) is a free, strictly confidential and professional counselling service provided by NSW Health Pathology to all staff. Staff can access the program via the details on the intranet <https://intranet.pathology.health.nsw.gov.au/support-services/safety-and-wellbeing/healthy-mind/employee-assistance-program/employee-assistance-program> or via phone on 1800 337 068.

5 Restructure Timeframe

Activity	Documentation / Task	Timeframes
Notification of affected staff	Letter to advise staff of impact on their role	Thursday 19 th August 2021
Consultation period with staff and union commences	Consultation document	Friday 20 th August 2021
Consultation period closes	-	Friday 3 rd September
Feedback reviewed and considered	Consultation feedback	Friday 17 th September
Final consultation document endorsed incorporating any changes identified during consultation	Consultation paper (final) circulated	16 June 2021
Recruitment and selection	Merit-based/Priority recruitment and selection processes for new positions.	October 2021

Position Description

NSW Health Pathology

Position Details

Position Title: Forensic Administration Officer	Classification: Administration Officer Level 3
Department: Forensic Medicine Sydney	Award: Health Employees Administrative Staff (State) Award
Reports to: Deputy Operating Officer	Employment Status: TBA
Roles reporting to: N/A	Location: Lidcombe
	Position Number (Stafflink): 259396

Primary Purpose of the position (Please try to keep to 2 or 3 paragraphs)

Provide an effective administration support service to multidisciplinary staff within Forensic Medicine Sydney, customers and external stakeholders, and to provide the public with accurate and timely Post Mortem reports.

Key Accountabilities (Please limit to 4000 characters) (try keep to max of 8)

The role and responsibilities of the position are to be carried out in a manner that is consistent with the values, strategic priorities, performance goals, delegations, policies, procedures and operations of NSW Health Pathology (NSWHP) and in line with the NSW Health Code of Conduct and the Capabilities required to perform this role competently.

The incumbent may be asked to perform job-related tasks other than those specifically stated in this description, and may be required to travel across the organisation with appropriate notice as per the Award.

- Complete accurate and timely audio transcribing and typing of reports, which may include Post Mortem reports, radiology, toxicology, histopathology and neuropathology reports.
- Undertake a range of administrative services to support multidisciplinary teams, comprising general administration, maintenance of records and filing systems, collate statistical data regarding activity within Forensic Medicine, and ensure that relevant rostering is completed.
- Deliver an efficient and customer focused service when answering enquiries and liaising with internal and external stakeholders, and referring or escalating queries appropriately.
- Manage travel and other organisational arrangements including conference bookings and iExpenses for the multidisciplinary teams as required.
- Provide an administration support service for Forensic Pathologists as necessary, which may include diary management, typing of correspondence, booking travels, collating and providing documentation for subpoena requests, court appearances, crime review and case reviews, whilst abiding by confidentiality guidelines.
- Prepare and distribute agendas, meeting minutes and other relevant correspondence and documentation, to support various Forensic Medicine meetings.
- Contribute to the development and updating of departmental procedures and training manuals, and provide support and basic training to new staff members where necessary.
- May be required to perform administrative duties within the same grading of the position in other FASS Units/areas, including but not limited to Receptionist Forensic Medicine.
- Maintain an understanding and compliance with all relevant Legislative, NSW Health and NSW Health Pathology policies and guidelines with particular reference to privacy and confidentiality.

Position Description

NSW Health Pathology

- Participate in quality and continuous improvement activities in accordance with National Association of Testing Authorities (NATA) requirements.

Key Challenges (maximum of 3)

- Working in an environment that involves regular exposure to traumatic information pertaining to Post Mortem examination and reporting, and may include exposure to deceased persons.
- Exposure to grief and trauma reactions from bereaved family/friends attending or contacting Forensic Medicine.
- Demonstrating resilience and commitment in managing multiple competing priorities, whilst meeting deadlines in a complex and challenging work environment.

Key Relationships

Key Internal Relationships (Maximum of 3)

Who?	Why?
Deputy Operating Officer	Report to, undertake directives/ task allocation, seek guidance and direction, escalate issues as appropriate, discuss work priorities and requirements, report any incidents.
Internal Administration team:	Working as part of a team in performing daily administrative duties, discussing priorities, requesting assistance and support
Other Forensic Medicine, wider FASS and NSW Health Pathology staff	<p>Forensic Pathologists, Registrars: Provide administrative and secretarial support services, referring or escalating queries.</p> <p>Forensic Social Work Unit: Provide administrative support services, referring or escalating queries.</p> <p>Staff at other Forensic Medicine sites: To work collaboratively in a statewide model of service delivery.</p>

Key External Relationships (Maximum of 2)

Who?	Why?
Coroners and NSW Police	In relation to providing the final autopsy report. Liaise with regarding correspondence for Doctors and subpoenas for Court.

Position Description

NSW Health Pathology

Members of the public/families	Receive enquiries, providing excellent customer service.
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Selection Criteria for the position (Maximum of 8)

1. Demonstrated experience in providing administrative and/or secretarial support in a complex and challenging work environment.
2. Well-developed computer skills, including proficiency in the use of Microsoft Office applications to complete work activities.
3. Demonstrated sound knowledge of medical terminology, and a minimum typing speed of 50 WPM with 98% accuracy using digital transcription equipment.
4. Excellent customer service and communication skills, including ability to accurately transfer information, and ability to handle distressed customers/clients, knowing when to escalate matters appropriately.
5. Strong ability to effectively work independently as well as collaboratively within a multi-disciplinary team environment.
6. Proven organisational and time management skills, with capacity to prioritise workload, and manage competing deadlines.
7. Ability to operate effectively in an environment that could be distressing, ensuring to raise any associated concerns and/or need for support, and adopt self-care strategies.
8. Demonstrated capacity to adopt and model the NSW Health Pathology RITE values of Respect, Integrity, Teamwork and Excellence.

