

Justice Health: Recommendations, Corporate Operations Unit

Dear Member,

Attached is correspondence the HSU has received from Justice Health regarding recommendations for the Corporate Operations Unit.

Member feedback requested

The HSU industrial team is currently reviewing the potential impacts of the proposed recommendations 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 13 June 2018. You can submit it by email to syvannah.harper@hsu.asn.au with subject line *Justice Health Corporate Operations*.

HSU organiser and sub-branch involvement

Your HSU organiser Denise O'Shaughnessy 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 or call 1300 HSU NSW and join over the phone.

A union's effectiveness and negotiation power 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 continue to protect and improve your working life.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

Corporate Operations Unit Review Recommendations

Justice Health and Forensic Mental Health
Network

25 May 2018

Purpose

- To share the recommendations from the review of the new Corporate Operations Unit
- To share the rationale for the recommendations
- To take feedback from the Health Services Union

Scope of Review

- ▶ To examine the structure, portfolios and roles within the COU, and to review and make recommendations on the following:
 - Appropriateness of the tasks currently performed throughout the unit.
 - Appropriateness of the management structure and identification of potential improvements to the structure.
 - Recommend an optimal distribution of portfolio responsibilities throughout the unit, or other units within the Corporate Services Directorate where it is most logical.
 - Recommend appropriate changes to position descriptions.
 - Review of workload and resourcing levels throughout the unit.

Methodology adopted

- Team member interviews
- Seek recommendations for changes
- Review of other Health Service structures
- Review of current Position Descriptions
- Review business unit strategy

Recommendations

1. Administration Services

- Amend name of business unit to “Administration and Records Management”
- Amend title of Manager to Manager Administration and Records Management
- Reduce Receptionist positions from two (2) positions to one and a half (1.5) positions
- Create a new Corporate Administration Officer role which in addition to providing Reception back-up in need, will assume responsibility for those current Reception tasks which take the Receptionist away from their desk/office, such as:
 - Meeting room set up
 - Support to MCOU for minutes of meetings, agenda preparation,
 - Saving documents in HPRM
 - Admin support to the Facilities team
 - Manage:
 - Incoming/outgoing mail
 - Email management
 - Weekly TOLL account
 - Incoming Corporate Fax’s
 - Raising Purchase Orders
 - Entering Proact rosters

Recommendations – continued

- Transfer Receptionist tasks more appropriately undertaken by ICT (eg. troubleshooting meeting room technology issues)
- Rename the Records Management unit, Corporate Records Service.
- Reduce the two (2) RMU Officer positions to one (1) position based on reduced workload
- Rename RMU Officer position, Corporate Records Officer
- Rename HPRM Administrator position, Corporate Records Administrator

Recommendations – continued

- Regrade two (2) Administrative Relief Staff Positions from Administration Officer AO3 to AO5 to improve the quality and flexibility of these positions to support a greater range of roles across the JH&FMHN (including their cross training in COU administrative roles) and minimise current excessive agency temporary staff spend
- Review Reception online access to staff contact details, as they are currently relying on three hard copy books of phone numbers to locate staff.

Recommendations – continued

2. Facilities & Logistics

- Rename the unit “Business Services” to better reflect the functions required to be performed within the unit.
- Rename Managers position, “Business Services Manager”
- Rename the Customer Support Officer, “Business Services Officer”
- Review Position Descriptions of the Business Services Manager (BSM) and Business Services Officer (BSO) to ensure alignment and delineation of responsibilities is clear.
- Reallocate specific data management and reporting tasks, together with identified Contract management activities, to a combination of a new position at the JHOP (*refer Additional Recommendations*) and the newly formed Contracts and Procurement Unit.

Recommendations – continued

3. Domestic Services

- There were no structural changes recommended for the DS unit.
- Consideration was given to a range of possible changes in reporting line for Stores and Couriers and /or cleaning responsibilities, however there being no value from a business case perspective that could not otherwise be achieved through the establishment of clear processes and policies, no change was recommended.

Recommendations – continued

4. Additional Recommendations

- Allocate 0.5FTE from AS together with 0.5FTE from the JHOP allocation to establish a new Corporate Project Officer role, located at the JHOP, reporting directly to the MCOU. This role would assume responsibility for:
 - Administration support functions specific to the JHOP
 - Data management and reporting for Cleaning and Waste Management Committee, Minor Capital Works Committee and any Corporate Operations KPIs
 - Capital works project support to MCOU

Business Services will continue to support minor capital works projects, however will no longer be responsible for the collation of data and preparation of selected reports, thereby contributing to the alleviation of the undue pressure within the JHAC team.

