Administration and Customer Service Manager

Corporate Services, Lismore Base Hospital

CLASSIFICATION	Health Services Manager 1
STATE AWARD	Health Managers (State) Award
ESSENTIAL REQUIREMENTS	Responsibilities under WHS - Supervisor As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.
PRIMARY PURPOSE	Managing the staff and daily operations of the Lismore Base Hospital ward`s and department`s Administration Officers including Patient Support Officers, Clinical Support Officers and the Customer Services Officers to facilitate the delivery of quality, cost effective services.
KEY ACCOUNTABILITIES	• Manage the Main Reception Department including cash handling, patient valuables, paging system, acute care certificates, Oracle and internal phone directory in a cost-effective manner • Manage a multi-disciplinary team of staff supporting clinical care and assist in the provision of administrative support throughout the site. • Control and monitor budgets and staff profiles for Customer Services and Administration Staff ensuring expenditure and staffing does not exceed allocated resources and manage the effective use of the administration casual pool. • Oversee the management of the rostering functions for Customer Services and Administration Staff and the accurate entry and finalisation of the roster each pay period in accordance with NSW Rostering policies and rostering best practice principles in a shift work environment, utlising casual staff to provide an uninterrupted service. • Undertake a range of managerial and operational tasks to ensure the efficient and effective function of the Departments, including activities such as but not limited to, monthly reports to executive on performance, quality activities, safety, personnel issues, compliance and maintenance of quality parameters and indicators, production of reports, completion of auditing requirements, attendance at meetings and management of staff concerns. • Develop, implement and monitor new and revised policies and procedures to ensure NSW Health and legislative requirements compliance and best management practices. • Ensure completion of Staff Performance Appraisals, training requirements, and identified learning outcomes are completed within appropriate timeframes to ensure that all standards are met. • Work closely with the Patient Liaison Officer to identify strategies and actions to ensure maximisation of revenue.
SELECTION CRITERIA	• Demonstrated Management experience in Administration with a strong focus on Customer Services in a complex multi-disciplinary organisation.

- Demonstrated experience in leading and managing staff in a complex multi-disciplinary organisation.
- Demonstrated experience in Main Reception functions.
- Demonstrated experience using computer based human resource management systems.
- Knowledge and experience in financial and human resource management including cost centre and FTE analysis.
- Demonstrated high level of verbal and written communication, negotiation, interpersonal skills and the ability to communicate and work effectively with other managers.
- Demonstrated computer skills /knowledge including word processing, spreadsheets and report writing and the ability to use and run system generated reports.
- Valid unrestricted drivers' licence for use in NSW/Australia and willingness to travel in the course of employment.

KEY CHALLENGES

- Managing competing demands for the allocation of resources and increasing accountability and emphasis on quality, efficiency, appropriate distribution and effectiveness of services whilst Achieving staffing and financial budgetary targets.
- Managing staff across multiple areas with a variety of issues and proactively managing challenging behaviours of complex human resource management processes in a changing and dynamic environment including the implementation of new technologies.

KEY RELATIONSHIPS

Who	Why
Manager	Receive direction, support consultation and supervision in relation to the delivery of quality service and operational leadership and management
Key internal stakeholders	Collaborate and consult with key staff to ensure appropriate delivery and ongoing improvement of the service.
External Contractors and Vendors	Manage and negotiate to ensure contractual obligations including maintenance and supply of goods and services within required timelines.
Teams	Provide leadership, supervision and support to staff within the service/ unit/ facility in the provision of a quality service. Providing feedback and guidance to staff

OTHER REQUIREMENTS

Professional Behaviour and Communication

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

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal

- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

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

Workplace Culture

Your workplace behaviours and practices are expected to:

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

Privacy

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

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

Performance

All employees will:

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

Quality Improvement

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

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

Workplace Health & Safety

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

Risk Management

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

- Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage.