THE SUTHERLAND HOSPITAL

CONSULTATION PAPER

NURSING WORKFORCE, STAFFING & DEVELOPMENT
MEDICAL ADMINISTRATION

T22/11151

Please provide feedback to
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1. **RATIONALE**

   Medical and Nursing recruitment and rostering at The Sutherland Hospital is currently undertaken by two teams, the Medical Administration Unit and the Nursing Development and Staffing Office. Recruitment and rostering is an integral part of the internal functioning of clinical services at TSH. Rostering best practice is integral in providing not only adequate staffing but also to ensure financial efficiency across the services. It is proposed that a pooling of resources, streamlining procedures and the administrative structure will enhance both services and provide accountability and efficiency across staffing at TSH. All administrative staff will be trained in all aspects of recruitment and rostering services to increase efficiency to ensure all members of the team are able to execute tasks required of the unit.

   With the amalgamation and streamlining of both services there are efficiencies to be gained in several areas. These include; 5 -10% decrease in unplanned overtime by improving skills and capability with improved rostering; improved wellbeing as a result from a reduction in overtime; a projected decrease of up to 10 days in the recruiting timeline which would ensure accountablilty of employee related expenditure budget and KPI's by the proposed Clinical Workforce Services Manager.

2. **PROPOSAL**

   It is proposed that the nursing and medical workforce services be combined under a manager for Clinical Workforce Services. The manager will ensure strategic and financial direction and governance across recruitment and staffing. The manager will work closely with the Director of Nursing and Midwifery, Director of Medical Services and the Director of Finance, Strategy and Performance to ensure the financial efficiencies in regard to rostering and recruitment are maintained.

   The team will combine expertise in general recruitment for nursing, senior and junior medical recruitment and rostering under the guidance of a Nurse Unit Manager and JMO manager. The team consist of Clinical Workforce Services Administration Officers under the supervision of a Clinical Workforce Services Administration Supervisor. A Senior Medical Officer Co-ordinator will ensure correct governance across all aspects of SMO services. The administrative staff will equally provide support for both medical and nursing rostering and recruitment ensuring a streamlined process for the entire workforce team.

3. **OVERVIEW OF NURSING WORKFORCE DEVELOPMENT & STAFFING**

   The Nursing Workforce Development and Staffing Office is responsible for the development, implementation, monitoring and evaluation of the Nursing and Midwifery Workforce Plan. This includes co-ordination of nursing and midwifery staff, wardspersons and door screeners in relation to rostering, FTE monitoring and staff service planning. The profile of these services may evolve over time to support recruitment and rostering best practice across the workforce at TSH.

The team is managed by a Nurse Manager (NM3) 1 FTE and supported by Nurse Unit Manager (NUM2) 1 FTE, Administrative Officers AO4 1.84 FTE and Clinical Support Officer A03 1 FTE. There is an additional A03 currently vacant. The Nursing Workforce Development and Staffing unit reports to the Director of Nursing and Midwifery. In addition, the DONM is supported by an A06 Administration Officer.

4. **OVERVIEW OF MEDICAL ADMINISTRATION SERVICES**

Medical Administration Services are responsible for the recruitment and rostering of the medical workforce including Junior Medical Officers and Senior Medical Officers. The team comprises of a JMO Manager HSM1 1.26 FTE, Administrative Officer A06 0.84 FTE, Administrative Officers A05 1.84 FTE. The A06 position also provides administrative assistance to the Director of Medical Services. The Medical Administration team reports directly to the Director of Medical Services.

5.

Current Nursing Workforce Structure

The Sutherland Hospital

October 2021

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                          ┌─────────────────────┐
                          │   General Manager   │
                          └──────────┬──────────┘
                                     │
          ┌──────────────────────────┴──────┐     ┌──────────────┐
          │  Director of Nursing             │─────│  EA to DoNM  │
          │  and Midwifery                   │     │  A06         │
          │                                  │     │  1FTE        │
          └──────────────┬───────────────────┘     └──────────────┘
                         │
                 ┌───────┴───────┐
                 │ Nurse Manager │
                 │ NM3           │
                 │ 1 FTE         │
                 └───────┬───────┘
                         │
                 ┌───────┴───────────┐
                 │ Nurse Unit Manager│
                 │ NUM2              │
                 │ 1 FTE             │
                 └───────┬───────────┘
          ┌──────────────┼──────────────────────┐
  ┌───────┴────────┐ ┌───┴──────────────┐ ┌─────┴──────────────┐
  │ Clinical Support│ │ Administration   │ │ Administration     │
  │ Officer         │ │ Officer          │ │ Officer            │
  │ A03             │ │ A04              │ │ A04                │
  │ 2 FTE           │ │ 1 FTE            │ │ 0.84 FTE           │
  └─────────────────┘ └──────────────────┘ └────────────────────┘
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6.

Current Medical Administration Structure

The Sutherland Hospital

October 2021

Total FTE 3.94

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                          General Manager
                                |
                        Director of Medical
                             Services
         _____|_____
        |            |                |          |
   JMO Manager   SMO Co-Ordinator &  Administration   Administration Officer
                    EA to DMS         Officer         (Health Roster)
     HSM1            A06               A05              A05
    1.26 FTE        0.84 FTE          1 FTE            0.84 FTE
```

JMO Manager

HSM1
1.26 FTE

SMO Co-Ordinator &
EA to DMS
A06
0.84 FTE

Administration Officer
A05
1 FTE

Administration Officer
(Health Roster)
A05
0.84 FTE

7.

General Manager

Medical & Nursing Services
Administration Officer
HSM1 1FTE

Director of Nursing &
Midwifery DONM

Director of Medical
Services DMS

Clinical Workforce
Services Manager
NM4 1 FTE

Nurse Unit Manager
Workforce Services
NUM2 1 FTE

JMO Manager
HSM1 1.26 FTE

Clinical Workforce Services
Administration Supervisor
A06 1 FTE

Senior Medical Officer
Co-ordinator
A06 0.5 FTE

Wardspersons

Casual Nursing & Midwives
Nurse Bank

Clinical Workforce Services
Administration Officer
A04 5 FTE

Door Screeners

EXISTING

NEW

External to
restructure

Operational Reporting

Professional Reporting

THE SUTHERLAND HOSPITAL

PROPOSED STRUCTURE

CLINICAL WORKFORCE SERVICES

FEBRUARY 2022

8. POSITION CHANGE DETAILS

8.1 NEW

8.1.1 Clinical Workforce Services Manager   NM4 1.0FTE

The Clinical Workforce Services Manager provides a key leadership role in the development, implementation, monitoring and evaluation of the facility's Nursing & Midwifery Workforce and Junior and Senior Medical recruitment processes. The role has a strategic focus and an operational function in providing and maintaining safe and appropriate nursing and midwifery, support staff (wardspersons and door screeners) and medical staffing levels within allocated resources across all clinical areas of The Sutherland Hospital (TSH) and associated services. The position is also responsible for the review and coordination of all staff to ensure adequate staffing levels are met in line with rostering best practice principles. This role is responsible for strategic planning of workforce requirements across TSH in consultation with the Directorates and Clinical Programs. The role is also responsible for ensuring financial KPI's are met and a focus on review of practices to ensure staffing and financial efficiencies.

The role is graded as a Nurse Manager 4 and reports directly to the Director of Nursing and Midwifery with an operational reporting line to the Director of Medical Services.

8.1.2 Clinical Workforce Sevices Administration Supervisor   A06 1.0 FTE

This position is responsible for the supervision of the Clinical Workforce Administration Team & SMO Co-ordinator within the Unit. The role provides a range of high level administrative support to the Clinical Workforce Services Unit. The position will supervise the administrative team in addition to providing high level support in regard to the recruitment and staffing of the nursing, medical and support staff. The role will supervise the administrative staff while also providing support to the door screener staff. It is an expectation that this role also has a clear understanding of the functions of the senior medical coordinator and will provide support to that role when required. This position will work closely with the NUM and the JMO Manager. This role will report directly to the Clinical Workforce Services Manager.

8.1.3 Clinical Workforce Services Administration Officer   A04 5.0 FTE

These positions will provide the administrative support for the unit. These roles will perform a range of functions across both medical, nursing and administration including rostering, health roster input and recruitment functions at all stages of the process. The role will also perform recruitment administrative duties as delegated by the Administration Supervisor. It is proposed that the A04 positions in nursing workforce will be matched to these roles. These roles will report directly to the Clinical Workforce Administration Supervisor.

8.1.4 Senior Medical Officer Co-ordinator   AO6 0.5 FTE

The Senior Medical Officer (SMO) Co-ordinator provides recruitment, rostering, payroll and relevant transactional services in relation to Senior Medical Officers. The SMO Co-ordinator will also evaluate and manage administrative systems and procedures to enable the Clinical Workforce Unit to achieve their objectives in a timely, reliable and efficient manner. The position will operationally report to the Administration Supervisor and professionally to the DMS. The overall governance of the SMO portfolio, served in the activities of the SMO Co-ordinator, remains with the DMS.

8.2   RETAINED

9.2.1   Nurse Unit Manager   NUM2 1.0 FTE

The Nurse Unit Manager will provide support to the Clinical Workforce Services Manager and provide advice and support to the administration team.

8.2.2 JMO Manager   HSM1 1.26 FTE

Reporting professionally to the DMS, the function of this role does not change. The role will operationally report to the Clinical Workforce Services Manager to ensure governance of medical recruitment is consistent, and efficient, to support JMO's clinical service provision and training requirements. The role has a direct link with the DPET and together with the DMS, provides overall governance of JMO clinical service provision, wellbeing, and education and training. The only change to this role is the operational reporting line to ensure that recruitment and payroll processes are consistent with other clinical services across NSW Health.

8.3   DELETED

8.3.1 Nurse Manager 3 Workforce Staffing and Development   NM3 1 FTE

This role is currently vacant and will be replaced by the Clinical Workforce Services Manager.

8.3.2 Clinical Support Officer   A03 1 FTE

The position will be replaced by an A04 Clinical Workforce Services Administration Officer and will form part of the Clinical Workforce Administrative Team. Deletion of the A03 position will ensure establishment of a consistently graded administration support team reporting to the Clinical Workforce Services Administration Supervisor.

8.3.3 SMO Co-ordinator & EA to the Director of Medical Serivces   A06 0.84 FTE

This position will be deleted and replaced in part by the proposed SMO Co-Ordinator 0.5FTE and the Medical and Nursing Services Administration Officer to the Director of Medical Services and Director of Nursing and Midwifery 1FTE.

8.3.4 Medical Administration Officer/ Healthroster Admin Officer   AO5 1.84 FTE

The functions of these roles will be amalgamated into the Clinical Workforce Services Administration portfolio with rostering and recruitment functions moving to the administration team.

8.3.5 Administration Officers Nursing Workforce   A04 1.84 FTE

It is proposed that these positions be deleted and matched to the Clinical Workforce Services Administration Officer roles (see 8.1.3).

8.3.6 Administrative Assistant to the Director of Nursing and Midwifery   A06 1.0 FTE

The function of this role will be replaced by the Medical and Nursing Services Administration Officer. Non executive level functions of this role, such as non-peak Committee meetings will be undertaken by administrative staff or clinical support officers outside the Clinical Workforce Services Unit but within TSH.

8.4 OTHER

8.4.1 Medical and Nursing Services Administration Officer   HSM1 1.0 FTE

This role, whilst not sitting directly within the Clinical Workforce Services Unit, will absorb some functions of the deleted EA to the DMS / SMO Co-ordinator role.

9. Summary of proposed changes to positions – Nursing Workforce

Current Position	FTE	Proposed Action	Classification	Grade	Commentary
Nurse Manager Nursing Workforce Services *VACANT*	1.0	Delete	Nurse Manager	3	Replaced by NM4 Clinical Workforce Services Manager
Administrative Support *Permanently filled*	1.84	Delete	AO	4	Matched to A04 Clinical Workforce Services Administration Officer
Clinical Support Officer *Permanently filled*	2	Delete	AO	3	Duties replaced by A04 Clinical Workforce Services Administration Officer

Summary of proposed changes to positions – Medical Administration

Current Position	FTE	Proposed Action	Classification	Grade	Commentary
Administrative Support – SMO & EA to DMS *Permanently filled*	0.84	Delete	AO	6	Incumbent matched to SMO Co-ordinator role. Other duties to Medical & Nursing Services Administration Officer
Administrative Officer *Temporarily filled*	1.0	Delete	AO	5	Duties to be filled by A06 Administration Supervisor and A04 Clinical Workforce Administration Officer
Administrative Support Health Roster *Permanently filled*	0.84	Delete	AO	5	Duties to be filled by A04 Clinical Workforce Services Admin Officers
Administration Officer to DONM *Vacant*	1.0	Delete	AO	6	Duties to be filled by Medical & Nursing Services Administration Officer

Proposed new positions

New Position	FTE	Proposed Action	Classification	Grade	Commentary
Clinical Workforce Services Manager	1.0	New	NM	4	
Clinical Workforce Services Administration Officer	5.0	New	AO	4	
Clinical Workforce Administration Supervisor	1	New	AO	6	
SMO Co-ordinator	0.5	New	AO	6	

Proposed new reporting lines

Position	Current Reporting Line	Proposed New Reporting Line
JMO Manager	Director of Medical Services	Clinical Workforce Services Manager
Nursing Unit Manager	Nurse Manager Workforce	Clinical Workforce Services Manager

10. Employee Assistance Program

Staff are reminded of the availability of the Employee Assistance Program through Converge on 1300 687 327. This number is answered 24 hours per day, seven days per week, to facilitate enquiries, booking requests and to provide assistance.

11. Consultation

Staff that would be significantly impacted by the proposals set out in this document have been contacted individually and advised of the proposed changes.

Consultation will commence with staff and associations in line with NSW Health PD2012_021 *Managing Excess Staff of the NSW Health Service* on release of the Restructure Consultation Paper.

Staff directly impacted by this restructure have been consulted.
Position descriptions are available on request and are currently undergoing the Grading Committee process.

After the consultation phase has closed, formal approval to proceed with implementation of the new structure and management of excess employees will be sought from the Chief Executive and the Ministry of Health. Once this approval is obtained, workforce transition activities will commence.

12. Restructure Timeframe

Action	Detail	Estimated Dates
Release Restructure consultation paper	Provision of consultation paper to affected staff and unions/association	14 March 2022
Completion of consultation phase		27 March 2022
Approval by Chief Executive to proceed with structure	Submit brief to CE for final approval of structure	1 April 2022
Written advice issued to affected staff	Letters to advise staff of "affected status'	14 April 2022
Submission of expressionsof interest for vacant positions	EOI application form	19 April 2022
Selection process for positions	Assessment of EOI application (interview if more than one applicant for one position, or, position is higher grade than applicant currently)	26 April 2022
Unfilled new roles to be advertised	Advertisement of all unfilled roles	1 May 2022
Staff not matched or appointed to positions aredeclared excess	Letter to advise of 'excess status' and the option to choose a voluntary redundancy or seek redeployment	1 June 2022
Written advice issued to staff appointed to positions	Letter to advise of appointment to successfulapplicants	1 June 2022
Voluntary redundancies declined/accepted		22 June 2022
Staff who declined VR's to be provided with case management and career assistance	Letter to advise of allocation of People & Culture Business Partner for case management	22 June 2022
Staff who accepted VR's to exit SESLHD		TBA
Staff not placed in positions after three months of case management to receive writtenadvice of forced redundancy	Letter to advise of forced redundancy	TBA

13. Position descriptions
13.1 Clinical Workforce Services Manager

Facility/Service	SESLHD
Department	Executive Unit
• Manager	Director of Nursing and Midwifery
• Position Number	731824
• Cost Centre	

- Section 1 – Role Details

Does this role require Job Demand Check List?	YES	*All positions require a Job Demand Checklist to be completed*
Position Description Title *:	Clinical Workforce Services Manager	
Does this role require Multiple Awards? Specific classifications (if applicable):	Choose an item.	*If Yes, Please list each Classification and grade below*
Award*	Nurses and Midwives (State) Award	
Position Classification*	Nurse Manager 4	
Job Category Coding (ROB)*	Nurse Manager	
Job Classification Coding (ROB)*	TBC	