Position Description

NSW Health Pathology

Position Dimensions

Staffing:

Number of direct reports: N/A

Number of indirect reports (including contractors): N/A

Expenditure:

Budget (\$): N/A

Financial Delegation: N/A

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of NSW Health Pathology NSW, and in line with the NSW Health Code of Conduct. The following specific requirements should be noted:

Vaccination

Category B

Organisational Information Statement

Overview

NSW Health Pathology provides public pathology, forensic and analytical science services across the state. Our pathologists are medically trained clinicians who work in public hospitals and modern laboratories. They're supported by teams of scientists, technical and support staff who ensure samples are quickly and accurately assessed and results shared with clinical teams, so they can make the best possible treatment decisions for patients. Our Forensic and Analytical Science Service provides independent, objective analysis in a range of specialised fields for our state's health and criminal justice systems.

NSW Health Pathology:

- brought together five clinical and scientific networks
- operates more than 70 laboratories
- employs over 4,500 staff

Our Values

As employees of NSW Health Pathology we will respect and display the CORE values of the NSW Health system in our day-to-day actions and decisions. That means actively encouraging Collaboration, Openness and Respect in the workplace to create a sense of Empowerment for people to use their knowledge, skills and experience to provide the best possible care to patients and their families and carers.

NSW Health Pathology has developed a set of organisation specific values in collaboration with staff. The four values that apply to NSW Health Pathology are:

- **Respect:** We acknowledge and value the opinions, skills and abilities of others by treating others as we would like to be treated.
- **Integrity:** We act professionally, honestly and consistently, and we are accountable for our decisions and actions.
- **Teamwork:** We collaborate with others to achieve our goals, recognise the contributions of others and value diversity.

Position Description

NSW Health Pathology

- **Excellence:** We strive to exceed expectations by delivering innovative, quality services and outcomes.

Role Accountabilities Statement

Conduct and Ethics Accountabilities

All employees are required to comply with the following:

- Read and acknowledge individual responsibilities as determined in the Code of Conduct. Acknowledge the Code of Conduct as a framework for professional behaviour, ethical practice and decision-making.
- Acknowledge and accept a shared responsibility for ensuring that their own behaviour and the behaviour of colleagues meets the standards outlined in the Code of Conduct. Report and express any workplace concerns fairly, honestly and respectfully.
- (For managers and supervisors) Ensure workers are provided with a copy of the Code of Conduct upon appointment or reappointment. Provide advice to each worker to ensure they understand their responsibilities under the Code of Conduct. Maintain a record of when this occurred.
- Model and encourage behavioural expectations as outlined in the Code of Conduct.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the NSW Health Pathology core values of Integrity, teamwork, Respect, and excellence, through demonstrated behaviours and interactions with patients, clients and employees.
- Assist workers to identify and model specific behaviours and actions that reflect the NSW Health core values of Collaboration, Openness, Respect, and Empowerment, in the workplace.
- Uphold the highest standards of professionalism at all times by performing the functions of the role efficiently, economically, fairly, impartially and with integrity and by actively advocating the NSW Health Pathology core values of Integrity, teamwork, Respect, and excellence to ensure that NSW Health Pathology, Local Health District, NSW Health and NSW Government expectations are met.

Finance and Assets Accountabilities

Employees are required to adhere to, and/or manage, allocated finance and resources efficiently and effectively in accordance with the NSW Health Pathology Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

Patient Safety, Risk Management and Quality Accountabilities

All employees are required to: undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment; and understand and abide by the organisation's risk policies, developing an understanding of the operational and risk management context, managing risk accordingly. Specific accountabilities may include (and are not limited to):

- Actively participate in patient safety and ongoing quality improvement programs and practices that promote the best possible health outcomes for patients/clients.
- Identify, develop, lead and monitor patient safety, risk management and quality improvement programs to improve the operation and promote the best possible health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.

Position Description

NSW Health Pathology

- Provide governance and strategic direction for the development, implementation and evaluation of patient safety and quality improvement programs that promote the best possible experience and health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.
- Monitor the delivery of laboratory activities including the identification, development and implementation of quality and continuous improvement activities in accordance with National Association of Testing Authorities (NATA) / International Standardisation Organisation (ISO) / Therapeutic Goods Administration (TGA) / National Pathology Accreditation and Advisory Council (NPAAC) requirements

Training and Development Accountabilities

All employees are required to comply with and participate in the organisation's training programs and policies, including but not limited to participation in mandatory training.

Registration and Licenses Accountabilities

Employees in a position with specific license and/or registration requirements is required to maintain the registration and licenses required for the position held.

Performance Review

All employees have a responsibility to participate in the organisation's performance assessment and development processes in accordance with relevant policies.

Work Health and Safety Accountabilities

All employees have a positive duty to demonstrate commitment to safety. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with work health and safety legislation, policies, procedures and safety instructions.

Specific accountabilities may include (and are not limited to):

- Actively participate in:
 - Hazard identification
 - Reporting of risks, near-misses and incidents
 - Taking responsibility for own safety
 - Development and implementation of Safe Work Practices
 - Work Health and Safety (WHS) Consultation processes
 - Emergency preparedness
 - Professional development
- Implement all elements of the NSW Health Pathology, health and safety management system.
- Comply with and, where appropriate monitor and evaluate, WHS and Injury Management (IM) performance against specified targets. This includes reporting progress toward and barriers to the achievement of WHS and IM targets to senior management.
- Actively improve WHS performance.
- Apply due diligence to known and emergent WHS risks.
- Actively engage in WHS planning and reporting.

