SCHN – Proposed Restructure of Medical Workforce Team

Dear Member,

Attached is correspondence the HSU has received from Sydney Children’s Hospital Network regarding a proposed restructure of Medical Workforce Team.

Member feedback requested

The HSU industrial team is currently reviewing the potential impacts of the proposed restructure upon affected employees. We are now seeking feedback, views and comments from our members.

Please review the attached documentation and provide comment and feedback by close of business Friday 24th June. You can submit it by email to restructure@hsu.asn.au with subject line Medical Workforce Team.

HSU organiser and sub-branch involvement

Your HSU organisers Graham Conroy (Randwick Children’s) and Helen Sourlas (Westmead Children’s) will be visiting your workplace shortly and convening a meeting to discuss the matter with affected employees. The HSU is also seeking expressions of interest from members to be part of the consultative process as a workplace delegate in any upcoming USCC meetings regarding this proposal. The most effective way to deal with these kinds of proposals is by taking into account the concerns of the group, agreeing on a way forward and presenting that united position to management.

Please distribute this newsletter to your work colleagues for their information and comments and encourage them to attend the meeting.

Not a member of the HSU? Now is time to join and have your say! You can join online at www.hsu.asn.au/join-hsu/ or call 1300 478 679 and join over the phone.

A union’s effectiveness and negotiation power strongly depends upon the strength and density of its membership base. Join your work colleagues today by becoming a member of the Health Services Union and help us to continue to protect, build and improve your working life.

In unity,

Gerard Hayes
Secretary, HSU NSW/ACT.
Sydney Children’s Hospitals Network

Proposed Restructure

Medical Workforce Team

June 2016
Contents

Introduction .................................................................................................................................................................. 3
Case for proposed Medical Workforce Team .............................................................................................. 3
Impact to Medical Workforce Services Department .................................................................................. 4
Current Structure and Staffing ....................................................................................................................... 5
Proposed Structure and Staffing .................................................................................................................... 6
Method of Filling Positions in the Proposed Structure ............................................................................... 7
Timetable for Implementation ......................................................................................................................... 7
Employee Assistance Program ....................................................................................................................... 8
Feedback and Contact Details ....................................................................................................................... 8
Appendix – Position Descriptions ................................................................................................................ 8
Introduction

The Sydney Children's Hospitals Network (the Network) was formed during 2011, bringing together The Children’s Hospital at Westmead (CHW) and Sydney Children’s Hospital, Randwick (SCHR).

The Network was established as a result of the Garling Review and harnesses the expertise of the two Sydney children’s hospitals within one Network with the aim of improving clinical care, research opportunities, education and staff training and to advocate for a healthy future for all children.

The proposed Medical Workforce restructure is necessary to ensure the Directorate is positioned to fulfil current and future workforce and people challenges facing the Network and NSW Health.

In 2014, a review of the Medical Workforce issues was undertaken by Price Waterhouse Coopers (PwC). The decision was made to postpone the restructure process until the completion of the Medical Workforce Review.

Case for proposed Medical Workforce Team

At CHW senior and junior medical workforce services are largely provided through the Workforce Directorate. The CRMO reports to the Director of Clinical Governance and Medical Administration.

At SCHR the senior medical services were until recently provided by Illawarra Shoalhaven LHD and are now provided by Workforce Directorate. The SCHR junior medical services are largely managed by the SCHN Clinical Governance and Medical Administration Directorate with some support from the Workforce Directorate. There is a 0.3 FTE Staff Specialist role managing and overseeing JMO Management and managing the CRMO, this position reports to the Director of Clinical Governance and Medical Administration.

The proposed Medical Workforce Team restructure is necessary to ensure the Directorate is positioned to fulfil current and future workforce and people challenges facing the Network and NSW Health.

In 2014, PwC was engaged to complete a review of the medical workforce within SCHN. A review of the Medical Workforce Team structure was undertaken around the same time and the decision to postpone the restructure process was made. It was acknowledged that the PwC review outcomes would need to be considered as part of the restructure process.

One of the PwC recommendations identified the need for improved medical workforce leadership and structures and in particular they recommended a single Junior Medical Officer (JMO) management approach. The Medical Workforce Advisory Committee (MWAC) was established as a result of the PwC review to further develop the SCHN environment to support, equip, and foster the SCHN Medical Workforce.

A JMO Network focussed team has been formed in line with the recommendations of MWAC review. A Senior Medical Officer (SMO) team has been formed, dedicated to meet the requirements of the senior medical workforce.

The proposed structure is designed to meet the changing requirements in the Directorate and to ensure that the interactions with the departments and staff across the Network are efficient and effective. This team will support the delivery of a high quality workforce service that meets the needs of the Network.
Impact to Medical Workforce Services Department

- The proposed restructure aims to strengthen the ability of the Directorate to provide improved and accountable medical workforce services.

- The proposed structure for the Network’s JMO management utilises a co-lead model, with the Deputy Director – Medical Administration (0.5 FTE) and JMO Manager working collaboratively to lead this single service across the Network.

- It is proposed that there are two dedicated Network teams (SMO and JMO) providing a stronger operational and customer service focus with subject matter expertise.

- The SMO team led by the SMO Workforce Co-ordinator, and the JMO team led by the JMO Manager. These teams provide a consistent and expert service tailored to the needs of the senior and junior medical staff across the Network.

- To increase collaboration and strengthen the administrative support and service to the JMOs, it is proposed that the CRMO Assistants will have a dual reporting line to the JMO Manager and the CRMOs.

- With the implementation of HealthRoster, the Network’s single State-wide supported rostering system, the JMO rostering functions have been realigned to the Workforce Services Team. This realignment offers transactional support to the rostering and pay of the SCHN medical teams.

- The Network Manager – Medical Administration works with the Network Director of Clinical Governance and Medical Administration and Associate Director – Workforce Operations supporting medical workforce strategic projects and providing advice and assurance in the MDAAC process. They will provide support and advice in strategic medical workforce matters to the Network SMO Workforce Co-ordinator.

- Education and training for staff in the new team will be provided to ensure a contemporary transactional service is established utilising automated systems and processes with high level interpersonal and customer service skills.
Current Structure and Staffing

Current Staffing
The organisational chart below represents the current Medical Workforce Team.

<table>
<thead>
<tr>
<th>Position</th>
<th>FTE</th>
<th>Classification</th>
<th>Level</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deputy Director – Medical Administration</td>
<td>0.3</td>
<td>Staff Specialist</td>
<td></td>
<td>Randwick</td>
</tr>
<tr>
<td>Medical Workforce Manager</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 3</td>
<td>Network</td>
</tr>
<tr>
<td>HR Officer</td>
<td>2.5</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Westmead</td>
</tr>
<tr>
<td>JMO Rostering &amp; Payroll Coordinator</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 1</td>
<td>Westmead</td>
</tr>
<tr>
<td>JMO Rostering &amp; Payroll Officer</td>
<td>0.6</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Westmead</td>
</tr>
<tr>
<td>Administrative Officer</td>
<td>0.8</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Westmead</td>
</tr>
<tr>
<td>Medical Workforce Coordinator</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 4</td>
<td>Westmead</td>
</tr>
<tr>
<td>JMO Administrative Officer</td>
<td>1</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Randwick</td>
</tr>
</tbody>
</table>
Proposed Structure and Staffing

The organisational chart below represents the proposed Medical Workforce structure.
Proposed Staffing

<table>
<thead>
<tr>
<th>Position</th>
<th>FTE</th>
<th>Classification</th>
<th>Level</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-Lead Deputy Director - Medical Administration</td>
<td>0.5</td>
<td>Staff Specialist</td>
<td></td>
<td>Network</td>
</tr>
<tr>
<td>SMO Workforce Coordinator</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 2</td>
<td>Network</td>
</tr>
<tr>
<td>SMO Senior Workforce Officer</td>
<td>1</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Westmead</td>
</tr>
<tr>
<td>SMO Workforce Officer</td>
<td>0.5</td>
<td>Admin Officer</td>
<td>Level 4</td>
<td>Randwick</td>
</tr>
<tr>
<td>Administrative Officer</td>
<td>0.8</td>
<td>Admin Officer</td>
<td>Level 4</td>
<td>Westmead</td>
</tr>
<tr>
<td>JMO Manager (Co-Lead)</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 3</td>
<td>Network</td>
</tr>
<tr>
<td>JMO Workforce Coordinator</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 1</td>
<td>Network</td>
</tr>
<tr>
<td>JMO Workforce Officer</td>
<td>1.8</td>
<td>Admin Officer</td>
<td>Level 4</td>
<td>Westmead</td>
</tr>
</tbody>
</table>

Method of Filling Positions in the Proposed Structure

Individual meetings with staff member who may be affected will take place throughout the change process.

Where a change is proposed, this will be discussed with staff members who may be affected.

Where there is not more than one suitable applicant, individuals will be matched to roles. If there is more than one eligible person for a role, a competitive selection process will apply.

Where a member of staff remains displaced at the conclusion of the process, the Network will work with that individual to initially explore options for redeployment within the Network, and will assess other contractual options on a case-by-case basis.

The restructure process and procedures will be managed in line with the NSW Health Policy Directive PD2012_021.

Timetable for Implementation

<table>
<thead>
<tr>
<th>Stage</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultation with staff and Unions commences</td>
<td>Week ending 10 June 2016</td>
</tr>
<tr>
<td>Consultation closes</td>
<td>Week ending 24 June 2016</td>
</tr>
<tr>
<td>Assessment of staff and Union comments</td>
<td>Week ending 1 July 2016</td>
</tr>
<tr>
<td>Decision of the final structure</td>
<td>Week ending 8 July 2016</td>
</tr>
<tr>
<td>Appointment to the new structure commences</td>
<td>Week commencing 11 July 2016</td>
</tr>
</tbody>
</table>
Employee Assistance Program

Employee Assistance Program (EAP) is a free strictly confidential and professional counselling service provided by the Sydney Children's Hospitals Network to all staff. Staff can access by contact details:

• Access EAP 1800 81 87 28
• Converge International 1800 33 70 68

Feedback and Contact Details

Enquiries and feedback regarding the proposed structure to:

Glen Farrow – Director of Clinical Governance
glen.farrow@health.nsw.gov.au

Sharon Bau – Associate Director Workforce Operational Services
sharon.bau@health.nsw.gov.au

Appendix – Position Descriptions

The proposed roles position descriptions are detailed in the below table.

<table>
<thead>
<tr>
<th>Role</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-Lead Deputy Director – Medical Administration</td>
<td>9</td>
</tr>
<tr>
<td>SMO Workforce Coordinator</td>
<td>12</td>
</tr>
<tr>
<td>SMO Senior Workforce Officer</td>
<td>19</td>
</tr>
<tr>
<td>SMO Workforce Officer</td>
<td>26</td>
</tr>
<tr>
<td>JMO Manager (Co-Lead)</td>
<td>32</td>
</tr>
<tr>
<td>JMO Workforce Coordinator</td>
<td>40</td>
</tr>
<tr>
<td>JMO Workforce Officer</td>
<td>47</td>
</tr>
</tbody>
</table>
**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>POSITION DETAILS:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TITLE</strong></td>
</tr>
<tr>
<td><strong>SALARY CLASSIFICATION</strong></td>
</tr>
<tr>
<td><strong>RELEVANT AWARD:</strong></td>
</tr>
<tr>
<td><strong>LOCATION</strong></td>
</tr>
<tr>
<td><strong>EMPLOYMENT STATUS</strong></td>
</tr>
<tr>
<td><strong>RESPONSIBLE TO:</strong></td>
</tr>
</tbody>
</table>

**SCOPE OF POSITION**

The JMO Manager Co-Leads will work in close collaboration with each other; the Deputy Director – Medical Administration (Network JMO Management), a Senior Medical Officer, will provide the professional medical leadership while the JMO Manager (HSM) will provide the lead on business, workforce and administrative management.

- The Co-Leads will work closely with colleagues in Clinical Operations, Workforce Services and the Education and Training Department to provide leadership and support to the Sydney Children's Hospitals Network (the Network) managers to ensure the effective management of the JMO workforce.
- The Co-Leads will oversight the systems to manage the JMOs while working in their clinical roles to ensure all Network and regulatory standards are met and to support and manage JMOs during their placement in the Network.
- The Co-Leads will lead and manage the two site based Chief Resident Medical Officers and their administrative support to support the delivery of operational JMO services across the Network.

**ACCOUNTABILITIES**

Joint responsibilities:

1. To develop and maintain a workforce plan for the junior medical workforce that balances the provision of high quality, safe and patient focussed care while optimising the training requirements of JMOs
2. To work collaboratively with Program Directors and Medical Heads of Department to forward plan and respond to the operational requirements of the JMO workforce demand and supply needs in programs and departments
3. To work collaboratively with Program Directors and Medical Heads of Department to develop an operational policy and guidelines to ensure consistent management of JMOs across the Network (incorporating rotation/allocation, orientation and training, clinical standards and establishment control and managing employee related expenses)
4. To work with and manage the two site based Chief Resident Medical Officers CRMOs and their administrative support to support the delivery of operational JMO services across the Network (including professional standards and compliance, support and guidance to JMOs, mentoring and coaching, annual and adhoc recruitment and orientation, allocation and rostering, pay and employment matters)
5. To enforce compliance and regulations (e.g., registration, working with children checks, immunisation, mandatory training)
6. To work with the CRMOs and Medical Workforce team to ensure delivery of the annual recruitment and orientation processes
7. To work with CRMOs and Workforce Transactional team to ensure JMO rostering, pay issues and leave management are optimised
8. To work with Workforce Operations Consultancy team on JMO performance issues, training in distress and other work and non-work related injuries or health issues
9. To work with the Network leads for Education and Training to oversee the optimal provision of training and education for JMOs; including collaboration with HETI and colleges
10. To work with the Network leads for Education and Training to ensure the Network meets accreditation standards as a training provider for JMOs
11. To provide guidance and advice to the Education Support Officers to ensure the individual JMO training requirements are planned and delivered
12. To work with the Network leads for Education and Training/Workforce Services to ensure supervision, mentoring and appraisal processes are completed as required

Specific responsibilities for Deputy Director – Medical Administration (Network JMO Management)

- To provide professional medical leadership for the Junior Medical Officers
- To champion and enforce clinical, professional and ethical standards
- To promote safe and high quality patient centred care (Stronger, Safer, Smarter)
- To mentor and support the two site based Chief Resident Medical Officers
- To develop collaborative working relationships with JMO education leads (e.g., DPETs)
- To provide leadership, advice and support to Program Directors and Medical Heads of Department on professional medical leadership issues relating to their JMO workforce
- To provide leadership and advice on JMO professional conduct issues (including breaches of compliance) and take required actions in conjunction with Workforce Services
- To provide leadership and advice to assist JMOs in distress, including personal intervention where appropriate or advice/support in conjunction with CRMO
- To take the professional lead on financial and workforce efficiency initiatives (e.g., leave management and rostering)
- To take the lead in external meeting and relationship management for professional JMO workforce matters
- To take the lead and/partner with internal Education and Training colleague on external meeting and relationship management for JMO education and training issues

**SELECTION CRITERIA**

1. Eligible for Registration with AHPRA and hold Fellowship of the relevant college and/or other specialist recognition as provided for in the Staff Specialists (State) Award
2. Commitment to provide support and develop system to enhance the role and experience of junior medical trainees
3. Demonstrated success in building effective relationships with Managers and staff and external bodies (e.g., Colleges)
4. Demonstrated leadership skills and ability in service planning, change management and policy development
5. Demonstrated ability to manage a systems and compliance
6. Demonstrated ability to manage a team and work collaboratively with multi-stakeholders and teams
7. Commitment and ability to work in the Co-lead model.
8. Demonstrated ability to be innovative and adapt to changing circumstances.