Recommendations – continued

- Opportunities will be identified for recognition and or promotion of the services delivered from the COU generally and the individual teams specifically to help reinforce the value and significant contribution of the COU team to the operations of the JH&FMHN.
- With the recommended appointment of a new Corporate Administration Officer together with the regrading and of the two (2) relief Administration Officer positions to AO5, the opportunity for cross training should be considered. This will ensure there is internal back up for the Business Services Officer, Corporate Records Officer and the Receptionist, all stand-alone roles.

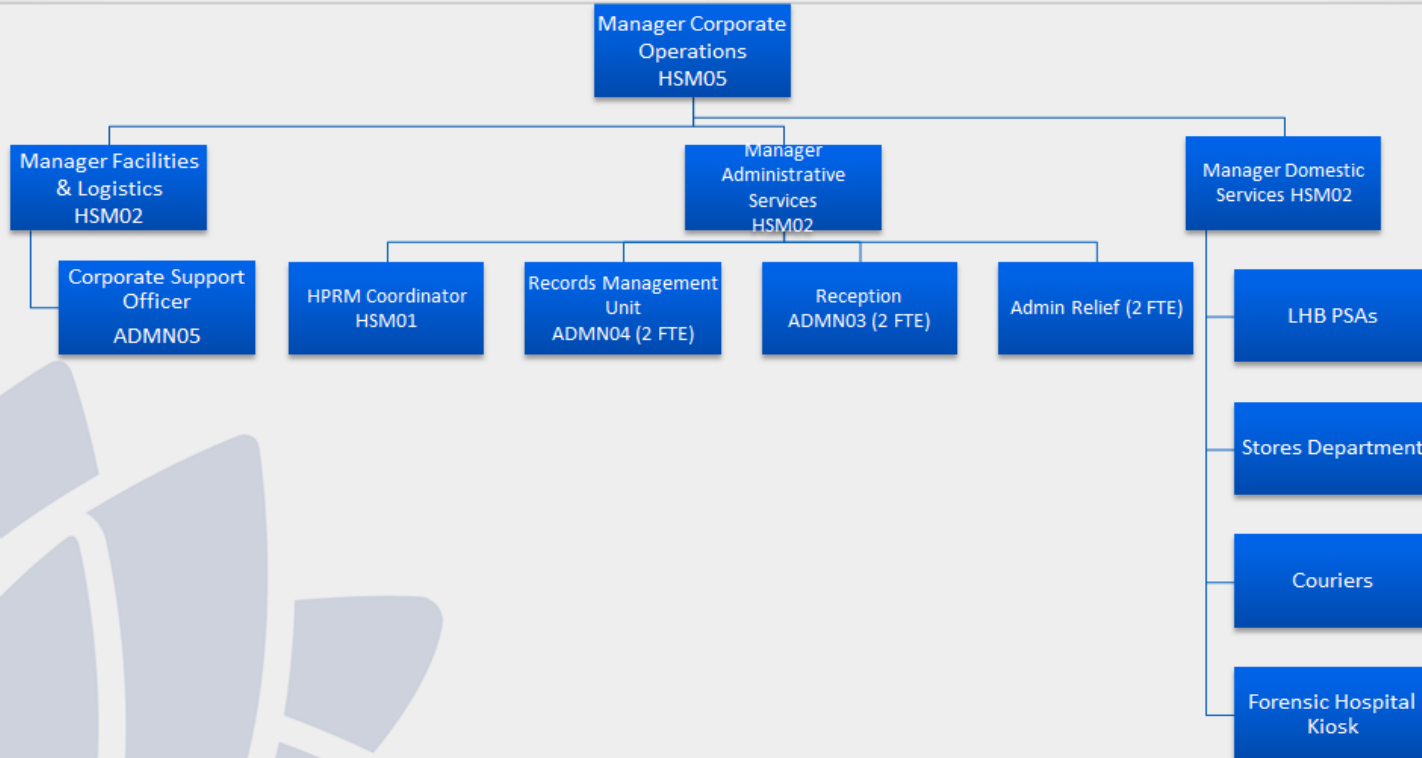
Grading of Roles

- Drafting and evaluation of new position descriptions will be undertaken for the following roles:
 - Business Services Manager
 - Business Services Officer
 - Corporate Project Officer
 - Corporate Administration Officer
 - Manager Domestic Services