Workplace Diversity Accountabilities

Position Description

NSW Health Pathology

All employees are required to comply with and participate in the organisations workplace diversity policies and procedures.

Position Description

NSW Health Pathology

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. **This form is to be completed in consultation with the manager/supervisor of the position being recruited.**

Job Demands Frequency Key

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 of the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

Physical Demands – Description (comment)	Frequency					
	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				x		
Standing – remaining standing without moving about to perform tasks			x			
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes			x			
Running – floor type: even/uneven/slippy, indoors/outdoors, slopes						x
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks		x				
Trunk Twisting – turning from the waist while sitting or standing to perform tasks		x				
Kneeling – remaining in a kneeling posture to perform tasks						x
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	x					
Leg/Foot Movement – use of leg and/or foot to operate machinery			x			
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps		x				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)			x			
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	x					
Lifting/Carrying – heavy lifting and carrying (16kg and above)	x					
Reaching – arms fully extended forward or raised above shoulder	x					
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body		x				
Head/Neck Postures – holding head in a position other than neutral (facing forward)		x				

Position Description

NSW Health Pathology

Physical Demands – Description (comment)	Frequency					
	I	O	F	C	R	N
Hand and Arm Movements – repetitive movements of hands and arms				X		
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands			X			
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						X
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)						X
Sensory Demands - Description (comment)	Frequency					
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						X
Taste – use of taste is an integral part of work performance (e.g. food preparation)						X
Touch – use of touch is an integral part of work performance				X		
Psychosocial Demands - Description (comment)	Frequency					
Distressed People – e.g. emergency or grief situations			X			
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X					
Unpredictable People – e.g. dementia, mental illness, head injuries	X					
Restraining – involvement in physical containment of patients/clients						X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies				X		
Environmental Demands - Description (comment)	Frequency					
Dust – exposure to atmospheric dust	X					
Gases – working with explosive or flammable gases requiring precautionary measures						X
Fumes – exposure to noxious or toxic fumes						X
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						X
Hazardous Substances – e.g. dry chemicals, glues						X
Noise – environmental/background noise necessitates people raise their voice to be heard						X
Inadequate Lighting – risk of trips, falls or eyestrain						X
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight						X

Position Description

NSW Health Pathology

Environmental Demands - Description (comment)	Frequency					
	I	O	F	C	R	N
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C						X
Confined Spaces – areas where only one egress (escape route) exists						X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground						X
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls						X
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks						X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						X

Employee Agreement

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Position Description

NSW Health Pathology

Position Details

Position Title: Receptionist	Classification: Administration Officer Level 3
Department: Forensic Medicine Sydney	Award: Health Employees' Administrative (State) Award
Reports to: Deputy Operating Officer	Employment Status: TBA
Roles reporting to: N/A	Location: Lidcombe
	Position Number (Stafflink): 259396

Primary Purpose of the position (Please try to keep to 2 or 3 paragraphs)

The position is the first point of contact between the Department and the public and is responsible for the administrative support function within Forensic Medicine Sydney; ensuring the provision of a timely, high quality and respectful service for the deceased, families and the wider community at all times.

Key Accountabilities (Please limit to 4000 characters)

The role and responsibilities of the position are to be carried out in a manner that is consistent with the values, strategic priorities, performance goals, delegations, policies, procedures and operations of NSW Health Pathology and in line with the NSW Health Code of Conduct and the Capabilities required to perform this role competently.

The incumbent may be asked to perform job-related tasks other than those specifically stated in this description, and may be required to travel across the organisation with appropriate notice as per the Award.

- Provide a professional, efficient and customer focused service when liaising and answering enquiries with internal and external stakeholders, including referring or escalating enquiries appropriately and displaying empathy when liaising with bereaved family members and friends.
- Daily operation of the Forensic Medicine switchboard as well as effectively connecting international and long distance phone calls for Forensic Medicine staff as required, ensuring a professional and effective service at all times.
- Undertake a range of administrative services to effectively support Forensic Medicine including mail receipt, registration and dispatch, as well as maintaining/coordinating documentation, medical/court records and workload databases relating to the deceased person referred to Forensic Medicine by the Coroner.
- Process and maintain accounts and stores, and source and obtain quotes to ensure Forensic Medicine are appropriately supported.
- Arrange specimen transportation to and from external laboratories to assist with timely transfer and ensuring that chain of custody is maintained.
- Prepare and distribute agendas, meeting minutes and other relevant correspondence and documentation, to support various Forensic Medicine meetings.
- Accurate and effective provision of information and way-finding guidance to visitors of the Forensic Medicine and Coroners Court Complex, in line with NSW Health Pathology RITE values.
- Maintain oversight of the Visitor Log for individuals attending Forensic Medicine, ensuring education of general processes and Work Health & Safety requirements.

Position Description

NSW Health Pathology

- Undertake a range of general housekeeping duties to ensure the professional presentation and operation of the Reception workspace at all times.
- May be required to perform administrative duties within the same grading of the position in other FASS Units/areas. This includes but is not limited to the Forensic Administration Officer role, which primarily entails completing accurate and timely audio transcribing and typing of reports, which may include Post Mortem reports, radiology, toxicology, histopathology and neuropathology reports.
- Maintain an understanding and compliance with all relevant Legislative, NSW Health and NSW Health Pathology policies and guidelines with particular reference to privacy and confidentiality.
- Participate in quality and continuous improvement activities in accordance with National Association of Testing Authorities (NATA) requirements.