Speciality Coding (ROB)	TBC	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	(Mandatory)	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	The Clinical Workforce Services Manager provides leadership and management across both medical and nursing workforce planning, recruitment and rostering. The position will ensure that staffing levels are appropriate within the available resources aligning with the relevant awards and that the strategic and financial goals of the organisation are met.

- Section 2 – Key Accountabilities

.Standard Key Accountabilities*	(Free Text)	• Manage the Clinical Workforce Services Team to ensure support is provided to employees, line managers and senior management in the areas of award interpretation, policy guidance, leave provisions, workforce system and process enquires, recruitment, rostering, payroll and establishment enquiries • Provide high level advice, coaching and guidance in the areas of Rostering Best Practice, benefits realisation (Health Roster and Recruitment) and Staff link in order to ensure services are

		delivered within agreed timeframes, award framework and budgetary restraints
		• Drive, monitor and analyse benefit related activities and financial efficiencies within health roster and roster best practice and communicate financial and non-financial benefits for the organisation
		• Evaluate existing practices and operational procedures by applying practical and innovative risk management to ensure compliance with all obligatory requirements and to maximise organisational safety
		• Recruit, coach, mentor and initiate performance agreements to develop the capabilities of the team to undertake changing roles, responsibilities and accountabilities and to provide succession within the unit
		• Develop, maintain and identify strategic relationships by liaising, consulting and negotiating with internal and external stakeholders to identify key workforce and development issues and provide effective methods of resolution
		• Promote continual improvement by establishing and reviewing performance indicators and relevant reporting systems

- ## Section 3 – Key Challenges

Challenges	• Managing time and prioritising issues given the diversity of the role; ensuring timely and supportive professional advice to both nursing and midwifery, allied and medical workforce; plan and evaluate recruitment to promote staff development and service improvement; maintain effective financial efficiencies as a result of the implementation of workforce planning best practice
Decision Making	• Ability to strategically identify and analyse workforce trends and other data sets to inform the development of appropriate workforce development programs; ability to identify and analyse problems, intervene, make sound decisions and act within polices and scope of practice with self-direction and autonomy
Communication	• Ensuring effective, timely and appropriate communication between all members of the team; demonstrate high quality active presentation on committee meetings and provide reports, information and data as required; ensuring effective collaboration amongst the team, the wider executive and district

- Section 4 – Key Relationships

Key Internal Relationships	Who?	General Manager - TSH
	Why?	Seek professional support in relation to the management of the team and receive guidance and direction as to the strategic direction of the unit
	Who?	Director of Nursing & Midwifery & Director of Medical Services - TSH
	Why?	Seek operational support and advice in relation to the relevant nursing and medical workforce requirements
	Who?	Director of Finance and Performance
	Why?	Seek financial and performance support in relation to efficiency requirements and key performance indicators
	Who	
	Why	
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	Other NSW Health organisations and external partners
	Why?	Respond to requests for information or assistance. Provide sound and reliable information within scope; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes.
	Who?	
	Why?	
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

- Section 5 – Staffing/Responsible for

Direct Reports	4
Indirect Reports	5

- Section 6 – Financial Delegation

As per delegation manual	Nil
Other $	Nil

- Section 7 – Essential Requirements

Other Requirements	(Mandatory)	- All staff are required to complete and submit a Pre-employment Health Declaration Form - Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check - 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
	(Free Text)	

- Section 8 – Selection Criteria

1	Relevant tertiary qualifications or relevant work experience, or a combination of study and work experience. Must be a Registered Nurse/ Midwife holding current registration with the Nursing and Midwifery Board of Australia

2	Demonstrated experience in the co-ordination and management of staff and an understanding of the industrial awards that influence workforce development
3	Demonstrated knowledge of medical, allied and/or nursing workforce planning, hospital structures, healthcare provision and workforce management strategies
4	Demonstrated capacity to utilise high level problem solving, communication, financial management, analytical skills and an ability to work in a high demand environment
5	Proven capacity to contribute to and promote strategic initiatives, including the ability to plan, manage change, improve performance and drive continuous improvement
6	Demonstrated high level written and verbal communication skills, interpersonal and influencing skills including the ability to analyse data, prepare and present reports.
7	Demonstrated strong leadership skills to enhance staff performance, influence workplace culture and lead change
8	Demonstrated competency in the use and analysis of relevant software and reporting systems relating to NSW Health workforce systems

- ### Section 9 – Other Requirements (Optional)

Other Requirements	(Mandatory)	• 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 • *Staff who supervise others:* Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit • *Staff who supervise others:* Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	

- ### Section 10 – Disqualification Questions

Disqualification Questions	*Currently Unavailable*

Section 12 – Job Demands Checklist

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Constant
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Infrequent
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	Frequent
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Occasional
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Constant
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	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Constant

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/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Infrequent
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Infrequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Infrequent
Restraining – involvement in physical containment of patients/clients	Not Applicable
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Infrequent
ENVIRONMENTAL DEMANDS - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Infrequent
Confined Spaces – areas where only one egress (escape route) exists	Infrequent
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	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Infrequent
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Not Applicable

14.2 Clinical Workforce Services Administration Supervisor

Facility/Service	SESLHD
Department	Clinical Workforce Services Unit
• Manager	Clinical Workforce Services Manager
• Position Number	TBA
• Cost Centre	TBA

- Section 1 – Role Details

Does this role require Job Demand Check List?	YES	*All positions require a Job Demand Checklist to be completed*
Position Description Title *:	Clinical Workforce Services Administration Supervisor	
Does this role require Multiple Awards? Specific classifications (if applicable):	Choose an item.	*If Yes, Please list each Classification and grade below*
Award*	Health Employees Administrative Staff (State) Award	
Position Classification*	Admin Officer Lvl 6	
Job Category Coding (ROB)*	Administration and Health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)	Administrative Assistant	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	*(Mandatory)*	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	The Clinical Workforce Services Administration Supervisor provides a range of high level administrative support to the Clinical Workforce Services Unit. The position will supervise the administrative team in addition to providing high level support in regard to the recruitment and staffing of the nursing, medical allied health and general workforce.

- Section 2 – Key Accountabilities

.Standard Key Accountabilities*	*(Free Text)*	• Provide high level administrative support to support to the Clinical Workforce Services Unit including but not limited to medical, nursing and allied health rostering and recruitment, VMoney, medical grand rounds, deceased paperwork and police statements.

| | | Supervise the Clinical Workforce Administration Team with health roster & recruitment services including providing support, advice and guidance Develop and implement strategies, allocate work, set priorities, coach and develop team members to ensure services are provided within agreed timeframes and quality standards Coordinate the training and orientation of new administrative staff; Build and maintain effective relationships with key stakeholders, including senior executives, senior medical officers and senior leaders, both internal and external, to ensure organisational priorities are met. 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. Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service and to ensure the training and education of the Rostering and Recruitment team maintained. Perform duties in line with the priorities of the organisation that are appropriate for the grade of the position. |

- ## Section 3 – Key Challenges

Challenges	- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion. - Work independently under limited direction
Decision making	- Escalate more complex issues outside the scope of their position description to the Clinical Workforce Services Manager - Use a creative approach to problem solving and conflict resolution
Communication	- Ensure that all communication is appropriately delivered to the target audience, in terms of style, mode and content. - Establishment of communication process with Administration team

- ## Section 4 – Key Relationships

Key Internal Relationships	Who?	Clinical Workforce Services Manager
	Why?	Participate in discussions and decisions; escalate issues and propose solution; receive guidance and provide regular updates
	Who?	JMO Manager
	Why?	Participate in discussions and decisions; escalate issues and propose solution; receive guidance and provide regular updates
	Who?	Nurse Unit Manager Clinical Workforce Services
	Why?	Participate in discussions and decisions; escalate issues and propose solution; receive guidance and provide regular updates
Does this role routinely interact with external stakeholders ?	YES	

Key External Relationships	Who?	District SMO Services
	Why?	Respond to requests for information or assistance. Provide sound and reliable information within scope; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes.
	Who?	Workforce Operations
	Why?	Escalation of issues, provision of advice
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

- ## Section 5 – Staffing/Responsible for

Direct Reports	6
Indirect Reports	

- ## Section 6 – Financial Delegation

As per delegation manual	Nil
Other $	Nil

- ## Section 7 – Essential Requirements

Other Requirements	(Mandatory)	- All staff are required to complete and submit a Pre-employment Health Declaration Form - Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check - 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
	(Free Text)	

- ## Section 8 – Selection Criteria

1	Demonstrated experience at a senior administrative level including experience in the supervision and leadership of administrative staff.
2	Demonstrated experience in rostering, payroll and recruitment practices
3	Demonstrated ability to perform a range of administrative tasks, while managing own workload under minimal supervision and the demonstrated ability to work well in a team environment
4	Demonstrated high level written and verbal communication skills, with the ability to communicate effectively with internal and external stakeholders in a variety of formats and situations.
5	Willingness to bring a flexible and adaptable approach to the role and to support other staff, departments or services across the organisation as needed to meet organisational priorities.
6	Demonstrated commitment to maintaining and role modelling a high standard of professional conduct and confidentiality
7	Demonstrated proficiency in the use of computers and standard office software packages including systems in recruitment, rostering, VMO (VMoney) and staff payroll and the ability to learn and adapt quickly to new systems and processes.

- ## Section 9 – Other Requirements (Optional)

Other Requirements	(Mandatory)	• 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 • *Staff who supervise others:* Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit • *Staff who supervise others:* Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	

- ## Section 10 – Disqualification Questions

Disqualification Questions	*Currently Unavailable*

Section 12 – Job Demands Checklist

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Constant
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Infrequent
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	Frequent
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Occasional
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Constant
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	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Constant
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/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Infrequent
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Infrequent

Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Infrequent
Restraining – involvement in physical containment of patients/clients	Not Applicable
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Infrequent
ENVIRONMENTAL DEMANDS - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Infrequent
Confined Spaces – areas where only one egress (escape route) exists	Infrequent
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	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Infrequent
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Not Applicable

14.3 Clinical Workforce Services Administration Officer

Facility/Service	SESLHD
Department	Clinical Workforce Services Unit
• Manager	Clinical Workforce Services Supervisor
• Position Number	TBA
• Cost Centre	TBA

- Section 1 – Role Details

Does this role require Job Demand Check List?	YES	*All positions require a Job Demand Checklist to be completed*
Position Description Title *:	Clinical Workforce Services Administration Officer	
Does this role require Multiple Awards? Specific classifications (if applicable):	Choose an item.	*If Yes, Please list each Classification and grade below*
Award*	Health Employees Administrative Staff (State) Award	
Position Classification*	Admin Officer Lvl 4	
Job Category Coding (ROB)*	Administration and Health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)	Administrative Assistant	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	(Mandatory)	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	The Clinical Workforce Services Administration Officer will be responsible for the implementation and administration of health rostering and recruitment processes for the Clinical Workforce Services Unit. This includes health roster inputs and adjustments, recruitment enquiries and associated administrative tasks to ensure the timely and accurate payment and recruitment of staff. The role covers nursing, medical, allied health and general recruitment and rostering services.

- Section 2 – Key Accountabilities

.Standard Key Accountabilities*	(Free Text)	- Provide frontline customer service to nursing, medical, general and allied health staff regarding their rosters, pay enquiries and recruitment - Monitoring work priorities and work flow to ensure delivery of efficient and effective workforce transactional services - Deliver a customer focussed best practice recruitment and rostering support service in accordance with identified timeframes and KPI's

		- Assistance in the preparation of rosters, including entering shifts into Health Roster and managing changes in an accurate and timely manner - Assistance in end to end recruitment processes including preparation of recruitment requests, preparing interviews and ensuring all post interview documentation is sought and compiled - Provide general administrative support to the Clinical Workforce Services Unit - Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service. - Perform duties in line with the priorities of the organisation that are appropriate for the grade of the position and provide support within the Clinical Workforce Services Unit and relieve and rotate within the team as required.

- ## Section 3 – Key Challenges

Challenges	Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion.
Decision making	Exercise judgement in selecting and applying policy and guidelines; escalation of issues to relevant team member
Communication	Provision of verbal and written communication to internal and external stakeholders in a timely and efficient manner

- ## Section 4 – Key Relationships

Key Internal Relationships	Who?	Clinical Workforce Services Administration Supervisor
	Why?	Line manager. Participate in discussions and decisions; escalate issues and propose solution; receive guidance and provide regular updates
	Who?	NUM Clinical Workforce Services
	Why?	Specific guidance in relation to nursing rostering and recruitment
	Who?	JMO Manager
	Why?	Specific guidance in relation to JMO recruitment and rostering
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	Other NSW Health organisations and external partners
	Why?	Respond to requests for information or assistance. Provide sound and reliable information within scope; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes.
	Who?	
	Why?	
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

- ## Section 5 – Staffing/Responsible for

Direct Reports	Nil
Indirect Reports	Nil

- ## Section 6 – Financial Delegation

As per delegation manual	Nil
Other $	Nil

- ## Section 7 – Essential Requirements

Other Requirements	*(Mandatory)*	• All staff are required to complete and submit a Pre-employment Health Declaration Form • Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check • 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
	(Free Text)	

- ## Section 8 – Selection Criteria

1	Demonstrated experience in administrative support preferably in a health environment
2	Demonstrated ability to perform a range of administrative tasks with attention to detail and demonstrated time management and organisational skills
3	Demonstrated excellent communication and interpersonal skills and the ability to work well as part of a team
4	Demonstrated experience in rostering and recruitment practices
5	Experience in responding to a range of enquiries and determining an appropriate response in a complex work environment
6	Demonstrated commitment to maintaining and role modelling a high standard of professional conduct and confidentiality
7	Demonstrated proficiency in the use of computers and standard office software packages including rostering and recruitment systems, Microsoft Office Suite and the ability to learn and adapt quickly to new systems and processes.