As the incumbent of this position, I confirm I have read the Position Description, understand its contents and agree to work in accordance with the requirements of the position.
Employee Name: ________________________________

Employee Signature: ___________________________ Date: __________
### Position Description – SMO Workforce Coordinator

| *Reference Number:* | “Recruitment Reference Number”  
|---|---
| | This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised.

| *Recruitment Type* | Select one of the below options:  
|---|---
| | General Recruitment
| | Junior Medical Officer

| *Position Number* |  
|---|---

| *Position Title:* | SMO Workforce Coordinator  
|---|---

| *Cost Centre:* |  
|---|---

| *Organisation Unit* | Sydney Children’s Hospitals Network (SCHN)  
|---|---

| *Primary Location:* | Network  
|---|---

| *Facility:* | You may be required to work in any facility within the Sydney Children’s Hospitals Network.  
|---|---

| *Award:* | Health Managers (State) Award  
|---|---
**Classification:** Health Manager Level 2

**Treasury Code:** Leave this field blank. Staff Services will enter the required information.

**Registration / Licence Requirements**

**Specialty Code/s:**

- Professional Category
- Primary Function
- Client Group
- Speciality Code

- 01 – Medical
- 02 - Nursing

- Leave this field blank. Staff Services will enter the required information.

- 1 – Adult
- 2 – Paediatric
- 3 - Mixed

- Leave this field blank. Staff Services will enter the required information.

**Vaccination Category:** Category B: No contact with clients or blood or body substances.

Select one category only by ticking the relevant box ‘A’ or ‘B’

**Pre Employment Screening Check**

- What pre-employment screening check is required for this position:
  - National Criminal Record Check
  - Working with Children Background Check
  - Working with Aged Care Check

**Responsible To:** Network Manager Medical Administration

**Responsible For (staff):**

- SMO Senior Workforce Officer
- SMO Workforce Officer
- Administrative Officer – Medical Workforce

**Purpose of Position**

This position supports the Director of Clinical Governance and Medical Administration and the Associate Director Workforce Operational Services in the implementation, and efficient and effective delivery of specialised business and service objectives relating to governance, credentialing, appointment, and contracting of senior medical staff, consistent with NSW Ministry of Health and the Sydney Children’s Hospitals Network (SCHN) policy directives and initiatives.
The role oversees all aspects of senior medical staff recruitment, selection and appointment, including the coordination of registration and visa applications for senior medical staff recruited from overseas.

The position holder will maintain positive relationships with internal and external stakeholders including the Network Manager Medical Administration, Director/Deputy of Clinical Governance and Medical Administration, Clinical Program Directors, Medical Department Heads, other health organisations as well as facilitating communication with various external agencies.

<table>
<thead>
<tr>
<th>*Key Accountabilities</th>
<th>Team Management</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Managing and mentoring the SCHN SMO Team to ensure improvements are made within their day to day activities and workloads.</td>
</tr>
<tr>
<td></td>
<td>• Ensuring that team tasks are processed within defined timeframes. Additionally, ensuring NSW Health legislation, policies and procedures are followed, and communication within the Team are maintained at optimal standards.</td>
</tr>
<tr>
<td></td>
<td>• Providing appropriate feedback to team members as well as identifying, developing and implementing strategies to improve the knowledge and skills of the individual team members and the team as a cohort.</td>
</tr>
<tr>
<td></td>
<td>• Setting, achieving and improving KPIs for the Team to ensure a seamless provision of service.</td>
</tr>
<tr>
<td></td>
<td>• Managing complex issues escalated by the Team and assisting them to resolve these in an appropriate and effective manner.</td>
</tr>
<tr>
<td></td>
<td>• Conducting performance appraisals to facilitate professional and personal growth and development.</td>
</tr>
</tbody>
</table>

**Senior Medical Workforce**

- Working in collaboration with the Network Manager Medical Administration to ensure efficient and effective recruitment, appointment and ongoing employment of senior medical staff including Visiting Medical Officers (VMOs), Medical Department Heads and Honorary Medical Officers (HMOs) by implementing staffing strategies and policies that meet the employment and retention workforce needs of the SCHN.
- Manage the assessment and analysis of senior medical staff employment matters to ensure prompt responses and solutions.
- Assist Clinical Program Directors and Medical Department Heads to review senior medical staffing requirements, position descriptions and selection criteria.
- Ensure SCHN, NSW Health and EQuIP mandatory employment screening /credentialing requirements are met prior to commencement.
- Provide advice on selection committee composition and short listing processes when required. Manage the coordination of interviews and panel members.
- Manage and improve the process for appropriate, timely and accurate notifications of appointment following the Medical and Dental Appointments Advisory Committee Meeting (MDAAC) including the establishment of employment details in the payroll, rostering and IT systems.
- Oversee the registration and visa processes for international senior medical staff appointments in line with SCHN, NSW Health and government requirements.
- Develop, monitor and report on performance measures across the senior medical workforce portfolio, analysing and suggesting improvements where appropriate.
- Develop, review and maintain relevant policies, procedures, processes and systems.
- Plan and implement the triennium/quinquennium VMO appointment processes including triennium/quinquennium re-appointments.
- Assessment and analysis of contentious Training, Education, Study Leave (TESL) applications providing a prompt response and solution to ensure
consistency and compliance with policy, awards and associated industrial instruments.

- Oversee the coordination and action of annual Rights of Private Practice election of Staff Specialists liaising with Finance and ensuring Finance, Payroll, and TESL system reflects efficiently any election changes.

Operational Management:

- Champion a strong customer service focus for all interactions – with a 'Children First and Foremost' mentality to our internal clients. Develop quality initiatives, programs and provisions that support high level and consistent service to SCHN customers.
- Support the Network Manager Medical Administration with ongoing projects as required.
- Identify needs of the Network to improve service expectations and provide recommendation to the Network Manager Medical Administration on improvement strategies.
- Model, promote and encourage a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assist team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

HUMAN RESOURCE MANAGEMENT

Equal Employment Opportunity

Employees:
Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

Occupational Health Safety & Rehabilitation

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head’s and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

CHILD SAFETY & PROTECTION

CHW believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.
As an employee you are expected to:

- Report safety concerns via the ‘Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

**Employees:**

Be familiar with CHW Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

**LEARNING AND DEVELOPMENT**

**PERSONAL AND PROFESSIONAL**

Organisational Requirements

I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training ‘required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.

**Risk Management:**

**Accountabilities**

- **All employees** at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.
- **Department Heads and Supervisors must:** Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.
CONSUMERS

**Department Head and Supervisors:**

Promote and coordinate continuous improvement and patient-and family-centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

**Employees:**

Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.

| *Challenges / Problem Solving* | Establishing, fostering and maintaining a strong focussed people culture in the delivery of Workforce Services, programs and initiatives which meet customer service needs.  
Demonstrating resilience and persistence in balancing the needs of competing demands within a complex, high work volume environment.  
Contribute to the development and implementation of organisational change strategies.  
Leading a team for the provision of competent human resource services within the competing priorities of a busy clinical environment.  
Developing strong working relationships with external agencies (Australian Health Practitioner Regulation Agency (AHPRA), Department of Immigration and Border Protection, to achieve the goal of employing the best possible employees. |
|---|---|
| *Communication* | Clinical Program Directors  
Medical Department Heads  
Senior Medical Officers  
HealthShare  
Other external agencies and stakeholders |
| *Decision Making* | The SMO Workforce Coordinator has an influence in the day to day exercise of Human Resources decision making, consistent with the Network’s Delegations Manual and policies.  
The position makes recommendations to the Network Manager Medical Administration on matters including but not limited to: significant change to processes; change management initiatives; policies and procedures; and performance against service level agreements and key performance indicators.  
The SMO Workforce Coordinator exercises analytical, decision making and problem solving skills in relation to Human Resources issues arising.  
The position makes operational decisions relating to priorities and workload management for the Team and includes reviewing systems such as procedures, resource materials and work flow. |
| *Selection Criteria* | 1. Relevant tertiary qualifications in human resources management or other relevant field and/or experience in human resources management in a large diverse service industry organisation.  
2. Demonstrated successful customer services leadership experience in balancing the demands of a busy environment.  
3. Experience in managing teams to achieve best practice results in a timely, efficient and accurate manner.  
4. Demonstrated ability to interpret and apply the legislative and regulative requirements relevant to the scope of the position. |
5. Demonstrated effective communication and interpersonal skills (both verbal and written) with proven ability to interact professionally with a range of internal and external stakeholders.
6. Proven skills in monitoring contemporary business practices and trends and applying appropriate changes to meet best practices and outcomes.
7. Demonstrated sound problem solving skills and ability to provide first line support in complex and sensitive Human Resources / Employee Relations advice and consultancy services
8. Proven ability to utilise high level MS Office and computer skills.