Key Challenges

- Working in an environment that involves regular exposure to traumatic information pertaining to Post Mortem examination and reporting, and may include exposure to deceased persons.
- Exposure to grief and trauma reactions from bereaved family/friends attending or contacting Forensic Medicine.
- Demonstrating resilience and commitment in managing multiple competing priorities, whilst meeting deadlines in a complex and challenging work environment. Communication (will be called Key Relationships in new recruitment system)

Key Internal Relationships

Who?	Why?
Deputy Operating Officer	Report to, undertake directives/ task allocation, seek guidance and direction, escalate issues as appropriate, and discuss work priorities and requirements, report any incidents.
Internal Administration team:	Working as part of a team in performing reception and administrative duties, discussing priorities, requesting assistance and support
Other Forensic Medicine, wider FASS and NSW Health Pathology staff	<p>To foster effective communication, information exchange, sharing of resources and cooperative work arrangements across the service. Requesting assistance and support, identifying risks and hazards.</p> <p>Staff at other Forensic Medicine sites: To work collaboratively in a statewide model of service delivery.</p>

Position Description

NSW Health Pathology

Key External Relationships

Who?	Why?
External clients and customers Bereaved family members, NSW Police, Coroner's office, Government Contractors, Funeral Directors:	Effective communication and information exchange relating to enquiries and general way-finding.
Hospitals, Laboratories, courier services:	To facilitate the collection and dispatch of antemortem specimens, records and mail.

Selection Criteria for the position

1. Demonstrated experience in providing administrative and/or reception support in a complex and challenging work environment.
2. Excellent customer service and communication skills, including ability to accurately transfer information, and ability to handle distressed customers/clients, knowing when to escalate matters appropriately.
3. Well-developed computer skills, including proficiency in the use of Microsoft Office applications to complete work activities.
4. Demonstrated sound knowledge of medical terminology, and a minimum typing speed of 50 WPM with 98% accuracy using digital transcription equipment.
5. Strong ability to effectively work independently as well as collaboratively within a multi-disciplinary team environment.
6. Proven organisational and time management skills, with capacity to prioritise workload, and manage competing deadlines.
7. Ability to operate effectively in an environment that could be distressing, ensuring to raise any associated concerns and/or need for support, and adopt self-care strategies.
8. Demonstrated capacity to adopt and model the NSW Health Pathology RITE values of Respect, Integrity, Teamwork and Excellence.

Position Description

NSW Health Pathology

Position Dimensions

Staffing:

Number of direct reports: N/A

Number of indirect reports (including contractors): N/A

Expenditure:

Budget (\$): N/A

Financial Delegation: N/A

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of NSW Health Pathology NSW, and in line with the NSW Health Code of Conduct. The following specific requirements should be noted:

Vaccination

Category B

Organisational Information Statement

Overview

NSW Health Pathology provides public pathology, forensic and analytical science services across the state. Our pathologists are medically trained clinicians who work in public hospitals and modern laboratories. They're supported by teams of scientists, technical and support staff who ensure samples are quickly and accurately assessed and results shared with clinical teams, so they can make the best possible treatment decisions for patients. Our Forensic and Analytical Science Service provides independent, objective analysis in a range of specialised fields for our state's health and criminal justice systems.

NSW Health Pathology:

- brings together five clinical and scientific networks
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As employees of NSW Health Pathology we will respect and display the CORE values of the NSW Health system in our day-to-day actions and decisions. That means actively encouraging Collaboration, Openness and Respect in the workplace to create a sense of Empowerment for people to use their knowledge, skills and experience to provide the best possible care to patients and their families and carers.

NSW Health Pathology has developed a set of organisation specific values in collaboration with staff. The four values that apply to NSW Health Pathology are:

- **Respect:** We acknowledge and value the opinions, skills and abilities of others by treating others as we would like to be treated.
- **Integrity:** We act professionally, honestly and consistently, and we are accountable for our decisions and actions.
- **Teamwork:** We collaborate with others to achieve our goals, recognise the contributions of others and value diversity.

Position Description

NSW Health Pathology

- **Excellence:** We strive to exceed expectations by delivering innovative, quality services and outcomes.

Role Accountabilities Statement

Conduct and Ethics Accountabilities

All employees are required to comply with the following:

- Read and acknowledge individual responsibilities as determined in the Code of Conduct. Acknowledge the Code of Conduct as a framework for professional behaviour, ethical practice and decision-making.
- Acknowledge and accept a shared responsibility for ensuring that their own behaviour and the behaviour of colleagues meets the standards outlined in the Code of Conduct. Report and express any workplace concerns fairly, honestly and respectfully.
- (For managers and supervisors) Ensure workers are provided with a copy of the Code of Conduct upon appointment or reappointment. Provide advice to each worker to ensure they understand their responsibilities under the Code of Conduct. Maintain a record of when this occurred.
- Model and encourage behavioural expectations as outlined in the Code of Conduct.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the NSW Health Pathology core values of Integrity, teamwork, Respect, and excellence, through demonstrated behaviours and interactions with patients, clients and employees.
- Assist workers to identify and model specific behaviours and actions that reflect the NSW Health core values of Collaboration, Openness, Respect, and Empowerment, in the workplace.
- Uphold the highest standards of professionalism at all times by performing the functions of the role efficiently, economically, fairly, impartially and with integrity and by actively advocating the NSW Health Pathology core values of Integrity, teamwork, Respect, and excellence to ensure that NSW Health Pathology, Local Health District, NSW Health and NSW Government expectations are met.

Finance and Assets Accountabilities

Employees are required to adhere to, and/or manage, allocated finance and resources efficiently and effectively in accordance with the NSW Health Pathology Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

Patient Safety, Risk Management and Quality Accountabilities

All employees are required to: undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment; and understand and abide by the organisation's risk policies, developing an understanding of the operational and risk management context, managing risk accordingly. Specific accountabilities may include (and are not limited to):

- Actively participate in patient safety and ongoing quality improvement programs and practices that promote the best possible health outcomes for patients/clients.
- Identify, develop, lead and monitor patient safety, risk management and quality improvement programs to improve the operation and promote the best possible health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.

Position Description

NSW Health Pathology

- Provide governance and strategic direction for the development, implementation and evaluation of patient safety and quality improvement programs that promote the best possible experience and health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.

Training and Development Accountabilities

All employees are required to comply with and participate in the organisation's training programs and policies, including but not limited to participation in mandatory training.

Registration and Licenses Accountabilities

Employees in a position with specific license and/or registration requirements is required to maintain the registration and licenses required for the position held.

Performance Review

All employees have a responsibility to participate in the organisation's performance assessment and development processes in accordance with relevant policies.

Work Health and Safety Accountabilities

All employees have a positive duty to demonstrate commitment to safety. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with work health and safety legislation, policies, procedures and safety instructions.

Specific accountabilities may include (and are not limited to):

- Actively participate in:
 - Hazard identification
 - Reporting of risks, near-misses and incidents
 - Taking responsibility for own safety
 - Development and implementation of Safe Work Practices
 - Work Health and Safety (WHS) Consultation processes
 - Emergency preparedness
 - Professional development
- Implement all elements of the NSW Health Pathology, health and safety management system.
- Comply with and, where appropriate monitor and evaluate, WHS and Injury Management (IM) performance against specified targets. This includes reporting progress toward and barriers to the achievement of WHS and IM targets to senior management.
- Actively improve WHS performance.
- Apply due diligence to known and emergent WHS risks.
- Actively engage in WHS planning and reporting.

Workplace Diversity Accountabilities

All employees are required to comply with and participate in the organisations workplace diversity policies and procedures.

Position Description

NSW Health Pathology

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. **This form is to be completed in consultation with the manager/supervisor of the position being recruited.**

Job Demands Frequency Key

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 of the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

Physical Demands – Description (comment)	Frequency					
	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				✓		
Standing – remaining standing without moving about to perform tasks			✓			
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes			✓			
Running – floor type: even/uneven/slippy, indoors/outdoors, slopes	✓					
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	✓					
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	✓					
Kneeling – remaining in a kneeling posture to perform tasks	✓					
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks						✓
Leg/Foot Movement – use of leg and/or foot to operate machinery		✓				
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps						✓
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		✓				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)						✓
Lifting/Carrying – heavy lifting and carrying (16kg and above)						✓
Reaching – arms fully extended forward or raised above shoulder		✓				
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body						✓
Head/Neck Postures – holding head in a position other than neutral (facing forward)						✓

Position Description

NSW Health Pathology

Physical Demands – Description (comment)	Frequency					
	I	O	F	C	R	N
Hand and Arm Movements – repetitive movements of hands and arms				✓		
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands			✓			
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						✓
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)						✓
Sensory Demands - Description (comment)	Frequency					
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				✓		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				✓		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						✓
Taste – use of taste is an integral part of work performance (e.g. food preparation)						✓
Touch – use of touch is an integral part of work performance				✓		
Psychosocial Demands - Description (comment)	Frequency					
Distressed People – e.g. emergency or grief situations				✓		
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	✓					
Unpredictable People – e.g. dementia, mental illness, head injuries	✓					
Restraining – involvement in physical containment of patients/clients						✓
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies		✓				
Environmental Demands - Description (comment)	Frequency					
Dust – exposure to atmospheric dust						✓
Gases – working with explosive or flammable gases requiring precautionary measures						✓
Fumes – exposure to noxious or toxic fumes						✓
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						✓
Hazardous Substances – e.g. dry chemicals, glues						✓
Noise – environmental/background noise necessitates people raise their voice to be heard						✓
Inadequate Lighting – risk of trips, falls or eyestrain						✓
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight						✓

Position Description

NSW Health Pathology

Environmental Demands - Description (comment)	Frequency					
	I	O	F	C	R	N
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C						✓
Confined Spaces – areas where only one egress (escape route) exists						✓
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground						✓
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls						✓
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks						✓
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						✓

Employee Agreement

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			



Health Pathology

POSITION DESCRIPTION

Reference Number :	344326		
Recruitment Type	General Recruitment		
Position Number :			
Position Title :	Records Officer Admin Officer L3		
Cost Centre :	Cost Centre	Code	%
	DFM - CORPORATE SERVICES	464501	100
Organisation unit :	NSW Health Pathology		
Location :	Glebe		
Facility :	FORENSIC MEDICINE		
Award Classification :	Health Employees' Administrative Staff (State) Award-Admin Off Lvl 3		
Registration/ Licence Requirements :	Not Applicable		
Vaccination Category :	B		
Employment Screening Check			
National Criminal Record Check :	Yes		
Working With Children Background Check :	No		
Working With Aged Care Check :	No		
Responsible To :	Operations Manager		
Responsible For :	Departmental records keeping and other general administrative duties		
Purpose Of Position :	<p>The Record Officer plays an important role within the Department of Forensic Medicine Sydney. The duties are to manage the record keeping system as per State Records guidelines and ensure that records are retained and disposed of in compliance with the States Records Retention and Disposal Authorities.</p>		
	<p>To manage the record keeping system under the guidelines of the NSW State Records.</p> <p>To supervise the receipt, processing, storage and disposal of all records maintained by DOFM.</p> <p>To open the mail daily.</p> <p>To register and file all department official records.</p> <p>To register circulars and subpoenas, liaise with DPP to supply deceased's name, copy and distribute to relevant secretary.</p> <p>To sort large volumes of papers into numerical order for preparation of filing into post mortem reports.</p>		