- ## Section 9 – Other Requirements (Optional)

Other Requirements	*(Mandatory)*	• 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 • *Staff who supervise others:* Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit • *Staff who supervise others:* Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	

- ## Section 10 – Disqualification Questions

Disqualification Questions	*Currently Unavailable*

Section 12 – Job Demands Checklist

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Constant
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Infrequent
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	Frequent
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Occasional
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Constant
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	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Constant
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/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Infrequent
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Infrequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Infrequent
Restraining – involvement in physical containment of patients/clients	Not Applicable
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Infrequent
ENVIRONMENTAL DEMANDS - Description (Comment)	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 personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Infrequent
Confined Spaces – areas where only one egress (escape route) exists	Infrequent
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	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Infrequent
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Not Applicable

14.4 Senior Medical Officer Co-ordinator – amended PD

Facility/Service	The Sutherland Hospital
Department	Clinical Workforce Services
• Manager	Clinical Workforce Manager
• Position Number	
• Cost Centre	

- Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	*All positions require a Job Demand Checklist to be completed*
Position Description Title *:	Senior Medical Officer Co-ordinator	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	*If Yes, Please list each Classification and grade below*
Award*	Health Employees Administrative State Staff Award	
Position Classification*	Admin Officer 6	
Job Category Coding (ROB)*	Administration	
Job Classification Coding (ROB)*		
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	*(Mandatory)*	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	(Free Text)	The Senior Medical Officer (SMO) Co-ordinator provides recruitment, rostering, payroll and relevant transactional services in relation to Senior Medical Officers. The SMO Co-ordinator portfolio sits within the Clinical Workforce Services Unit and will also evaluate and manage administrative systems and procedures to enable the Clinical Workforce Unit to achieve their objectives in a timely, reliable and efficient manner.

- Section 2 – Key Accountabilities Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

Standard Key Accountabilities*	*(Free Text)*	• Provide a high level of administrative and clerical support services, managing work priorities and work flow within allocated resources, to ensure delivery of efficient and effective customer focused service to Senior Medical Officers.

		• Administrative services include but are not limited to: recruitment/selection/appointment/registration and credentialing processes; VMoney (payroll) utilisation of information systems; invoicing; processing of leave (such as Training Education and Study Leave entitlements) in accordance of Award Determination and ATO legislations; and reporting. • Liaise and maintain effective relationships with all levels of staff to provide high quality advice, guidance and support on a broad range functions in relation to Senior Medical Officer workforce transactions. • Contribute to the development and achievement of policies, strategies and practices that reflect current and future organisational requirements. • Draft accurate and concise reports, documents and correspondence, including the preparation of complex correspondence for Senior Officers, in accordance with SESLHD policies and procedures • Maintain the corporate records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information and contribute to a timely response for information • Participate in the development, maintenance and review of medical workforce systems, and procedures, and evaluate new methods to continuously improve service efficiency • 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 • Any other duties as directed by the Operations Manager, Medical Workforce Unit in accordance with the Award.

• Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	• Maintaining current knowledge of the frequently changing policies and procedures • Managing competing priorities and high volumes of work given often limited resources
Decision Making	• Work independently under limited direction • Use a creative approach to problem solving and conflict resolution • Escalate more complex issues outside the scope of their position description to the Clinical Workforce Services Manager or Director of Medical Services
Communication	• Required to communicate regularly with staff within the Clinical Workforce Services Unit, Senior Medical Officers and Department Heads; local Executive team; District Workforce Transaction Units, District Senior Medical Officer Unit, on matters relating to Senior Medical Officer workforce transactions. • Externally, the SMO Co-ordinator will develop and maintain effective relationships with other public and private health facilities, NSW Health

	Education Training Institute (HETI), Australian Health Practitioner Regulatory Agency (AHPRA), professional medical colleges and governance bodies, and Department of Immigration

- ## Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role's primary objective(s).

Key Internal Relationships	Who?	Director of Medical Services
	Why?	Professional report for advice and guidance in relation to medical staffing
	Who?	Clinical Workforce Services Supervisor
	Why?	Reports to operationally and will support functions when required
	Who?	
	Why?	
Does this role routinely interact with external stakeholders?		Choose an item.
Key External Relationships	Who?	District Senior Medical Officer Services
	Why?	District body that governs the appointment of Senior Medical Officers
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		Choose an item.

- ## Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	0

- ## Section 6 – Financial Delegation

Note either "as per delegation manual" or "other", if selecting other specify the monetary value of the financial delegation (eg $5,000.00).

As per delegation manual	
Other $	

- ## Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

	(Mandatory)	- All staff are required to complete and submit a Pre-employment Health Declaration Form - Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check *Staff who supervise others:* As a leader you are expected to actively support and demonstrate your commitment to the organisation's safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and
Other Requirements		

		safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable. • *Staff who do not supervise others:* You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
	(Free Text)	

•   Section 8 – Selection CriteriaThe selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Relevant administrative experience and in workforce recruitment, preferably in a health care setting
2	Ability to work independently and with demonstrated capacity for effective teamwork
3	Demonstrated initiative and the ability to bring a creative approach to problem solving
4	Possess organisational and administrative skills with excellent attention to detail and ability to meet strict deadlines
5	Demonstrated high level written and verbal communication skills communicate effectively, through with stakeholders at all levels of an organisation
6	Excellent customer service and interpersonal skills, particularly within a professional environment, including the ability to address and resolve issues in a timely manner and maintain strict confidentiality
7	Experience in the use of NSW Health systems in relation to rostering, recruitment, payroll and Microsoft Office packages including Word, Outlook to meet business objectives

•   Section 9 – Other Requirements (Optional)

•   Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	*(Mandatory)*	• 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 • *Staff who supervise others:* Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit • *Staff who supervise others:* Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	

- ## Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	*Currently Unavailable*

- ## Section 11 – Capabilities for the Role

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	☐	Display Resilience and Courage	Choose an item.
	☐	Act with Integrity	Choose an item.
	☐	Manage Self	Choose an item.
	☐	Value Diversity	Choose an item.
Relationships	☐	Communicate Effectively	Choose an item.
	☐	Commitment to Customer Service	Choose an item.
	☐	Work Collaboratively	Choose an item.
	☐	Influence and Negotiate	Choose an item.
Results	☐	Deliver Results	Choose an item.
	☐	Plan and Prioritise	Choose an item.
	☐	Think and Solve Problems	Choose an item.
	☐	Demonstrate Accountability	Choose an item.
Business Enablers	☐	Finance	Choose an item.
	☐	Technology	Choose an item.
	☐	Procurement and Contract Management	Choose an item.
	☐	Project Management	Choose an item.
People Management	☐	Manage and Develop People	Choose an item.
	☐	Inspire Direction and Purpose	Choose an item.
	☐	Optimise Business Outcomes	Choose an item.
	☐	Manage Reform and Change	Choose an item.

- ## Section 12 – 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.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Choose an item.
Standing – remaining standing without moving about to perform tasks	Choose an item.
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Choose an item.
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Choose an item.
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Choose an item.
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Choose an item.
Kneeling – remaining in a kneeling posture to perform tasks	Choose an item.
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Choose an item.
Leg/Foot Movement – use of leg and/or foot to operate machinery	Choose an item.
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Choose an item.
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Choose an item.
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Choose an item.
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Choose an item.
Reaching – arms fully extended forward or raised above shoulder	Choose an item.
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Choose an item.
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Choose an item.
Hand and Arm Movements – repetitive movements of hands and arms	Choose an item.
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Choose an item.
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Choose an item.
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Choose an item.
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Choose an item.
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Choose an item.
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Choose an item.
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Choose an item.
Touch – use of touch is an integral part of work performance	Choose an item.
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Choose an item.
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Choose an item.
Unpredictable People – e.g. dementia, mental illness, head injuries	Choose an item.
Restraining – involvement in physical containment of patients/clients	Choose an item.
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Choose an item.
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Choose an item.
Gases – working with explosive or flammable gases requiring precautionary measures	Choose an item.
Fumes – exposure to noxious or toxic fumes	Choose an item.
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Choose an item.
Hazardous Substances – e.g. dry chemicals, glues	Choose an item.
Noise – environmental/background noise necessitates people raise their voice to be heard	Choose an item.
Inadequate Lighting – risk of trips, falls or eyestrain	Choose an item.
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Choose an item.
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Choose an item.
Confined Spaces – areas where only one egress (escape route) exists	Choose an item.
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Choose an item.
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Choose an item.
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Choose an item.
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Choose an item.