Current Structure

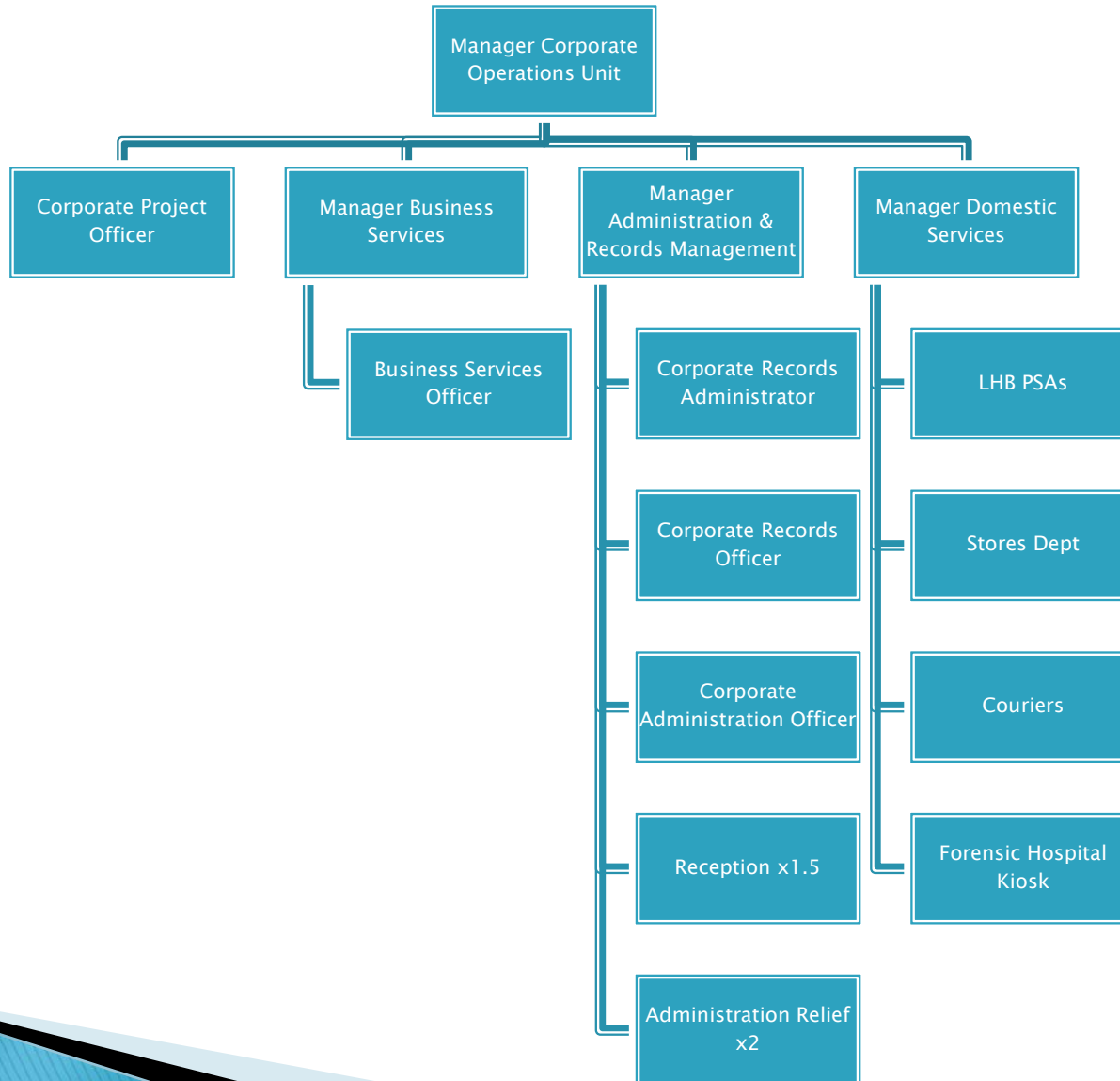
Corporate Operations Unit

October 2017



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Recommended Structure



Next Steps

- Development of Implementation Plan
- Drafting and evaluation of new Position Descriptions
- Communication of final outcomes to staff
- Communication of outcomes to internal stakeholders