* Staffing
3

* Budget
N/A

* Financial Delegation
Financial delegation is in accordance with the Delegations Manual.

Appendices
- Appendix 1: Competency Framework – Option to attach
- Appendix 2: Organisational Profile – Option to attach
- Appendix 3: Organisational Chart – Option to attach
- Appendix 4: Medical Board Information – Option to attach
**Position Description – SMO Senior Workforce Officer**

| * Reference Number: | “Recruitment Reference Number”  
This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>* Recruitment Type</td>
<td>□ General Recruitment</td>
</tr>
<tr>
<td>* Position Number</td>
<td></td>
</tr>
<tr>
<td>* Position Title:</td>
<td>SMO Senior Workforce Officer</td>
</tr>
<tr>
<td>* Cost Centre:</td>
<td></td>
</tr>
<tr>
<td>* Organisation Unit</td>
<td>Sydney Children’s Hospitals Network (SCHN)</td>
</tr>
<tr>
<td>* Location:</td>
<td>Westmead</td>
</tr>
</tbody>
</table>
| * Facility:         | Westmead  
You may be required to work in any facility within the Sydney Children’s Hospitals Network. Should this occur, reasonable notice will be provided. |
<p>| * Award:            | Health Employees’ Administrative Staff (State) Award |</p>
<table>
<thead>
<tr>
<th>* Classification:</th>
<th>Administration Officer Level 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Treasury Code:</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
</tr>
<tr>
<td>Registration / Licence Requirements</td>
<td>Nil</td>
</tr>
<tr>
<td>Specialty Code/s:</td>
<td>Professional Category</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>* Vaccination Category:</td>
<td>Category B:</td>
</tr>
<tr>
<td>* Pre Employment Screening Check</td>
<td>What pre-employment screening check is required for this position:</td>
</tr>
<tr>
<td>* Responsible To:</td>
<td>SMO Workforce Coordinator</td>
</tr>
<tr>
<td>* Responsible For (staff):</td>
<td>Nil</td>
</tr>
<tr>
<td>* Purpose of Position</td>
<td>The SMO Senior Workforce Officer is the first point of contact for senior medical staff within the Sydney Children’s Hospitals Network (SCHN). The position holder provides a range of administrative services to enable the SMO Workforce Team to achieve their objectives in a timely, reliable and accurate manner. The SMO Senior Workforce Officer will work with little formal guidelines and make decisions within the scope of duties and work priorities to ensure delivery of efficient and effective client focused services.</td>
</tr>
</tbody>
</table>
Note: Senior medical staff includes Staff Specialists, Visiting Medical Officers (VMOs), Visiting Dental Officers (VDOs), Clinical Academics, Honorary Medical Officers (HMOs), Post Graduate Fellows (PGF), Observers.

* Key Accountabilities

- Liaise with managers to develop advertisements for external media placements and the e-recruitment system.
- Create recruitment and selection files and maintain record keeping systems (including electronic systems).
- Co-ordination of interviews including selection panel members, applicant management, venues and AV bookings.
- Provide advice to managers, selection panel convenors/members and applicants on the recruitment and selection processes relevant to tasks and responsibilities.
- Provide advice to managers, selection panel convenors/members and applicants on the processes, timeframes and conditions for recruiting and selection of overseas applicants.
- Process pre-employment screening including credential verification, National Criminal Record Check, Working with Children Check, Service Check Register, vaccination status and right to work in Australia.
- Prepare Medical and Dental Appointments Advisory Committee (MDAAC) associated papers including checking mandatory documentation for review by the SMO Workforce Coordinator prior to submission.
- Timely and accurate preparation of permanent and temporary employment contracts following MDAAC and Chief Executive approval.
- Prepare unsuccessful and eligibility letters.
- Distribute the employment contracts to the successful applicant/s together with the New Starter Pack and/or relevant appointment documents.
- Management of acceptances and employment enquiries.
- Process visa, registration and college applications for overseas appointments.
- Timely and accurate notifications of appointment including the establishment of employment details in the payroll, rostering and IT systems.
- Review Medical Registration Checks advising of expiration and report to the SMO Workforce Coordinator any non-compliance issues.
- Review Visa Status Checks advising of expiration and report to the SMO Workforce Coordinator any non-compliance issues.
- Assist with Conference and Study Leave applications processing.
- Support the administrative processes to ensure the regular appraisal and development of senior medical staff.
- Maintain appropriate confidentiality and discretion of work surrounding personal information and information relating to your work.
- Be involved in quality initiatives that support high level and consistent service to SCHN customers.
- Modelling, promoting and encouraging a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assisting team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

HUMAN RESOURCE MANAGEMENT

Equal Employment Opportunity

Employees:
Are required to be familiar with and comply with EEO policies. Staff who
become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

Occupational Health Safety & Rehabilitation

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head's and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

Child Safety & Protection

The SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:
- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:
Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT

Personal and Professional

Organisational Requirements

I undertake to:
- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training 'required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.
## RISK MANAGEMENT:

### Accountabilities

- **All employees** at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.

- **Department Heads and Supervisors** must: Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

## CONTINUOUS IMPROVEMENT, PATIENT SAFETY & PARTNERING WITH CONSUMERS

### Department Head and Supervisors:

- Promote and coordinate continuous improvement and patient-and family-centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

### Employees:

- Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.

### * Challenges / Problem Solving

- Work with little formal guidelines, usually under limited direction as to work priorities and the detailed conduct of the task.
- Establishing, fostering and maintaining a strong customer focussed approach within a busy and high demand environment.
- Ability to manage conflict of priorities in an effective and efficient manner.
- Escalating issues to the SMO Workforce Coordinator where appropriate.

### * Communication

- Workforce Services Team
- Department Managers/Clinical Program Directors
- SCHN senior medical staff
- Prospective Employees
- HealthShare
- Any other key external and internal stakeholders

### * Decision Making

- Ability to review operational processes and systems and provide advice and feedback to the SMO Workforce Coordinator
- Exercise independent judgement, initiative and problem solve, in accordance with guidelines.
- Ability to adhere to complex process requirements relating to
• Administrative support tasks with senior medical appointments.
  • Independent actions are exercised within the scope of position as determined by the SMO Workforce Coordinator.

<table>
<thead>
<tr>
<th>* Selection Criteria</th>
<th>1. Relevant administrative experience working in Human Resources or transactional service environment, preferably in a large complex organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Strong customer service skills with a focussed and responsive approach to managing enquiries whilst maintaining confidentiality.</td>
</tr>
<tr>
<td></td>
<td>3. Possess organisational and administrative skills with excellent attention to detail and ability to meet strict deadlines.</td>
</tr>
<tr>
<td></td>
<td>4. Excellent communication skills (both verbal and written) and proven ability to establish positive working relationships with staff at all levels and external parties.</td>
</tr>
<tr>
<td></td>
<td>5. Proven ability to work in a high volume and demanding environment with proven capacity to manage concurrent activities of a diverse nature.</td>
</tr>
<tr>
<td></td>
<td>6. Ability to manage resources to ensure the delivery of services including the review of operational systems relevant to senior medical recruitment processing, on-boarding and credentialing of employees.</td>
</tr>
<tr>
<td></td>
<td>7. Demonstrated ability to work independently across a variety of functions which may be complex in nature and make decisions to modify requirements according to different situations.</td>
</tr>
<tr>
<td></td>
<td>8. Demonstrated proficient computer skills with experience using MS Office programs and HRIS systems.</td>
</tr>
</tbody>
</table>

| * Staffing | NIL |
| * Budget   | NIL |

| * Financial Delegation | Financial delegation is in accordance with the Delegations Manual. |
**Position Description – SMO Workforce Officer**

| * Reference Number: | “Recruitment Reference Number”
This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>* Recruitment Type</td>
<td>□ General Recruitment</td>
</tr>
<tr>
<td>* Position Number</td>
<td></td>
</tr>
<tr>
<td>* Position Title:</td>
<td>SMO Workforce Officer</td>
</tr>
<tr>
<td>* Cost Centre:</td>
<td></td>
</tr>
<tr>
<td>* Organisation Unit</td>
<td>Sydney Children’s Hospitals Network (SCHN)</td>
</tr>
<tr>
<td>* Location:</td>
<td>Randwick</td>
</tr>
<tr>
<td>* Facility:</td>
<td>Randwick</td>
</tr>
</tbody>
</table>

You may be required to work in any facility within the Sydney Children’s Hospitals Network. Should this occur, reasonable notice will be provided.

| * Award:            | Health Employees’ Administrative Staff (State) Award                                |
**Classification:** Administration Officer Level 4

**Treasury Code:** Leave this field blank. Staff Services will enter the required information.

**Registration / Licence Requirements**

Nil

<table>
<thead>
<tr>
<th>Specialty Code/s:</th>
<th>Professional Category</th>
<th>Primary Function</th>
<th>Client Group</th>
<th>Speciality Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>01 – Medical</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>1 – Adult</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
</tr>
<tr>
<td></td>
<td>02 – Nursing</td>
<td></td>
<td>2 – Paediatric</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 – Mixed</td>
<td></td>
</tr>
</tbody>
</table>

**Vaccination Category:** Category B:

**Pre Employment Screening Check**

What pre-employment screening check is required for this position:

- National Criminal Record Check

**Responsible To:** SMO Workforce Coordinator

**Responsible For (staff):** Nil

**Purpose of Position**

The SMO Workforce Officer provides a range of administrative support services relating to senior medical staff appointments, while managing work priorities and workflow within allocated resources to ensure delivery of efficient and effective client focused services.

Note: Senior medical staff includes Staff Specialists, Visiting Medical Officers (VMOs), Visiting Dental Officers (VDOs), Clinical Academics, Honorary Medical Officers (HMOs), Post Graduate Fellows (PGF), Observers.
**Key Accountabilities**

- Assist in the development of senior medical recruitment advertisements and placements on the e-recruitment system.
- Create recruitment and selection files and maintain record keeping systems (including electronic systems).
- Co-ordination of interviews including selection panel members, applicant management, venues and AV bookings.
- Provide advice to managers, selection panel convenors/members and applicants on the recruitment and selection processes relevant to tasks and responsibilities.
- Under the guidance of the SMO Workforce Coordinator, provide advice to managers, selection panel convenors/members and applicants on the processes, timeframes and conditions for recruiting and selection of overseas applicants.
- Process pre-employment screening including credential verification, National Criminal Record Check, Working with Children Check, Service Check Register, vaccination status and right to work in Australia.
- Under the guidance of the SMO Workforce Coordinator, assist in preparation of Medical and Dental Appointments Advisory Committee (MDAAC) associated papers including checking mandatory documentation.
- Timely and accurate preparation of permanent and temporary employment contracts following MDAAC and Chief Executive approval.
- Prepare unsuccessful and eligibility letters.
- Distribute the employment contracts to the successful applicant/s together with the New Starter Pack and/or relevant appointment documents.
- Assist with the management of acceptances and employment enquiries.
- Following established processes, process visa, registration and college applications for overseas appointments under the guidance of the SMO Workforce Coordinator.
- Timely and accurate notifications of appointment including the establishment of employment details in the payroll, rostering and IT systems.
- Following established processes, review Medical Registration Checks advising of expiration for senior medical staff as requested.
- Following established processes, review Visa Status Checks advising of expiration for senior medical staff as requested.
- Undertake Conference and Study Leave applications processing.
- Support the administrative processes to ensure the regular appraisal and development of senior medical staff.
- Maintain appropriate confidentiality and discretion of work surrounding personal information and information relating to your work.
- Be involved in quality initiatives that support high level and consistent service to SCHN customers.
- Modelling, promoting and encouraging a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assisting team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

**HUMAN RESOURCE MANAGEMENT**

**Equal Employment Opportunity**

*Employees:*

Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.
Occupational Health Safety & Rehabilitation

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head's and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

Child Safety & Protection

The SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:

- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:
Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT

Personal and Professional

Organisational Requirements
I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.

RISK MANAGEMENT:

Accountabilities
• All employees at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.

• Department Heads and Supervisors must: Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

CONTINUOUS IMPROVEMENT, PATIENT SAFETY & PARTNERING WITH CONSUMERS

Department Head and Supervisors:
Promote and coordinate continuous improvement and patient-and family-centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

Employees:
Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.

* Challenges / Problem Solving

- Prioritising work in accordance with fluctuating demands and schedules.
- Establishing, fostering and maintaining a strong customer focussed approach within a busy and high demand environment.
- Managing competing demands in an effective and efficient manner.
- Ability to recognise a situation requiring escalation, and escalating appropriately.

* Communication

- Workforce Services Team
- Department Managers/Clinical Program Directors
- SCHN senior medical staff
- Prospective Employees
- HealthShare
- Any other key external and internal stakeholders

* Decision Making

- Day to day decisions relating to own work priorities and assisting colleagues within the team environment.
- Ability to adhere to process requirements relating to administrative support tasks with senior medical staff appointments.
- Ability to identify issues within day to day work, and escalate to appropriate line managers when required.
### Selection Criteria

1. Demonstrated relevant administration experience working for a large, complex organisation.
2. Strong customer service skills with a focused and responsive approach to managing enquiries whilst maintaining confidentiality.
3. Demonstrated good administrative skills with excellent attention to detail and ability to meet strict deadlines.
4. Excellent communication skills (both verbal and written) and proven ability to establish positive working relationships with staff at all levels and external parties.
5. Proven ability to work in a high volume and demanding environment with proven capacity to manage concurrent activities of a diverse nature.
6. Ability to investigate regulations, instructions or procedural guidelines relevant to senior medical staff recruitment processing, on-boarding and credentialing of employees.
7. Ability to carry out a variety of functions which may require the use of judgment to apply established principles, techniques and methods.
8. Demonstrated proficient computer skills with experience using MS Office programs and HRIS/similar data systems.

### Staffing

NIL

### Budget

NIL

### Financial Delegation

Financial delegation is in accordance with the Delegations Manual.
<table>
<thead>
<tr>
<th><strong>Position Description – JMO Manager Co-Lead</strong></th>
</tr>
</thead>
</table>
| **Reference Number:** | “Recruitment Reference Number”  
This is automatically generated once you submit an Approval to Recruit via  
Mercury – also becomes the online recruitment reference number for the position  
being advertised. |
| **Recruitment Type** | ☑ General Recruitment |
| **Position Number** | If not known, contact Rona Saengdara ([schnstafflink@health.nsw.gov.au](mailto:schnstafflink@health.nsw.gov.au)). |
| **Position Title:** | JMO Manager Co-Lead |
| **Cost Centre:** | |
| **Organisation Unit** | Sydney Children’s Hospitals Network |
| **Location:** | Network |
| **Facility:** | You may be required to work in any facility within the Sydney Children’s Hospitals Network. |
| **Award:** | Health Managers (State) Award |
**Classification:** Health Manager Level 3

**Treasury Code:** Leave this field blank. Staff Services will enter the required information.

**Registration / Licence Requirements**

**Specialty Code/s:**

<table>
<thead>
<tr>
<th>Professional Category</th>
<th>Primary Function</th>
<th>Client Group</th>
<th>Speciality Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 – Medical</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>1 – Adult</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
</tr>
<tr>
<td>02 – Nursing</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>2 – Paediatric</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 - Mixed</td>
<td></td>
</tr>
</tbody>
</table>

**Vaccination Category:**

Category B: No contact with clients or blood or body substances. Select one category only by ticking the relevant box ‘A’ or ‘B’

**Pre Employment Screening Check**

What pre-employment screening check is required for this position:

- National Criminal Record Check

**Responsible To:**

Associate Director Workforce Operational Services

**Responsible For (staff):**

JMO Workforce Coordinator

JMO Workforce Officers

**Purpose of Position**

The JMO Manager Co-Leads will work in close collaboration with each other; the Deputy Director – Medical Administration (Network JMO Management), a Staff Specialist, will provide the professional medical leadership while the JMO Manager will provide the lead on business, workforce and administrative management.

- The Co-Leads will work closely with colleagues in Clinical Operations and the Education and Training Department to provide leadership and support to the Sydney Children’s Hospitals Network (the Network) managers to ensure the
The Co-Leads will oversight the systems to manage the JMOs while working in their clinical roles to ensure all Network and regulatory standards are met and to support and manage JMOs during their placement in the Network.

The Co-Leads will lead and manage the two site based Chief Resident Medical Officers (CRMOs) and their administrative support to support the delivery of operational JMO services across the Network.

* Key Accountabilities

<table>
<thead>
<tr>
<th>Joint responsibilities:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop and maintain a workforce plan for the junior medical workforce that balances the provision of high quality, safe and patient focussed care while optimising the training requirements of JMOs</td>
</tr>
<tr>
<td>To work collaboratively with Clinical Program Directors and Medical Heads of Department to forward plan and respond to the operational requirements of the JMO workforce demand and supply needs in programs and departments</td>
</tr>
<tr>
<td>To work collaboratively with Clinical Program Directors and Medical Heads of Department to develop an operational policy and guidelines to ensure consistent management of JMOs across the Network (incorporating rotation/allocation, orientation and training, clinical standards and establishment control and managing employee related expenses)</td>
</tr>
<tr>
<td>To work with and manage the two site based CRMOs, their administrative support and the Network JMO Workforce Team to support the delivery of operational JMO services across the Network (including professional standards and compliance, support and guidance to JMOs, mentoring and coaching, annual and recruitment and orientation, allocation and rostering, pay and employment matters)</td>
</tr>
<tr>
<td>Review and enforce compliance and regulations (eg registration, working with children checks, immunisation, mandatory training)</td>
</tr>
<tr>
<td>Work with CRMOs to ensure JMO rostering, pay issues and leave management are optimised</td>
</tr>
<tr>
<td>Work with Workforce Operations Consultancy team on JMO performance issues, training in distress and other work and non-work related injuries or health issues</td>
</tr>
<tr>
<td>Work with the Network leads for Education and Training to oversee the optimal provision of training and education for JMOs; including collaboration with HETI and colleges</td>
</tr>
<tr>
<td>Work with the Network leads for Education and Training to ensure the Network meets accreditation standards as a training provider for JMOs</td>
</tr>
<tr>
<td>Provide guidance and advice to the Education Support Officers to ensure the individual JMO training requirements are planned and delivered</td>
</tr>
<tr>
<td>To work with the Network leads for Education and Training/Workforce Services to ensure supervision, mentoring and appraisal processes are completed as required</td>
</tr>
<tr>
<td>In consultation with key stakeholders promote the Network as an “Employer of Choice”. Develop and manage marketing campaigns promotion activities and employment programs to attract and retain junior medical staff.</td>
</tr>
<tr>
<td>Contribute to the Network medical workforce plan and develop strategies to implement workforce planning initiatives.</td>
</tr>
</tbody>
</table>

Specific responsibilities for JMO Manager Co-Lead

| Managed and continuously improve the business and administrative processes to manage the Network’s JMO workforce |
| Develop, implement and continuously review the JMO workforce management system (recruitment, orientation, employee records, compliance, roster, pay) using the best business processes and electronic systems to efficiently support and manage the JMO workforce |
| Manage administrative support staff for the JMO workforce service |
• To work closely with Education and Training colleagues to align their systems to the JMO workforce management system
• To take the lead and/partner with internal Education and Training colleague on record keeping and issues relation to JMO education and training issues
• Mentor and support the two site based CRMOs in their medical workforce and administrative roles (recruitment, rostering, leave management, rotations and secondments)
• Provide leadership, advice and support to Clinical Program Directors and Medical Heads of Department on general performance issues relating to their JMO workforce and take required actions in conjunction with Workforce Services
• To take the lead on financial and administrative issues related to JMO workforce including timely and accurate processing of secondment recovery invoicing
• To take the lead in external meetings and relationship management for workforce and administrative JMO matters
• Manage and develop a team that provide a first point of contact for JMO for workforce and administration matters and delivery of high quality customer service, in a timely manner.
• To actively participate in the development and implementation of systemic medical workforce changes and continuous improvement activities that will ultimately improve the delivery of care to children and their families.
• Develop and maintain performance measures to ensure effective monitoring of the recruitment, selection, appointment and other workforce related functions in various formats including the Workforce Dashboard.
• To participate in the evaluation of the service including improvements for the successful delivery of timely services. Manage department feedback and performance indicators and produce a report of feedback to monitor issues and ensure continual improvement strategies are in place.
• To create opportunity to enhance professional development within the teams. Identify professional development needs and organise training and mentorship to meet the Team’s requirements.
• Develop and implement KPIs for the team and provide appropriate feedback to team members.
• Ensure recruitment, selection and appointment for medical staff are continuously reviewed and implemented in accordance with the Ministry and Network requirements as well as supporting contemporary employment principles.
• Undertake initial assessment and planning of employee relations matters (Performance, Grievance and Misconduct) in consultation with the CRMO, Workforce Manager and Associate Director – Operational Workforce Services.
• Undertake case management of investigations as required.
• Champion a strong customer service focus for all interactions – with a ‘Children First and Foremost’ mentality to our internal clients. Develop quality initiatives, programs and provisions that support high level and consistent service to SCHN customers.
• Support the Associate Director Workforce Operational Services with ongoing projects as required.
• Identify needs of the Network to improve service expectations and provide recommendation to the Associate Director Workforce Operational Services on improvement strategies.
• Model, promote and encourage a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
• Assist team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

WORKFORCE MANAGEMENT
Equal Employment Opportunity

Employees:
Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager.

Occupational Health Safety & Rehabilitation

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head’s and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

CHILD SAFETY & PROTECTION

SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:

- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:

Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT

PERSONAL AND PROFESSIONAL

Organisational Requirements
I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL mandatory training required for this position.
- Professional updates at regular intervals

**Risk Management:**

**Accountabilities**

- **All employees** at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.
- **Department Heads and Supervisors must:** Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

### * Challenges / Problem Solving*

- Exercise initiative and problem solving skills
- Independently dealing with JMO issues in a professional manner resulting in satisfactory outcomes for all parties
- Maintaining a high level of discretion and confidentiality and using sound judgement in the provision of advice
- Work within remit of limited supervision and maintain deadlines
- Independently prioritising strategic and operational tasks in order to meet the expectations of business needs and processing timeframes
- To coach stakeholders to further their knowledge of Workforce and its delivery.
- Acting as the LHD/portfolio representative in medical workforce matters on behalf of the organisation.
- Demonstrating resilience and persistence in balancing the needs of competing demands within a complex, high work volume environment encompassing the delivery of strategic and operational outcomes.