Key Accountabilities :	<p>Large volume of filing daily including counselling case notes, coroner's court papers and mortuary papers per each case, and DVD's containing post mortem and crime scene images.</p> <p>To request post mortem reports, histology slides and wax blocks from State Records & Government Records Repository and to organise for the return of them back to State Records & Government Records Repository in a timely manner.</p> <p>To prepare post mortem reports to be transferred to State Records as per the NSW State Records guidelines.</p> <p>To run Outstanding Mail Report and Disposal of Records reports according to schedules.</p> <p>To organise for medical records to be returned to regional hospitals.</p> <p>To activate and deactivate security ID cards for staff.</p> <p>To back up admissions on DVD on a monthly basis.</p> <p>To retrieve CCTV video footage upon Police requests.</p> <p>To process post mortem report requests from hospitals, GP's, trauma, cancer and bone bank departments</p> <p>To deal with enquiries from external organisations.</p> <p>Other duties as directed by the Operations Manager and the State Wide Clinical Director</p>
	<p><i>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</i></p>
Challenges/Problem Solving :	<p>This role is required to be a part of the highly motivated administration team committed to achieving goals of providing services and support to the Department, and to provide the families with timely Post Mortem reports. The incumbent is required to use initiatives to improve the Departmental recordkeeping system in consultation with the Operations Manager when facing challenges. The team is committed to providing efficiency and productivity. The team must follow WHS policies and procedures.</p>
Communication :	<p>The role of Records Officer requires effective communication with all internal stakeholders including the Operations Manager, State Wide Clinical Director, Mortuary Manager, mortuary staff, counsellors, forensic pathologists, registrars, etc. Additionally, effective communication with relevant external stakeholders such as the DPP, NSW State Coroner's Court, State Records & Government Records Repository and various NSW Health Hospitals and agencies.</p>
Decision Making :	<p>There is limited decision making made directly by the incumbent. The most common decision will involve assessing the relative priority of tasks, but usually this will be performed in consultation with the Manager.</p>
Selection Criteria :	<p>Selection Criteria</p> <p>Demonstrated experience and sound knowledge in records and document management.</p> <p>Proven proficiency in using Microsoft Office products including MS Word, MS Excel and MS Access, and the ability to create professional reports, letters and spreadsheets.</p> <p>Demonstrated strong analytical skills and attention to detail.</p> <p>Ability to handle sensitive information and information regarding deceased persons, whilst maintaining confidentiality at all times.</p> <p>Ability to work in an environment with deceased persons.</p> <p>Sound interpersonal and communication skills, both written and verbal.</p> <p>Possess sound organisational and time management skills including the ability to prioritise workload, achieve deadlines under pressure, and work both independently and as a member of a team.</p>
Staffing :	<p>Nil</p>

Budget :	Nil
Financial Delegation:	Nil

JOB DEMANDS CHECKLIST

Physical Demands	
	Frequency
Sitting - remaining in a seated position to perform tasks	Constant
Standing - remaining standing without moving about to perform tasks	Not Applicable
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Not Applicable
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Frequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Not Applicable
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Not Applicable
Hand & Arm Movements - Repetitive movements of hands and arms	Not Applicable
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Occasional
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Occasional
Driving - Operating any motor powered vehicle	Occasional
Sensory Demands	
	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not Applicable
Touch - Use of touch is an integral part of work performance	Not Applicable
Psychosocial Demands	
	Frequency
Distressed People - e.g. Emergency or grief situations	Occasional
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Not Applicable
Unpredictable People - e.g. Dementia, mental illness, head injuries	Not Applicable
Restraining - Involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Not Applicable
Environmental Demands	
	Frequency
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 15C or more than 35C	Not Applicable

Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Occasional
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ Date: _____

Manager's Name: _____

Manager's Signature _____ Date: _____

Position Description

NSW Health Pathology

Position Details

Position Title: Business Support Administration Manager

Classification: Health Services Manager Level 2

Department: Forensic Medicine

Award: Health Manager (State) Award

Reports to: Chief Operating Officer

Employment Status: Permanent Full Time

Roles reporting to: N/A

Location: Lidcombe / Newcastle

Position Number (Stafflink): TBA

Primary Purpose of the position (Please try to keep to 2 or 3 paragraphs)

Provide expertise in workflow improvements and provide advice on business processes state-wide to inform the support requirements of the medical workforce group and other specialty teams within Forensic Medicine

The position is responsible to a diverse range of functions that ensure the delivery of administrative workflow efficiencies that offer benefit to the multiple teams within Forensic Medicine and to stakeholders within the coronial system

Key Accountabilities (Please limit to 4000 characters) (try keep to max of 8)

The role and responsibilities of the position are to be carried out in a manner that is consistent with the values, strategic priorities, performance goals, delegations, policies, procedures and operations of NSW Health Pathology (NSWHP) and in line with the NSW Health Code of Conduct and the Capabilities required to perform this role competently.

The incumbent may be asked to perform job-related tasks other than those specifically stated in this description, and may be required to travel across the organisation with appropriate notice as per the Award.

