

POSITION DESCRIPTION

NSLHD - District Aged Care Assessment Services Manager



Northern Sydney
Local Health District



Organisation	NSW Health
Local Health District / Agency	North Sydney Local Health District
Position Classification	Health Mgr Lvl 3
State Award	Health Managers (State) Award
Category	Management Operation Support
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

Who we are: We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The NSLHD Aged Care Assessment Services Manager will be responsible for planning, coordinating and providing strategic direction and leadership to NSLHD's Aged Care Assessment Intake Service and NSLHD's Aged Care Assessment Services (ACAS) which will be NSLHD's single assessment service encompassing clinical and non-clinical assessment services. The Australian National Aged Care Classification (AN-ACC) service is being integrated into the existing assessment services using current ACAS clinical assessors. The position will support the Manager, Aged, Chronic Care and Allied Health to provide cost effective and quality services which achieve Commonwealth key performance indicators and financial accountabilities. The ACAS Manager will also provide direction to the Aged Care Assessment Services Senior Clinician with Education Focus (AEO) role for NSLHD ACAS.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

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.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

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RESPIRATOR USE

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.

ESSENTIAL REQUIREMENTS

- All staff are required to complete and submit a Pre-employment Health Declaration Form
- Dependent on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check
- As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

KEY ACCOUNTABILITIES

- Provide effective strategic leadership to the NSLHD ACAS to ensure quality and timely delivery of Aged Care Assessment services to aged clients across NSLHD.
- Provide effective operational and strategic leadership to the NSLHD ACAS Intake Service to ensure quality and timely delivery of ACAS services
- Implementation of evidence-based practice and best practice into ACAS across NSLHD and shaping delivery of practice at district level in accordance with Commonwealth Aged Care Assessment Guidelines and procedures.
- Manage relevant projects and allocation of resources in consultation with senior managers and team leaders to maximise achievement of goals and required level of skills and performance.
- Build and maintain strategic relationships by liaising, consulting and negotiating with internal and external stakeholders.
- Identify key ACAS policy and reform developments and provide appropriate advice to NSLHD services for implementation of these policy and reform initiatives.
- Promote continual improvement and focus on superior service by monitoring achievement against key performance indicators through the use of relevant ACAS reporting systems.
 - Contribute at a senior level to the development and implementation of business and strategic plans
- 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 clients/carers and staff.
- Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service.
- Provide and/or facilitate relevant training to NSLHD Aged Care Assessment Service staff using Commonwealth and local training resources and develop reports as required.
- Assist the Manager Aged, Chronic Care and Allied Health to manage relevant delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources.
- Assist the Manager Aged, Chronic Care and Allied Health in implementing changes to policy and practice in response to Aged Care reform initiatives and legislation.
- All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.
- Comply with and implement the NSW Health Work Health and Safety Better Practice Procedures by identifying, assessing, eliminating/controlling and monitoring hazards and risks within the workplace, to the extent

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of delegated authority for the role.



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KEY CHALLENGES

Challenges:

- Leading consultations with internal and external stakeholders where competing needs/objectives arise
- Balancing limited resources to meet competing consumer needs and expectations and dealing with high volume workloads whilst concurrently managing to achieve positive outcomes
- Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from several sources
- Consistently adapting to staff and managers' expectations in responding to contentious issues and demands
- Operating effectively within a rapidly changing Aged Care and Health Care environment.

Decision Making:

- The NSLHD Aged Care Assessment Services Manager has decision making authority for ACAS service delivery processes including resource allocation across sites in response to demand.
- The NSLHD Aged Care Assessment Services Manager defines and oversees reportable performance indicators for the district and local site perspective.
- Undertakes negotiations around timelines for delivery of services.

Communication:

- Internally, the NSLHD ACAS Manager is required to communicate regularly with the Manager Aged, Chronic Care and Allied Health and ACAS team leaders on issues pertaining to workload, key performance indicators, resources and budgets.
- Externally, the position will develop and maintain effective relationships with NSW Ministry of Health, other LHD ACAS Managers, Primary Health Networks, Non-Government Organisations, and other Aged Care providers to keep abreast of Aged Care Assessment initiatives and further reforms.

KEY RELATIONSHIPS

Who	Why
NSLHD Manager Aged, Chronic Care and Allied Health	To be discussed on commencement in the position
NSLHD ACAS Team Leaders	To be discussed on commencement in the position
NSW Ministry of Health	To be discussed on commencement in the position
Other Aged Care Providers	To be discussed on commencement in the position

SELECTION CRITERIA

1. Relevant tertiary qualifications in health or relevant equivalent clinical work experience, or a combination of study and work experience
2. Demonstrated strong leadership and management skills to enhance staff performance, influence workplace culture, and lead change
3. Demonstrated sound working knowledge of Procedures and Guidelines related to the Aged Care Assessment Program and Commonwealth Aged Care Reforms initiatives.
4. Highly developed communication skills, interpersonal skills, influencing and negotiating skills and the ability to develop and maintain effective working relationships with senior management and other key stakeholders.

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5. Demonstrated high level analytical and problem-solving skills and the ability to provide advice and recommendations across a large and complex organization
6. Demonstrated experience in collecting and analysing data and information and the ability to use this information to produce high quality written reports.
7. Demonstrated experience in service planning and evaluation at strategic and service levels
8. Current unrestricted NSW drivers license (with a willingness to travel in accordance with the demands of the position)

OTHER REQUIREMENTS

- 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
- Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit
- Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget.

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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Advanced
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Highly Advanced
	Think and Solve Problems	Highly Advanced
 Business Enablers	Technology	Adept
 People Management	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Advanced

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Job Demands for: NSLHD - District Aged Care Assessment Services (ACAS) Manager

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Infrequent</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

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<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Infrequent</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Infrequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Infrequent</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Constant</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	

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Sensory Demands

<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Repetitive</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Repetitive</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Constant</p>	

Psychosocial Demands

<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

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<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center">Environmental Demands</p>	
<p>Dust - exposure to atmospheric dust</p> <p>Infrequent</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Frequent</p>

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<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Infrequent</p>