

POSITION DESCRIPTION (DRAFT)

Corporate Records Support & Training Lead

Our CORE Values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Classification	Health Manager Level 1
State Award	Health Managers (State) Award
Category	Administration & Health Records Health Records and Information
Website	http://www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

The position is the lead Content Manager (TRIM) Trainer and will primarily be responsible for conducting end user training for both new and existing system users. This includes the provision of ongoing support and remedial training where required as well as retraining when new system functionality is introduced. The position is responsible for the development of training programs and assessing such programs to determine suitability and effectiveness. Participation in systems enhancements, maintaining configuration documentation and participation in the development and implementation of policies and procedures is a requirement.

The position also provides Content Manager (TRIM) administration support which involves supporting the users base via the ISLHD Records Management Unit Helpdesk, database auditing and housekeeping activities as well as assisting with troubleshooting systems errors and/or issues.

The role will report compliance issues to the Manager Corporate Records & Archival Service and ensure the Intranet site is kept up to date in regard to information relating to the Records Management Unit and use of Content Manager (TRIM).

This position has one (1) direct report – Corporate Records Officer.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form – IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

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NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/or health conditions.

KEY ACCOUNTABILITIES

- Identify, review and facilitate Content Manager (TRIM) training sessions for new users and current users as required and document attendance in the My Health Learning System.
- Identify, explore and implement the delivery of training using a variety of methods, ie. Face to Face, MS TEAMS, presentations, forums, etc.
- Contribute to the ongoing development of Content Manager (TRIM) learning and training materials ensuring they remain current.
- Provide statistical reporting in relation to training and other records management activities as required.
- Participate in User Acceptance Testing (UAT) in relation to software upgrades undertaken by the Unit. Maintain concise documentation in relation to results and document issues on relevant register.
- Provide assistance to facilitate the smooth integration of new software versions and associated functionality into current business processes and existing operations in relation to Content Manager (TRIM) and inReach adapting training sessions and material for staff accordingly.
- Troubleshoot technical and user issues associated with Content Manager (TRIM) and inReach software and provide creative solutions to achieve resolution. Liaise with Health ICT staff as required.
- Ensure all records are managed in accordance with the *State Records Act 1998*, Local Health District and Ministry of Health policies and procedures relating to the creation, handling, protection and disposal of records.
- Assist Business Units with all records management compliance matters and provide practical solutions to assist them with making improvements to their practices.
- Participate in quality activities associated with the ongoing compliance of good recordkeeping practices, including the updating of BCSs (classifications), auditing and other related matters.
- Research, retrieval and distribution of information as requested by management providing advice and assistance as required.
- Actively participate in team initiatives and planning processes as required.

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- Provide accurate and concise reports, documents and correspondence, including the preparation of complex correspondence for senior officers, in accordance with ISLHD policies and procedures.
- Provide a high level of administrative and clerical support services, managing work priorities and workflow within allocated resources to ensure delivery of efficient and effective client/patient focused services.
- Maintain the information provided on ISLHD's Intranet site relating to the Records Management Unit and the use of Content Manager (TRIM) ensuring it is current, relevant and accessible to staff.
- Participate in the development, maintenance and review of department systems, policies and procedures, and evaluate new methods to continuously improve service efficiency.
- Liaise and maintain effective relationships with all levels of staff to provide high quality advice, guidance and support on a broad range of functions relating to the department. This includes strengthening partnerships and customer engagement through site visits and presenting at or attending relevant meetings.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees.
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients.
- Work independently under limited direction and within constraints set by senior Management.
- Escalate more complex issues outside the scope of their position description.

KEY CHALLENGES

- Liaising and supporting all levels of the organisation in providing accurate and effective Content Manager (TRIM) training that staff can utilise in their daily work activities.
- Adapting training methods to suit varying learning styles to deliver programs successfully.
- Adapting training when software upgrades or database enhancements are performed.
- Managing competing priorities and high volumes of work given often limited resources.
- Effectively interpret and apply the State Records Act and associated General Disposal Authorities (GDA's) to complex recordkeeping issues in relation to all corporate and healthcare records, and including systems/databases, managed by the District.



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KEY RELATIONSHIPS

WHO	WHY
Manager Corporate Records & Archival Services	Direct reporting line. Provide and receive feedback and approval for activities associated with the ongoing facilitation of Content Manager (TRIM) training and/or compliance issues associated with the management of records in the CM/TRIM database.
Records Management Unit Staff	Work collaboratively with team members to achieve desired business outcomes, timely actioning of tasks within the Unit and resolve records management issues. Supervise workflow of Corporate Records Officer and provide feedback in relation to performance.
Internal and External Clients	Establish rapport and credibility in order to ensure effective use of Content Manager (TRIM) and understanding of records managing compliance requirements. Work collaboratively with Health ICT to troubleshoot technical issues.

SELECTION CRITERIA

1. High level of managerial, interpersonal and negotiation skills and experience, with effective written and verbal communication.
2. Demonstrated experience and high-level skills in facilitating learning processes and have attained a Certificate IV in Workplace Training and Assessment or willing to undertake equivalent qualifications.
3. Well established and effective skills in the use of technology and systems, including Content Manager/TRIM and Microsoft Office packages including Word, Outlook & Excel.
4. Demonstrated knowledge of the obligations and statutory responsibilities of the NSW State Records Act 1998 and the practical application of these principles in the work setting.
5. Demonstrated capacity to assist with the development and implementation of relevant policies, procedures, standards and practices.
6. Demonstrated ability to maintain meticulous attention to detail and meet predetermined targets and deadlines.
7. Ability to work independently with minimal supervision but also demonstrate capacity for effective teamwork, being flexible and adapting work practices to suit circumstances.
8. Demonstrated commitment to providing a quality service and quality improvement initiatives to the workplace practices and procedures, with the ability to bring a creative approach to problem solving.



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JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

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

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks				X		
	Standing Remaining standing without moving about to perform tasks		X				
	Walking Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	Running Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks		X				
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks			X			
	Kneeling Remaining in a kneeling posture to perform tasks	X					
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks	X					
	Leg/ Foot Movement Use of leg and or foot to operate machinery	X					
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding			X			
	Lifting/ Carrying			X			
		Light lifting & carrying – 0 – 9kg			X		
		Moderate lifting & carrying – 10 – 15kg					X
	Heavy lifting & carrying – 16kg and above						X
*	Reaching Arms fully extended forward or raised above shoulder			X			
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body			X			
*	Head/ Neck Postures Holding head in a position other than neutral (facing forward)			X			
*	Hand & Arm Movements Repetitive movements of hands & arms					X	
*	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands					X	
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						X
	Driving Operating any motor powered vehicle		X				

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

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

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	X					
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances eg. dry chemicals, glues	X					
	Noise Environmental/background noise necessitates people to raise their voice to be heard	X					
	Inadequate lighting Risk of trips, falls or eyestrain	X					
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	X					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	X					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X

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