- Provision of support and assistance to the Chief and Deputy Operating Officers in meeting the service delivery requirements of Forensic Medicine and integrating functions and resources to ensure the timely completion and follow up of all activities.
- Provision of business support to the medical portfolio under the delegation of the Chief Forensic Pathologist/Clinical Director working closely with the Medical Director and medical workforce teams.
- Supervise, monitor and support a state-wide team of administrative staff to ensure the provision of a professional and customer focused administrative service. Work closely with team managers and supporting the resource capability to ensure key activities can be achieved.
- Provide leadership and quality practice improvements in supporting the organisation through significant change initiatives. Plan, write and develop business cases and plans under the direction of the Forensic Medicine Leadership Team.
- Participation in high level committees as secretariat support, and coordination of logistical support to other key meetings and committees.
- Managing time and prioritising tasks often of a sensitive nature encountered simultaneously, and work demands flowing from a number of sources both internal and external.
- Maintain an understanding and compliance with all relevant Legislative, NSW Health and NSW Health Pathology policies and guidelines with particular reference to privacy and confidentiality.

Position Description

NSW Health Pathology

- Participate in quality and continuous improvement activities in accordance with National Association of Testing Authorities (NATA) requirements.

Key Challenges (maximum of 3)

- Demonstrating resilience and persistence in balancing the needs of competing demand within a complex, high volume work environment, and managing stakeholder expectations across multi discipline areas.
- Working in an environment that involves regular exposure to traumatic information pertaining to post mortem examination and reporting, and may include exposure to deceased persons.
- Managing a statewide team across multiple sites, including travelling to all sites as required.

Key Relationships

Key Internal Relationships (Maximum of 3)

Who?	Why?
Deputy Operating Officer / Chief Operating Officer, Chief Forensic Pathologist & Clinical Director	Report to, undertake directives/ task allocation, seek guidance and direction, escalate issues as appropriate, discuss work priorities and requirements, report any incidents.
Forensic Social Workers, Forensic Mortuary Technicians, Clinical Nurse Consultants, Radiologists/Radiographers:	Working as part of a team in performing daily administrative duties, discussing priorities, requesting assistance and support
Statewide FM Administration team	Management of direct reports across multiple sites

Key External Relationships (Maximum of 2)

Who?	Why?
Coroner's office, NSW Police	Maintaining close working relationships to ensure that all services are being provided in a professional and timely manner
External clients and customers including bereaved families of the deceased	Excellent communication and collaboration, maintaining effective working relationships and ensuring high standard of service provision at all times.

Selection Criteria for the position (Maximum of 8)

Position Description

NSW Health Pathology

1. Appropriate tertiary qualifications in a related field and/or experience in leading an administrative team in a complex and high volume work environment.
2. Demonstrated experience in proactively contributing to improvements in service delivery, with appropriate use and review of resource allocation and management data to make sound managerial decisions.
3. Demonstrated high level communication, negotiation, liaison and coaching skills and proven experience working collaboratively with other to achieve strategic goals and quality outcomes.
4. Demonstrated ability to build constructive working relationships with key internal and external stakeholders.
5. Demonstrated high level analytical skills and ability to produce executive documents.
6. Well-developed computer skills, including proficiency in the use of Microsoft Office applications and case management systems to complete work activities.
7. Demonstrated capacity to adopt and model the NSW Health Pathology RITE values of Respect, Integrity, Teamwork and Excellence.
8. Current NSW Driver's Licence and capacity to travel as required.

Position Description

NSW Health Pathology

Position Dimensions

Staffing:

Number of direct reports: 13.25 FTE

Number of indirect reports (including contractors): N/A

Expenditure:

Budget (\$): N/A

Financial Delegation: N/A

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of NSW Health Pathology NSW, and in line with the NSW Health Code of Conduct. The following specific requirements should be noted:

Vaccination

Category B

Organisational Information Statement

Overview

NSW Health Pathology provides public pathology, forensic and analytical science services across the state. Our pathologists are medically trained clinicians who work in public hospitals and modern laboratories. They're supported by teams of scientists, technical and support staff who ensure samples are quickly and accurately assessed and results shared with clinical teams, so they can make the best possible treatment decisions for patients. Our Forensic and Analytical Science Service provides independent, objective analysis in a range of specialised fields for our state's health and criminal justice systems.

NSW Health Pathology:

- brought together five clinical and scientific networks
- operates more than 70 laboratories
- employs over 4,500 staff

Our Values

As employees of NSW Health Pathology we will respect and display the CORE values of the NSW Health system in our day-to-day actions and decisions. That means actively encouraging Collaboration, Openness and Respect in the workplace to create a sense of Empowerment for people to use their knowledge, skills and experience to provide the best possible care to patients and their families and carers.

NSW Health Pathology has developed a set of organisation specific values in collaboration with staff. The four values that apply to NSW Health Pathology are:

- **Respect:** We acknowledge and value the opinions, skills and abilities of others by treating others as we would like to be treated.
- **Integrity:** We act professionally, honestly and consistently, and we are accountable for our decisions and actions.
- **Teamwork:** We collaborate with others to achieve our goals, recognise the contributions of others and value diversity.

Position Description

NSW Health Pathology

- **Excellence:** We strive to exceed expectations by delivering innovative, quality services and outcomes.

Role Accountabilities Statement

Conduct and Ethics Accountabilities

All employees are required to comply with the following:

- Read and acknowledge individual responsibilities as determined in the Code of Conduct. Acknowledge the Code of Conduct as a framework for professional behaviour, ethical practice and decision-making.
- Acknowledge and accept a shared responsibility for ensuring that their own behaviour and the behaviour of colleagues meets the standards outlined in the Code of Conduct. Report and express any workplace concerns fairly, honestly and respectfully.
- (For managers and supervisors) Ensure workers are provided with a copy of the Code of Conduct upon appointment or reappointment. Provide advice to each worker to ensure they understand their responsibilities under the Code of Conduct. Maintain a record of when this occurred.
- Model and encourage behavioural expectations as outlined in the Code of Conduct.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the NSW Health Pathology core values of Integrity, teamwork, Respect, and excellence, through demonstrated behaviours and interactions with patients, clients and employees.
- Assist workers to identify and model specific behaviours and actions that reflect the NSW Health core values of Collaboration, Openness, Respect, and Empowerment, in the workplace.
- Uphold the highest standards of professionalism at all times by performing the functions of the role efficiently, economically, fairly, impartially and with integrity and by actively advocating the NSW Health Pathology core values of Integrity, teamwork, Respect, and excellence to ensure that NSW Health Pathology, Local Health District, NSW Health and NSW Government expectations are met.

Finance and Assets Accountabilities

Employees are required to adhere to, and/or manage, allocated finance and resources efficiently and effectively in accordance with the NSW Health Pathology Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

Patient Safety, Risk Management and Quality Accountabilities

All employees are required to: undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment; and understand and abide by the organisation's risk policies, developing an understanding of the operational and risk management context, managing risk accordingly. Specific accountabilities may include (and are not limited to):

- Actively participate in patient safety and ongoing quality improvement programs and practices that promote the best possible health outcomes for patients/clients.
- Identify, develop, lead and monitor patient safety, risk management and quality improvement programs to improve the operation and promote the best possible health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.

Position Description

NSW Health Pathology

- Provide governance and strategic direction for the development, implementation and evaluation of patient safety and quality improvement programs that promote the best possible experience and health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.
- Monitor the delivery of laboratory activities including the identification, development and implementation of quality and continuous improvement activities in accordance with National Association of Testing Authorities (NATA) / International Standardisation Organisation (ISO) / Therapeutic Goods Administration (TGA) / National Pathology Accreditation and Advisory Council (NPAAC) requirements

Training and Development Accountabilities

All employees are required to comply with and participate in the organisation's training programs and policies, including but not limited to participation in mandatory training.

Registration and Licenses Accountabilities

Employees in a position with specific license and/or registration requirements is required to maintain the registration and licenses required for the position held.

Performance Review

All employees have a responsibility to participate in the organisation's performance assessment and development processes in accordance with relevant policies.

Work Health and Safety Accountabilities

All employees have a positive duty to demonstrate commitment to safety. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with work health and safety legislation, policies, procedures and safety instructions.

Specific accountabilities may include (and are not limited to):

- Actively participate in:
 - Hazard identification
 - Reporting of risks, near-misses and incidents
 - Taking responsibility for own safety
 - Development and implementation of Safe Work Practices
 - Work Health and Safety (WHS) Consultation processes
 - Emergency preparedness
 - Professional development
- Implement all elements of the NSW Health Pathology, health and safety management system.
- Comply with and, where appropriate monitor and evaluate, WHS and Injury Management (IM) performance against specified targets. This includes reporting progress toward and barriers to the achievement of WHS and IM targets to senior management.
- Actively improve WHS performance.
- Apply due diligence to known and emergent WHS risks.
- Actively engage in WHS planning and reporting.

Workplace Diversity Accountabilities

Position Description

NSW Health Pathology

All employees are required to comply with and participate in the organisations workplace diversity policies and procedures.

Position Description

NSW Health Pathology

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. **This form is to be completed in consultation with the manager/supervisor of the position being recruited.**

Job Demands Frequency Key

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 of the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

Physical Demands – Description (comment)	Frequency					
	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				x		
Standing – remaining standing without moving about to perform tasks			x			
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes			x			
Running – floor type: even/uneven/slippy, indoors/outdoors, slopes						x
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks		x				
Trunk Twisting – turning from the waist while sitting or standing to perform tasks		x				
Kneeling – remaining in a kneeling posture to perform tasks						x
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks						x
Leg/Foot Movement – use of leg and/or foot to operate machinery						x
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps		x				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)			x			
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)						x
Lifting/Carrying – heavy lifting and carrying (16kg and above)						x
Reaching – arms fully extended forward or raised above shoulder	x					
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body		x				
Head/Neck Postures – holding head in a position other than neutral (facing forward)		x				

Position Description

NSW Health Pathology

Physical Demands – Description (comment)	Frequency					
	I	O	F	C	R	N
Hand and Arm Movements – repetitive movements of hands and arms				x		
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands		x				
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						x
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)						x
Sensory Demands - Description (comment)	Frequency					
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				x		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				x		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						x
Taste – use of taste is an integral part of work performance (e.g. food preparation)						x
Touch – use of touch is an integral part of work performance				x		
Psychosocial Demands - Description (comment)	Frequency					
Distressed People – e.g. emergency or grief situations			x			
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	x					
Unpredictable People – e.g. dementia, mental illness, head injuries	x					
Restraining – involvement in physical containment of patients/clients						x
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies				x		
Environmental Demands - Description (comment)	Frequency					
Dust – exposure to atmospheric dust						x
Gases – working with explosive or flammable gases requiring precautionary measures						x
Fumes – exposure to noxious or toxic fumes						x
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						x
Hazardous Substances – e.g. dry chemicals, glues						x
Noise – environmental/background noise necessitates people raise their voice to be heard						x
Inadequate Lighting – risk of trips, falls or eyestrain						x
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight						x

Position Description

NSW Health Pathology

Environmental Demands - Description (comment)	Frequency					
	I	O	F	C	R	N
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C						X
Confined Spaces – areas where only one egress (escape route) exists						X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground						X
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls						X
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks						X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						X

Employee Agreement

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			