

POSITION DESCRIPTION

SNSWLHD – Medical Recruitment & Patient Liaison – Mental Health

Working in Southern NSW... People Caring for People

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

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Admin Off Lvl 4
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provides administrative services to support the functions of mental health medical workforce and patient liaison.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

RESPIRATOR USE

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

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

KEY ACCOUNTABILITIES

- Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, to support the effective operation of the team/unit.
- Collect and compile information for, and prepare documentation and correspondence in line with quality

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- and organisational requirements, to support information flow and inform decision making.
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures.
 - Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information.
 - Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.
 - Undertake medical administration duties as required including medical rostering
 - Liaise with staff to ensure correct identification and management of all inpatient related revenue functions.

KEY CHALLENGES

- Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently.

KEY RELATIONSHIPS	
Who	Why
Line Manager	Escalate issues and provide updates.
Work Team	Participate in meetings, share information and provide input on issues.
Customers	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.
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SELECTION CRITERIA

1. Relevant qualification, or demonstrated skills or equivalent work experience, or a combination of study, demonstrated skills and work experience in related field
2. Demonstrated administrative experience with ability to contextualise within the health setting.
3. Strong written and oral communication skills.
4. Demonstrated ability to build strong and productive relationships with stakeholders including medical practitioners and other internal and external stakeholders
5. Demonstrated ability to utilise initiative, organizational and problem solving skills to manage workflows and anticipate and meet the needs of senior management.
6. Evidence of a current unrestricted driver's licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

OTHER REQUIREMENTS

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- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- All employees must take all reasonable care for themselves and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

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Job Demands for: SNSWLHD - Medical Workforce Administration Officer - Admin Off Lvl 4

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

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Infrequent	Infrequent
Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps Occasional	Lifting/Carrying - light lifting and carrying (0 to 9 kg) Frequent
Lifting/Carrying - moderate lifting and carrying (10 to 15 kg) Infrequent	Lifting/Carrying - heavy lifting and carrying (16kg and above) Not Applicable
Reaching - arms fully extended forward or raised above shoulder Frequent	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) Frequent	Hand and Arm Movements - repetitive movements of hands and arms Constant
Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Constant	Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Infrequent
Driving - Operating any motor powered vehicle	

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Infrequent

Sensory Demands

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)

Constant

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

Frequent

Psychosocial Demands

Distressed People - e.g. emergency or grief situations

Not Applicable

Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness

Not Applicable

Unpredictable People - e.g. dementia, mental illness, head injuries

Restraining - involvement in physical containment of patients/clients

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Not Applicable	Not Applicable
Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies	
Not Applicable	

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

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35°C Infrequent	Constant
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Infrequent	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Occasional
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks Infrequent	Biological Hazards - exposure to body fluids, bacteria, infectious diseases Not Applicable