

POSITION DESCRIPTION

NSLHD - Telecommunications and Switchboard Team Leader (AO4)

COLLABORATION
OPENNESS
EMPOWERMENT

SPEAKING UP FOR SAFETY

Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Admin Off Lvl 4
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records Administration Service Support
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provide day-to-day supervision of Telecommunications and Switchboard staff and coordinate procedures to enable the Telecommunications department to achieve their objectives in a timely, reliable and efficient manner.

ESSENTIAL REQUIREMENTS

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

KEY ACCOUNTABILITIES

Allocate work, set priorities, coach and develop team members to ensure services are provided within agreed timeframes and quality standards.

Provide a range of administrative and clerical support services, to include but are not limited to: developing and implementing a 24 x 7 rotating roster, mentor staff in all matters relating to the Switchboard, implementing and maintenance of Paging System including enquiries, issuing replacement pagers, sending and receiving, pagers repaired, ensuring after hours on-call rosters for Doctors and all other on-call staff are available to the operators.

Data entry of staff shifts into health roster. Liaising with ICT & Konix technicians for fault reporting on phones and paging system. Use of Staff Link, use of HETI. The use of two-way radio and other alternative communication equipment as required.

Liaise and maintain effective relationships with Senior Managers, line management and staff to facilitate high quality patient/client focused services. Maintain the Annual leave, sick leave, Telephone Directory, Paging Directory records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information.

Participate in the development, maintenance and review of Switchboard and Telecommunication Services systems and procedures to improve office efficiency and ensure the delivery of a quality service to internal and external customers of the Switchboard and Telecommunication Services.

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 activities.

Maintain responsibility for personal and professional development by participating in training/education and performance reviews/appraisals in order to continuously improve the level of management and leadership in the service.

Answering of telephone calls & Supervision of staff within a busy switchboard/call centre. Implementing

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emergency procedures and /or monitor emergencies received with the Department.

KEY CHALLENGES

- Ensure a prompt, reliable and efficient telephone service.
- Ensure 24/7 rostering for continuation of service.

KEY RELATIONSHIPS

Who	Why
Manager Support Services, Manager Corporate Services	Direct Line Management
Director of Nursing and Midwifery, Nurse Unit Managers and Hornsby Ku-ring-gai staff	To ensure smooth operation of Emergency procedures.
Consumers	As the key contact for Switchboard Services
Contractors	

SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Demonstrated Team Leader experience, ability to determine priorities for others, allocate tasks, motivate, coach and monitor work performance of staff to achieve work objectives.
3. Ability to perform a wide range of administrative tasks whilst managing competing work priorities and workflow within allocated resources.
4. Ability to work effectively, independently and
5. Demonstrate effective interpersonal, written and verbal communication skills and customer service approach.
6. Experience in the supervision of staff within a busy switchboard/call centre environment.
7. Demonstrated experience and knowledge in operating a switchboard, paging equipment and the ability to use other systems such as HealthRoster, StaffLink and HETI.
8. Demonstrated ability to develop a 24 hour 7 day a week roster.