### * Communication*

Deputy Director – Medical Administration (Network JMO Management)
Director of Clinical Governance and Medical Administration
Clinical Program Directors
Medical Department Heads
Junior Medical Officers
HealthShare

External:
Specialist Colleges
Training Networks
HETI
Australian Health Practitioner Regulation Agency
Rotating hospitals and training programs
Other external agencies and stakeholders
| * Decision Making | • The JMO Manager has a high level of autonomy in the day to day exercise of Workforce decision making and authority within the portfolio, and will work closely with the Deputy Director – Medical Administration (Network JMO Management) in the development and implementation of people and workforce plans and strategies within the Network.  
• Review of strategic direction and operational systems and decision making within the scope of the role.  
• The position makes recommendations to the Associate Director Workforce Operational Services on matters including but not limited to: significant change to processes; change management initiatives; facility reform agenda; policies and procedures; budget/financial performance as it relates to medical workforce activities within the portfolio; and performance against service level agreements.  
• The JMO Manager exercises analytical decision making and problem solving skills in relation to all complex JMO workforce and administrative issues across the Network. |
| * Selection Criteria | 1. Relevant tertiary qualifications in Human Resources, or other relevant field and/or extensive experience in human resources management in a large diverse service industry organisation.  
2. Ability to work effectively as a co-lead and as a member of various teams in a matrix environment  
3. Demonstrated ability to be largely self-managing and remain resilient in a high pressure, high volume work environment  
4. Demonstrated high level communication and interpersonal skills with a wide range of stakeholders (both verbal and written) including the ability to influence and negotiate with multiple stakeholders  
5. Demonstrated high level organisational skills with experience of balancing strategic and operational management agendas  
6. Analytical skills that facilitates a conceptual approach to the strategic planning process and proven ability to develop innovative solutions  
7. Demonstrated high level problem solving ability and the ability to take initiative and make decisions within remit of role  
8. Well-developed computing skills, including high level of competence in Microsoft Office, Word, Excel and Powerpoint and ability to utilise corporate databases. |
<p>| * Staffing | 5 |
| * Budget | As per the SCHN Delegation Manual |</p>
<table>
<thead>
<tr>
<th>* Financial Delegation</th>
<th>Financial delegation is in accordance with the Delegations Manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendices</td>
<td>☐</td>
</tr>
</tbody>
</table>
## Position Description – JMO Workforce Coordinator

| * Reference Number: | “Recruitment Reference Number”  
This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| * Recruitment Type  | Select one of the below options:  
- General Recruitment |
| * Position Number   |  
| * Position Title:   | JMO Workforce Coordinator |
| * Cost Centre:      | 680816 |
| * Organisation Unit| Sydney Children’s Hospitals Network (SCHN) |
| * Location:         | Westmead |
| * Facility:         | Network |
|                     | You may be required to work in any facility within the Sydney Children’s Hospitals Network. Should this occur, reasonable notice will be provided. |
| * Award:            | Health Managers (State) Award |
* Classification: Health Services Manager Level 1

* Treasury Code: Leave this field blank. Staff Services will enter the required information.

Registration / Licence Requirements

NIL

Specialty Code/s:

<table>
<thead>
<tr>
<th>Professional Category</th>
<th>Primary Function</th>
<th>Client Group</th>
<th>Speciality Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 – Medical</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>1 – Adult</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
</tr>
<tr>
<td>02 - Nursing</td>
<td></td>
<td>2 – Paediatric</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 - Mixed</td>
<td></td>
</tr>
</tbody>
</table>

* Vaccination Category: Category B

* Pre Employment Screening Check

What pre-employment screening check is required for this position:

- National Criminal Record Check

* Responsible To: JMO Manager Co-Lead

* Responsible For (staff): JMO Workforce Officers

* Purpose of Position

The JMO Workforce Coordinator is responsible for the day to day operations of the JMO Workforce Team. The position holder will supervise the daily operations, ensuring timely customer service focussed results. They will ensure the established Key Performance Indicators (KPIs) are achieved and report on performance based results.

The position holder will ensure recruitment, secondment and rotation
processes are completed in an accurate and timely manner to meet the needs of the SCHN junior medical workforce. They will also work with the JMO Manager co-Lead and other Network Managers on recruitment strategies and campaigns.

Note: Junior Medical Officer (JMO) includes Residents, Registrars, Provisional Fellows, Career Medical Officers, Honorary Junior Medical Officers, Clinical Placements and Observers.

**Key Accountabilities**

- Managing the SCHN JMO recruitment and rotation processes and activities.
- Managing and mentoring the JMO Workforce Team within their day to day activities and workloads.
- Assisting in managing the agreed budgeted FTEs including JMO annual bulk recruitment and ad hoc recruitment throughout the year.
- Managing rotation administration including placement details and communication with external Local Health districts (LHDs), and assistance with short term relief coverage including salary recovery.
- Assisting with the management of annual leave and ADOs including reporting and scheduling to ensure accumulation of excessive annual leave and ADO’s is minimal.
- Assisting the Chief Resident Medical Officers (CRMOs) and Departments with developing, managing and publishing term allocations and rosters as required.
- Checking and signing the employment contracts generated by the team.
- Working in liaison with the Workforce Transactional Team to ensure pay and roster issues are resolved in a timely and accurate manner.
- Ensuring that team tasks are processed within defined timeframes. Additionally, ensuring NSW Health legislation, policies and procedures are followed, and communication within the JMO Workforce Team is maintained at optimal standards.
- In consultation with the JMO Manager Co-Lead review and set KPIs for the team. Continuously monitoring and improving on these KPIs to ensure a seamless provision of service.
- Managing complex issues escalated by the team and assisting them to resolve these in an appropriate and effective manner.
- Overseeing the processes, timeframes and conditions for recruiting and selection of overseas applicants including providing advice to managers, selection panel convenors/members and applicants.
- Conducting performance appraisals to facilitate professional and personal growth and development.
- Providing appropriate feedback to team members as well as working with the JMO Manager Co-Lead to identify, develop and implement strategies to improve the knowledge and skills of the individual team members and the team as a cohort.
- Presenting at JMO orientation.
- Liaising with key stakeholders to review and maintain a streamlined and efficient JMO bulk recruitment process that meets the SCHN and NSW Health requirements.
- Managing the StaffLink establishment updates, ensuring it reflects changes as they are agreed to and is current and effective.
- Developing, reviewing and maintaining relevant policies and procedures.
• Keeping up to date and communicating any changes with the JMO e-Recruitment and related systems and technology.
• Championing a strong customer service focus for all interactions – with a ‘Children First and Foremost' mentality to our internal clients. In consultation with the JMO Manager Co-Lead, develop quality initiatives, programs and provisions that support high level and consistent service to SCHN customers.
• Supporting the JMO Manager Co-Lead with ongoing recruitment campaigns and projects as required.
• Identifying the needs of the Network to improve recruitment service expectations.
• Modelling, promoting and encouraging a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
• Assisting team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

HUMAN RESOURCE MANAGEMENT

Equal Employment Opportunity

Employees:
Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

Occupational Health Safety & Rehabilitation

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head's and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

Child Safety & Protection

The SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:
• Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
• Work in a spirit of partnership and open communication with the parents,
their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:
Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT

**Personal and Professional**

**Organisational Requirements**
I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training ‘required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.

RISK MANAGEMENT:

**Accountabilities**

- **All employees at all levels have a role to play in managing risk.** The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.

- **Department Heads and Supervisors must:** Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

CONTINUOUS IMPROVEMENT, PATIENT SAFETY & PARTNERING WITH CONSUMERS

Department Head and Supervisors:
Promote and coordinate continuous improvement and patient-and family-centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and
planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

**Employees:**
Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.

<table>
<thead>
<tr>
<th>* Challenges / Problem Solving</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Balancing the needs of competing demands within a complex and high work volume environment.</td>
</tr>
<tr>
<td>• The ability to think laterally in the day to day operations within the JMO Workforce team.</td>
</tr>
<tr>
<td>• The ability to utilise creative approaches to problem solving and conflict resolution.</td>
</tr>
<tr>
<td>• Establishing, fostering and maintaining a strong people focussed culture which meets customer service needs.</td>
</tr>
<tr>
<td>• The ability to interpret documents and information to achieve high quality service standards.</td>
</tr>
<tr>
<td>• Using sound judgement when making decisions affecting the JMO Workforce Team operations, policies and procedures.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>* Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Workforce Services team</td>
</tr>
<tr>
<td>• CRMOS</td>
</tr>
<tr>
<td>• Managers/Clinical Program Directors</td>
</tr>
<tr>
<td>• Staff</td>
</tr>
<tr>
<td>• HealthShare</td>
</tr>
<tr>
<td>• JMO Units at NSW Health LHDs</td>
</tr>
<tr>
<td>• Other external agencies and stakeholders</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>* Decision Making</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The JMO Workforce Coordinator has a level of autonomy in the day to day operation of the JMO Workforce Team including decisions involving local procedures and processes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>* Selection Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Relevant sound experience in recruitment administration/management in a large diverse service industry organisation.</td>
</tr>
<tr>
<td>2. Demonstrated successful customer service leadership experience while balancing the demands of a busy and process driven environment.</td>
</tr>
<tr>
<td>3. Ability to manage a team to achieve high customer service and best practice results in a timely and efficient manner.</td>
</tr>
<tr>
<td>4. Ability to analyse operational processes, identifying areas for improvement, and developing sound business practices to achieve optimal outcomes.</td>
</tr>
<tr>
<td>5. Demonstrated sound problem solving skills and ability to manage the resolution of complex issues.</td>
</tr>
<tr>
<td>6. Proven ability to work with, analyse and report from HRIS and IT systems, as well as the ability to utilise advanced level MS Office skills.</td>
</tr>
<tr>
<td>7. Demonstrated effective communication and interpersonal skills (both verbal and written) with proven ability to interact professionally with a range of internal and external stakeholders.</td>
</tr>
<tr>
<td>* Staffing</td>
</tr>
<tr>
<td>--------------------</td>
</tr>
<tr>
<td>* Budget</td>
</tr>
<tr>
<td>* Financial Delegation</td>
</tr>
</tbody>
</table>
Position Description – JMO Workforce Officer

| * Reference Number: | “Recruitment Reference Number”
This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |
| * Recruitment Type | q General Recruitment |
| * Position Number | |
| * Position Title: | JMO Workforce Officer |
| * Cost Centre: | |
| * Organisation Unit | Sydney Children’s Hospitals Network (SCHN) |
| * Location: | Westmead |
| * Facility: | Network |
You may be required to work in any facility within the Sydney Children’s Hospitals Network. Should this occur, reasonable notice will be provided. |
| * Award: | Health Employees’ Administrative Staff (State) Award |
**Classification:** Administration Officer Level 4

**Treasury Code:** Leave this field blank. Staff Services will enter the required information.

**Registration / Licence Requirements**

* Nil

**Specialty Code/s:**

<table>
<thead>
<tr>
<th>Professional Category</th>
<th>Primary Function</th>
<th>Client Group</th>
<th>Speciality Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 – Medical</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>1 – Adult</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
</tr>
<tr>
<td>02 - Nursing</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>2 – Paediatric</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 - Mixed</td>
<td></td>
</tr>
</tbody>
</table>

**Vaccination Category:** Category B:

**Pre Employment Screening Check**

* What pre-employment screening check is required for this position:
  * National Criminal Record Check

**Responsible To:**

* JMO Workforce Coordinator

**Responsible For (staff):**

* Nil

**Purpose of Position**

The JMO Workforce Officer provides a range of administrative support services relating to Junior Medical Officer (JMO) appointments, while managing work priorities and workflow within allocated resources to ensure delivery of efficient and effective client focused services.

Note: JMO includes Residents, Registrars, Provisional Fellows, Career Medical Officers, Honorary Junior Medical Officers, Clinical Placements and Observers.
**Key Accountabilities**

- Loading of approved recruitment requests in the JMO e-recruitment system.
- Create recruitment and selection files and maintain record keeping systems (including electronic systems).
- Co-ordination of interviews including selection panel members, applicant management, venues, AV bookings and interview documentation packs.
- Provide advice to managers, selection panel convenors/members and applicants on the recruitment and selection processes relevant to tasks and responsibilities.
- Under the guidance of the JMO Workforce Coordinator, provide advice to managers, selection panel convenors/members and applicants on the processes, timeframes and conditions for recruiting and selection of overseas applicants.
- Process pre-employment screening including credential verification, National Criminal Record Check, Working with Children Check, Service Check Register, vaccination status and right to work in Australia.
- Assist with provision of new employment details to HealthShare for bulk recruitment appointments.
- Timely and accurate preparation of JMO employment contracts outside of the bulk recruitment process as required.
- Distribute the employment contracts to the successful applicant/s together with the New Starter Pack and/or relevant appointment documents.
- Management of acceptances and employment enquiries.
- Following established processes, process visa, registration and college applications for overseas appointments under the guidance of the JMO Workforce Coordinator.
- Timely and accurate notifications of appointment including the establishment of employment details in the payroll, rostering and IT systems.
- Provide administrative support to JMO orientations.
- Following established processes, review Medical Registration Checks advising of expiration for JMOs as requested.
- Following established processes, review Visa Status Checks advising of expiration for JMOs as requested.
- Assist with the timely and accurate processing of secondment recovery invoicing.
- Maintain appropriate confidentiality and discretion of work surrounding personal information and information relating to your work.
- Be involved in quality initiatives that support high level and consistent service to SCHN customers.
- Modelling, promoting and encouraging a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assisting team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

**HUMAN RESOURCE MANAGEMENT**

**Equal Employment Opportunity**

Employees:
Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

**Occupational Health Safety & Rehabilitation**
Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head's and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

Child Safety & Protection

The SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:

- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:
Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT

Personal and Professional

Organisational Requirements
I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.

RISK MANAGEMENT:

Accountabilities

- All employees at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk
management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.

- **Department Heads and Supervisors must**: Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

### CONTINUOUS IMPROVEMENT, PATIENT SAFETY & PARTNERING WITH CONSUMERS

**Department Head and Supervisors**: Promote and coordinate continuous improvement and patient-and family-centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

**Employees**: Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.

### *Challenges / Problem Solving*

- Prioritising work in accordance with fluctuating demands and schedules.
- Establishing, fostering and maintaining a strong customer focussed approach within a busy and high demand environment.
- Managing competing demands in an effective and efficient manner.
- Ability to recognise a situation requiring escalation, and escalating appropriately.

### *Communication*

- Workforce Services Team
- Chief Resident Medical Officers
- SCHN JMOs
- Prospective Employees
- HealthShare
- Any other key external and internal stakeholders

### *Decision Making*

- Day to day decisions relating to own work priorities and assisting colleagues within the team environment.
- Ability to adhere to complex process requirements relating to administrative support tasks with JMO appointments.
- Ability to identify issues within day to day work, and escalate to appropriate line managers when required.
| * Selection Criteria | 1. Demonstrated relevant administration experience working for a large, complex organisation.  
2. Strong customer service skills with a focussed and responsive approach to managing enquiries whilst maintaining confidentiality.  
3. Demonstrated good administrative skills with excellent attention to detail and ability to meet strict deadlines.  
4. Excellent communication skills (both verbal and written) and proven ability to establish positive working relationships with staff at all levels and external parties.  
5. Proven ability to work in a high volume and demanding environment with proven capacity to manage concurrent activities of a diverse nature.  
6. Ability to investigate regulations, instructions or procedural guidelines relevant to JMO recruitment processing, on-boarding and credentialing of employees.  
7. Ability to carry out a variety of functions which may require the use of judgment to modify requirements according to different situations.  
8. Demonstrated proficient computer skills with experience using MS Office programs and HRIS systems. |

| * Staffing | NIL |

| * Budget | NIL |

| * Financial Delegation | Financial delegation is in accordance with the Delegations Manual. |