



Proposed Restructuring Plan

*Medical Administration Shoalhaven District Memorial
Hospital*

June 2022

Proposed Restructuring Plan

1. Reason for the restructure

Restructure of the Medical Administration staff for SDMH

The resignation of the long term JMO Manager prompted a review of the JMO Unit structure, support and workload.

The review identified that the current structure has positions that are historically under graded compared to comparative positions in the LHD, have excessive workloads for the JMO Manager and the administrative officer position. There are effectively 4 positions at SDMH that perform functions related to medical administration and they have 3 different reporting lines and largely work in isolation. The structure provides for no capacity for succession planning or leave cover creating significant risks for SDMH and ISLHD.

The workload has been excessive for months, with casual support being provided by a former staff member undertaking all HealthRoster and VMoney work remotely. With the resignation of the JMO Manager, there is no one trained at SDMH to step up into the role. Recruitment was unsuccessful and cover is being provided by staff from the District unit performing some functions, over their existing workloads, and a secondment of another HSM1 Manager from TWH for 6 months.

2. Benefits or likely impact the restructure will have on services

The proposed restructure will better align work functions to ensure efficient and effective service delivery. Key benefits include:

- Comparable grading of positions with other ISLHD roles
- All positions reporting to the JMO Manager, consolidating management and workloads
- Enhanced support for the workload with an increase of 1 FTE
- Cross cover for all roles, allowing for leave cover, service continuity and succession planning

Proposed Restructuring Plan

3. Number of staff affected

It is proposed the following positions will be regraded:

	<i>Position Title</i>	<i>FTE</i>	<i>Classification</i>	<i>Proposed Title</i>	<i>Proposed Classification</i>	<i>Proposed FTE</i>
1.	JMO Manager*	1	A06	JMO Manager	HSM1	1
2.	Medical Workforce Support officer	0.63	AO4	JMO Workforce Support Officer	A05	1
3.	SHG Medical Workforce Support Officer	1	AO4	SMO Workforce Support Officer	A05	1
4.	ED Roster Coordinator	1	AO3	ED Workforce Support Officer	A05	1

*As there was an urgent need to fill the JMO Manager role this regrade has already occurred. Currently filled by a secondment only.

It is proposed the following position will be created:

	<i>Proposed Position Title</i>	<i>Proposed Classification</i>	<i>FTE</i>
1.	Medical Workforce Administrative Assistant	A03	0.63

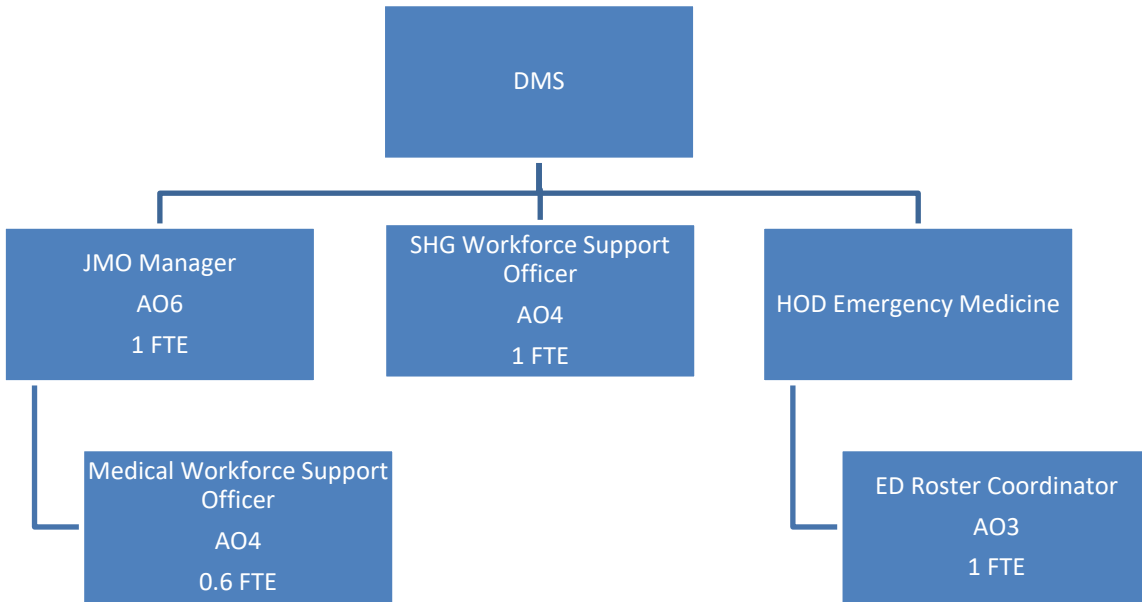
It is proposed that the following positions will change reporting line:

	<i>Position title</i>	<i>Current reporting to position</i>	<i>Proposed reporting to position</i>	<i>FTE</i>
1.	SMO Workforce Support Officer	DMS	JMO Manager	1.00
2.	JMO Workforce Support Officer	JMO Manager	JMO Manager	1.00
3.	ED Workforce Support Officer	HOD Emergency Medicine	JMO Manager (Indirect to Director of Emergency Medicine)	1.00

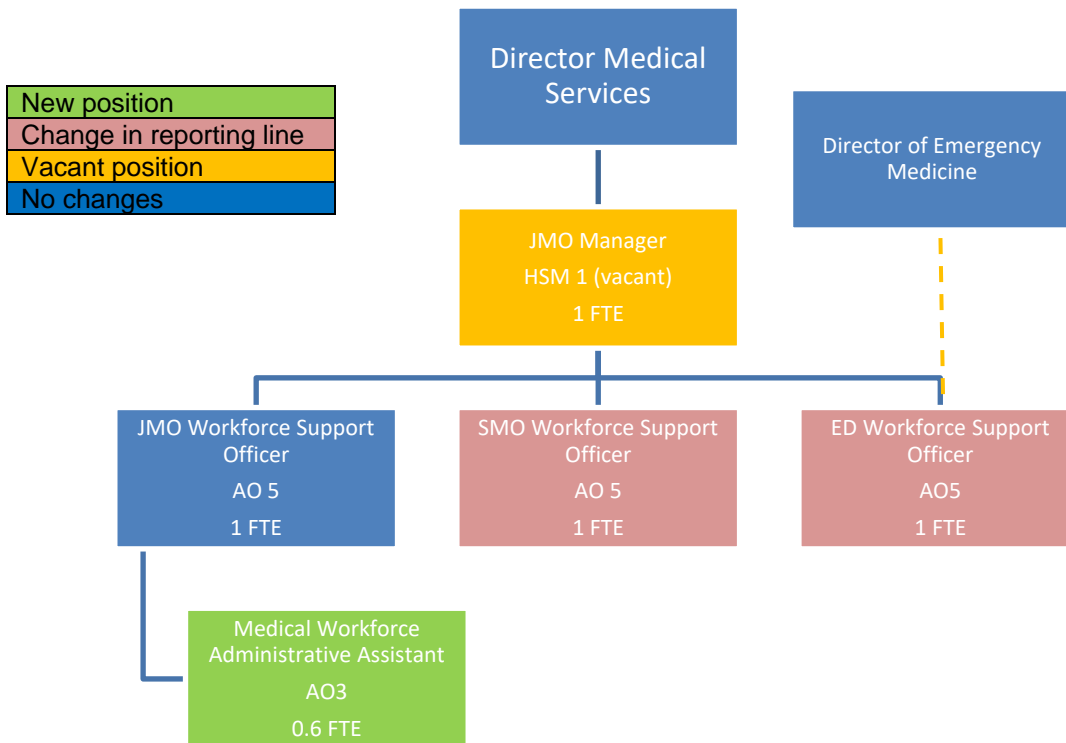
Proposed Restructuring Plan

4. Current and proposed organisational charts

4.1. Current Structure



4.2. Proposed Structure



----- Operational Reporting line for ED matters

Proposed Restructuring Plan

4.3. Summary of proposed changes to structure

There will be a net increase of 1.0 FTE as follows:

- Replace one AO6 with an HSM1 at 1.0FTE
- Replace one AO4 with an AO5 at 1.0 FTE
- Replace one AO3 with an AO5 at 1.0 FTE
- Replace one AO4 0.6 FTE with an AO5 at 1.0 FTE
- Create a new AO3 role at 0.63 FTE

The impact to staff

- There is a position in the structure for all existing staff
- One role is changing from part-time to full-time
- One role is moving from an AO3 to AO5, requiring the position to be advertised

Proposed Restructuring Plan

5. Timetable for implementation

A meeting will be held to advise the affected employees of the proposed changes and a consultation period will be confirmed. On the same day of meeting with the employee ISLHD will send letter to the Health Service Union advising them of this restructure.

Step	Action	Date	Responsibility
1.	Affected staff advised individually	14/06/2022	Dr Justine Harris
2.	Team meeting held to advise of restructuring plan and consultation process	14/06/2022	Dr Justine Harris and Dr Belinda Doherty
3.	HSU advised of restructuring proposal for consultation with members	14/06/2022	Dr Justine Harris
4.	Meeting with union and staff (if required)	14/06/2022	Dr Justine Harris and Dr Belinda Doherty
5.	Consultation period closes (two weeks)*	10/07/2022	
6.	Brief to CE on consultation outcome	18/07/2022	Dr Justine Harris
7.	Team meeting held to advise of final structure and next steps	1/08/2022	Dr Justine Harris and Dr Belinda Doherty
8.	Affected staff advised in writing formally	1/08/2022	Dr Justine Harris
9.	Vacant positions advertised for recruitment, case management of affected staff commences	1/08/2022	Dr Justine Harris and Dr Belinda Doherty
10.	Appointment to vacant positions confirmed	26/08/2022	Dr Justine Harris and Dr Belinda Doherty
11.	Excess staff managed in accordance with the <i>Managing Excess Staff of the NSW Health Service PD2012_021</i>	TBC	Dr Justine Harris

* Consultation period is extended due to leave period for District Director Medical Workforce

6.1 The availability of counselling and vocational assessment services for staff

The affected employees will be provided with support by the Workforce Support Manager during the restructure process, and will be provided with contact details for the Employee Assistance Program.

6.2 Estimated number of staff likely to be redeployed and the number of voluntary redundancy packages that may be offered

No staff should be redeployed or require redundancy.

POSITION DESCRIPTION

ED Workforce Support Officer

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre		
Position Classification	Administrative Officer Level 5	
State Award		
Reporting to	<i>JMO Manager</i>	
Does this role manage or supervise others?	<i>No</i>	
Vaccination Category	<i>B</i>	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters **with spaces**)

The Shoalhaven Hospital Group's (David Berry Hospital, Shoalhaven District Memorial Hospital and Milton Ulladulla Hospital) Medical Workforce Unit (MWU) is responsible for the recruitment, appointment, payroll and management of the junior medical staff (senior registrars to interns).

The MWU is committed to delivering high quality, client focused and professional services that support the organisation in the delivery of its core function, which is the provision of high quality, safe and efficient health services that are responsive to the needs of patients, carers and the community.

The position is responsible for providing a high quality, customer focused workforce service to the relevant service (JMOS or SMOS) with a particular emphasis on recruitment and selection, on-boarding, contract management, and personnel administration (including records management). For SMOs, this includes the administration of definition of scope of clinical practice.

This position also operates as a part of the Emergency Department team providing administrative support in the management of all medical officers, medical staff rostering and workforce planning. It has an operational reporting line to the Director of Emergency Medicine but reports directly to the JMO Manager.

KEY ACCOUNTABILITIES (max 3,800 characters **with spaces**)

Recruitment

- Complete all tasks in relation to the recruitment and on boarding of all ED junior medical staff under the direction of the JMO Manager. The responsibilities include:
 - coordination of advertisements and collection of paperwork in line with NSW Health policies;
 - Coordination of culling and interviews for recruitment, ensuring fair and appropriate recruitment processes are followed;
 - Manage AHPRA and immigration processes (including initial application, variation and renewal where appropriate);
 - Ensure the necessary compliance checks are completed prior to commencement of duties for all new appointees;
 - Staff Health paperwork and clearances are coordinated
 - Maintain and ensure confidentiality of processes and personnel records;
 - Ensuring all documentation, including contracts, are retained in TRIM in line with the State Records Act
- Provision of information to new starters;
- Terminations and Separation processes
- Security and internet access for new doctors;
- Process Workforce documentation in accordance with policy in an accurate and timely manner.
- Provide quality advice, guidance and services to the site/service on broad range of Medical Workforce functions including, but not limited to, processes/procedures, ISLHD policies and procedures, Health awards, use of workforce systems and equity principles and practice.

HealthRoster

- Accurate entry into HealthRoster for senior and junior ED medical staff
- Ensuring JMO rosters are award compliant when they are entered and that any issues are escalated to the JMO Manager
- Ensure HealthRoster templates are accurate and escalate if there are any issues

Rostering

- Manage the rosters for the ED senior and junior medical staff

At Shoalhaven hospital:

- Design, maintain and distribute ED medical staffing roster with ISLHD JMO and SMO staff. Liaise with locum agencies and ISLHD medical locums unit to book locum doctors. Arrange accommodation for medical locums. Assist with payment of VMO locums. Weekly roster meetings with ED director, medical locums unit and executive. This role may be expanded to include recruitment of medical doctors to SDMH.

At Milton Hospital:

- Provide support with rostering on an ad hoc basis as directed by Director of Nursing/ Operations Manager. Currently the ED roster is primarily managed by the site but assistance may be needed from time to time.

Other Duties

- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with all clients.
- Maintain the records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information. .
- Actively participate in the District's performance development plan.
- Perform all other delegated tasks appropriately and in line with grading capabilities.
- Demonstrate a high standard of ethical behaviour and professional practice at all times.
- Liaise and build effective working relationships with key internal/external stakeholders and networks.
- Provision of leave cover for other staff, including the JMO Manager and JMO WSO if required
- Comply with ISLHD policies, including the Smoke Free Workplace, Prevention of Corruption in the Workplace, and Occupational Health & Safety legislation.

- Other tasks as delegated by the JMO Manager or ED Director

SELECTION CRITERIA (max 8 selection criteria)

1. Working knowledge of procedures relating to HETI, AHPRA, Department of Immigration and Border Protection and other governing bodies
2. Well developed communication, negotiation, problem solving and organisational skills with minimal supervision.
3. Knowledge and understanding of medical staff conditions of employment and industrial legislation, with the ability to apply these to rostering and recruitment processes and practices.
4. Demonstrated experience in the management of senior and junior medical rosters
5. Ability to perform a wide range of administrative tasks, while managing competing work priorities and work flow within allocated resources.
6. Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedures.
7. Experience in the use of Microsoft Office packages, spreadsheets and database software.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Developing effective relationships and communication within and across the district and external organisations
2. Managing multiple tasks concurrently with varying timelines and workload in a high pressure work environment
3. The ability to negotiate maintain effective information exchange of information between staff, locum agencies, locums and senior leaders.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
MWU team	Team work facilitates the provision of a reliable service
Emergency Department Director	Develop roster in advance taking into consideration of skill mix.
District Medical Locum Services	To work together in sourcing the appropriate skill level of locums for the roster.
Operations Manager – Medical Care SDMH	Support and provide rostering information for decision making.
Operations Manager - MUH	

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

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

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY									
		I	O	F	C	R	N/A				
	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/slippery, indoors/outdoors, slopes			X							
	Running Floor type: even/uneven/slippery, 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, scaffolding	X									
	Lifting/ Carrying						X				
							Moderate lifting & carrying – 10 – 15kg			X	
							Heavy lifting & 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 body						X				
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)						X				
	Hand & Arm Movements Repetitive movements of hands & 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 Operating any motor powered vehicle	X									

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen					X	
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries					X	
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X

	Touch Use of touch is an integral part of work performance									X
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CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY								
		I	O	F	C	R	N/A			
	Assisting ↓									
	Distressed people eg. emergency or grief situations									X
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness									X
	Unpredictable people eg. dementia, mental illness, head injuries									X
	Restraining Involvement in physical containment of patients/clients									X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies									X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY								
		I	O	F	C	R	N/A			
	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 PPE									X
	Hazardous substances eg. dry chemicals, glues									X
	Noise Environmental/background noise necessitates people to 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 work day in sunlight									X
	Extreme temperatures Environmental temperatures are < 15°C or > 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 & falls									X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks									X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases									X

POSITION DESCRIPTION

Medical Workforce Administrative Assistant 0.63 FTE

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre		
Position Classification	Administrative Officer Level 3	
State Award		
Reporting to	<i>JMO Manager</i>	
Does this role manage or supervise others?	<i>No</i>	
Vaccination Category	<i>B</i>	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters with spaces)

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Responsible to the JMO Manager for providing administrative support for the recruitment and human resource management of all non-specialist medical staff at SDMH. The position holders will be pivotal in ensuring that recruitment is completed effectively and efficiently, with high quality customer service. The position holder is required to work independently and as part of a team in a high volume work environment.

The position is responsible for providing a high quality, customer focused workforce service to the relevant site or service with a particular emphasis on recruitment and selection, on-boarding, contract management, and personnel administration (including records management).

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

Receptionist

Administrative services including but not limited to:

- Responding to a range of enquires (in person, on the phone and through e-mail correspondence) providing accurate information and responding to enquiries in a professional, effective and responsive manner. These enquiries will require the use of tact and diplomacy skills, whilst at the same time, respecting the doctor's confidentiality.
- TRIMMING records in accordance with policy and State Records Act including filing and archiving timesheets and associated payroll documents in accordance with policy and State Record Act (i.e. TRIM).
- Participating in annual JMO recruitment as required, setting up interviews and management of paperwork
- Review Medical Registration Checks advising sites of expiration for JMOs
- Daily review and organisation of JMO Inbox
- Secretarial support to the JMO Manager such as diary management and co-ordinate team meetings including agenda, minutes, venue, etc
- Co-ordinate and process appropriate AFM requests.
- HealthRoster for the MWU staff and day to day changes for junior doctors
- Maintain and order appropriate stationery stock.
- Processing of incoming and outgoing correspondence.
- Assist with requisitioning using appropriate systems.
- Collection and distribution of mail.
- Daily workload monitoring and distribution
- Daily Workload Monitoring
- Assist the JMO Manager with accommodation tasks
- Notify JMOs of their afterhours shifts each day and escalate any issues to the relevant clinical department

Other Duties

- Actively participate in the District's performance development plan
- Perform all other delegated tasks appropriately and in line with grading capabilities
- Demonstrate a high standard of ethical behaviour and professional practice at all times
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with all clients
- Promote a positive workplace culture with the Medical Workforce Unit
- Comply with ISLHD policies, including the Smoke Free Workplace, Prevention of Corruption in the Workplace, and Occupational Health & Safety legislation.
- Other tasks as delegated by the JMO Manager

SELECTION CRITERIA (max 8 selection criteria)

1. Demonstrated experience in administration/clerical functions with attention to detail to ensure accuracy whilst at the same time maintaining confidentiality.
2. Experience in responding to a range of HR enquiries and determine the appropriate response in a complex work environment.
3. Demonstrated commitment to customer service.
4. Well-developed organisational skills, including the ability to prioritise work to meet multiple and strict deadlines.
5. Excellent interpersonal, verbal and written skills with the ability to work confidently and courteously with people at all levels.
6. Ability to effectively work in a team environment or autonomously as required.
7. Sound working knowledge of Microsoft Office applications at the intermediate level.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Provide excellent and supportive customer service
2. Managing competing priorities
3. Meeting timeframes

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
MWU team	Team work facilitates the provision of a reliable service
JMOs	Handle enquiries appropriately

JOB DEMANDS CHECKLIST

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CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY								
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	Restraining Involvement in physical containment of patients/clients									X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies									X

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	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE									X
	Hazardous substances eg. dry chemicals, glues									X
	Noise Environmental/background noise necessitates people to 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 work day in sunlight									X
	Extreme temperatures Environmental temperatures are < 15°C or > 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 & falls									X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks									X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases									X

POSITION DESCRIPTION

SMO Workforce Support Officer

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre	179053	
Position Classification	Administration Officer Level 5	
State Award	NSW Health (State) Employee's	
Reporting to	<i>JMO Manager</i>	
Does this role manage or supervise others?	<i>No</i>	
Vaccination Category	<i>B</i>	
ANZSCO Code	599411 Human Resource Clerk	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters **with spaces**)

The Shoalhaven Hospital Group's (David Berry Hospital, Shoalhaven District Memorial Hospital and Milton Ulladulla Hospital) Medical Workforce Unit (MWU) is responsible for the recruitment, appointment, payroll and management of the junior medical staff (senior registrars to interns). The MWU is committed to delivering high quality, client focused and professional services that support the organisation in the delivery of its core function, which is the provision of high quality, safe and efficient health services that are responsive to the needs of patients, carers and the community.

The position is responsible for providing a high quality, customer focused workforce service to the relevant service (JMOS or SMOS) with a particular emphasis on recruitment and selection, on-boarding, contract management, and personnel administration (including records management). For SMOs, this includes the administration of definition of scope of clinical practice.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

Senior Medical Officer Roles

Provide high level administrative support to the SHG medical workforce, monitoring work priorities and work flow within allocated resources to ensure the delivery of efficient and effective focused services. Responsibilities include:

- Coordination of all requests for temporary appointments for SHG locum medical officers, including provision of complete and accurate documentation to SMO Services
- Provide to DMS and specialist in field documentation for SMO credentialing. Arrange system access (computer access, iPM, eMR), equipment purchase, and accommodation as required for SMOs.
- Facilitate SMO orientation to the site
- Ensure the integrity of information entered into the HRIS and payroll system.
- Process Workforce documentation in accordance with policy in an accurate and timely manner.
- Maintain, coordinate and distribute the SDMH weekly On-Call Roster to the relevant staff at Shoalhaven District Memorial Hospital.
- Ensure all workforce documentation is processed and filed efficiently in accordance with ISLHD corporate policies and State Records Act to facilitate smooth transition to ISLHD and SHG.
- Process all procurement related to SHG senior medical workforce including but not limited to raising purchase orders, payment of invoices, reimbursement of expenses.
- Check VMoney claims ensuring compliance with VMO Claims Management Audit Tool Guideline, follow up outstanding claims and audit claims.

Other Duties

- Assist with participation in annual JMO recruitment campaign including advertisement, interviews, appointment, if required.
- Provision of leave cover for the JMO WSO position as required by the JMO Manager
- Respond to a range of enquiries and provide information and support in an effective and responsive manner.
- Liaise and maintain effective relationships with all levels of staff, agencies and stakeholders to provide high quality advice, guidance and support on a broad range of SHG medical workforce functions.
- Draft accurate and concise reports, documents and correspondence, including the preparation of complex correspondence for senior officers, in accordance with ISLHD policies and procedures
- Monitor and evaluate administrative processes, systems and procedures to improve office efficiency and ensure the delivery of a quality service to internal and external clients
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/ employees.
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients

- Provide support and complete duties as directed by the SHG Director Medical Services, SHG Operations Managers, or SHG Medical Workforce Team. Any other duties not inconsistent with the Award or terms of employment which may be directed or implied from time to time.

SELECTION CRITERIA (max 8 selection criteria)

1. Demonstrated understanding of the industrial instruments and principles related to the recruitment and selection, employment and payment for medical officers.
2. Demonstrated experience in providing high level support including a proven capacity to operate effectively in an environment demanding confidentiality and discretion in issues management.
3. Demonstrated excellent communication and interpersonal skills, including sound negotiation, liaison and delegation skills.
4. Demonstrated ability to work independently, exercise initiative and judgement with proven ability to work in a team environment.
5. Proven ability to problem solve and manage competing priorities and demands in a competing and changing multidisciplinary work environment.
6. Proven proficiency in using PC based software including intermediate or advance level of proficiency using Microsoft Office Suite (including Word, Outlook, Excel, PowerPoint), internet, records management, recruitment, workforce management, payroll, roster and procurement.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Managing competing priorities and high volumes of work in a fast paced environment with often limited resources.
2. Resolving workforce enquiries relating to locum coverage, recruitment, appointment, payroll, rostering and leave management of medical officers.
3. Maintain currency and keep up to date with changes to Awards, policies, procedures and legislation.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
SHG Medical Workforce Unit / Director Medical Services	Regular interaction in order to support and facilitate delivery of the medical workforce across the SHG. Day to day allocation of workload.
SHG medical workforce	Regular interaction in order to support medical officer's employment and requirements for vacancy coverage.
Locum agencies	Develop and maintain effective relationships to facilitate engagement of Locum medical officers.

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

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

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	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, scaffolding	X					
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & 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 body	X					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)	X					
	Hand & Arm Movements Repetitive movements of hands & 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 Operating any motor powered vehicle	X					

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen					X	
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries					X	
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance					X	

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people eg. emergency or grief situations	X					
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness						X
	Unpredictable people eg. dementia, mental illness, head injuries						X
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	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 PPE						X
	Hazardous substances eg. dry chemicals, glues	X					
	Noise Environmental/background noise necessitates people to 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 work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 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 & falls						X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X

POSITION DESCRIPTION

JMO Workforce Support Officer

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre		
Position Classification	Administrative Officer Level 5	
State Award		
Reporting to	<i>JMO Manager</i>	
Does this role manage or supervise others?	<i>No</i>	
Vaccination Category	<i>B</i>	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters **with spaces**)

The Shoalhaven Hospital Group's (David Berry Hospital, Shoalhaven District Memorial Hospital and Milton Ulladulla Hospital) Medical Workforce Unit (MWU) is responsible for the recruitment, appointment, payroll and management of the junior medical staff (senior registrars to interns). The MWU is committed to delivering high quality, client focused and professional services that support the organisation in the delivery of its core function, which is the provision of high quality, safe and efficient health services that are responsive to the needs of patients, carers and the community.

The JMO WSO is responsible to the JMO Manager for providing administrative support for the recruitment, pay and human resource management of all non-specialist medical staff at ISLHD and its associated networks. The position holders will be pivotal in ensuring that recruitment is completed effectively and efficiently, with high quality customer service. The position holder is required to work independently and as part of a team in a high volume work environment.

The position is responsible for providing a high quality, customer focused workforce service to the relevant site or service with a particular emphasis on recruitment and selection, on-boarding, contract management, and personnel administration (including records management).

KEY ACCOUNTABILITIES (max 3,800 characters **with spaces**)

Recruitment

- Complete all tasks in relation to the recruitment and on boarding of all junior medical staff under the direction of the JMO Manager. The responsibilities include:
 - coordination of advertisements and collection of paperwork in line with NSW Health policies;
 - Coordination of culling and interviews for recruitment, ensuring fair and appropriate recruitment processes are followed;
 - Manage AHPRA and immigration processes (including initial application, variation and renewal where appropriate);
 - Ensure the necessary compliance checks are completed prior to commencement of duties for all new appointees;
 - Staff Health paperwork and clearances are coordinated
 - Maintain and ensure confidentiality of processes and personnel records;
 - Ensuring all documentation, including contracts, are retained in TRIM in line with the State Records Act
 - Managing the onboarding of doctors on rotation to and from other LHDs
 - Onboarding for interns
- Provision of information to new starters;
- Data entry for StaffLink and other local databases;
- Terminations and Separation processes
- Security and internet access for new doctors;
- Processing of secondments in and out of SDMH;
- Ensure medical staff are costed correctly and undertake processes for review and alterations of cost centres allocations in line with term changeovers.
- Process Workforce documentation in accordance with policy in an accurate and timely manner.
- Provide quality advice, guidance and services to the site/service on broad range of Medical Workforce functions including, but not limited to, processes/procedures, ISLHD policies and procedures, Health awards, use of workforce systems and equity principles and practice.

HealthRoster

- Accurate entry of all rosters into HealthRoster, including management of UROC, PPC, Remote Recall and other payroll processes;
- Ensuring rosters are award compliant when they are entered and that any issues are escalated to the JMO Manager
- Ensure medical staff are rostered against correct cost centres
- Ensure HealthRoster templates are accurate and escalate if there are any issues
- Ensure completion of data entry of shift and overtime rosters for all departments for current and previous pay periods in line with pay period timeframes
- Receive and manage pay enquiries

Other Duties

- Learn Locum SMO processes to support the SMO WSO leave
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with all clients.
- Maintain the records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information. .
- Actively participate in the District's performance development plan.
- Perform all other delegated tasks appropriately and in line with grading capabilities.
- Demonstrate a high standard of ethical behaviour and professional practice at all times.
- Liaise and build effective working relationships with key internal/external stakeholders and networks.
- Provision of leave cover for other staff, including the JMO Manager and SMO WSO
- Comply with ISLHD policies, including the Smoke Free Workplace, Prevention of Corruption in the Workplace, and Occupational Health & Safety legislation.
- Other tasks as delegated by the JMO Manager

SELECTION CRITERIA (max 8 selection criteria)

1. Demonstrated experience in human resource administration, in particular recruitment of staff
2. Demonstrated high level verbal and written communication skills to work confidentially and courteously with all stakeholders
3. Ability to perform a wide range of administrative tasks, while managing competing work priorities and work flow within allocated resources.
4. Experience in the use of Human Resources IT systems and Microsoft Office.
5. Ability to work independently and with a demonstrated capacity for effective teamwork.
6. Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedures.
7. Demonstrated experience in customer service and responding to a range of customer enquiries and determining the appropriate response in a complex work environment.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Provide a high level of service over a number of different areas including clerical, technical and customer service and prioritising accordingly to ensure all deadlines are met.
2. Maintaining current knowledge of the frequently changing policies and procedures and applying appropriate processes pending the client.
3. Managing competing priorities and high volumes of work given often limited resources.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
MWU team	Team work facilitates the provision of a reliable service
AHPRA	Facilitate registration applications

JOB DEMANDS CHECKLIST

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	Walking Floor type: even/uneven/slippery, indoors/outdoors, slopes			X				
	Running Floor type: even/uneven/slippery, indoors/outdoors, slopes						X	
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks						X	
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	Smell Use of smell is an integral part of work performance eg working with chemicals						X
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	Touch Use of touch is an integral part of work performance									X
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CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY								
		I	O	F	C	R	N/A			
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	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE									X
	Hazardous substances eg. dry chemicals, glues									X
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