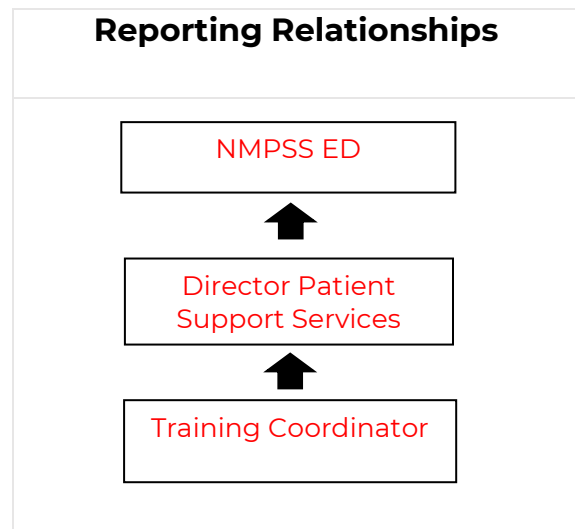


POSITION DESCRIPTION

Directorate	Canberra Health Services
Division	NMPSS
Branch	Patient Support services
Position Number	
Position Title	Training Coordinator
Classification	ASO 6
Location	CHS
Last Reviewed	June 2022



Our **Vision**: creating exceptional health care together
 Our **Role**: to be a health service that is trusted by our community
 Our **Values**: Reliable, Progressive, Respectful and Kind

POSITION OVERVIEW

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding region. More information can be found on the CHS website: <https://www.health.act.gov.au/>

This full-time, temporary position is based in the **Canberra Health Services, Division of Nursing & Midwifery, Patient Support Services Unit** and provides support for educational, professional, and operational issues affecting the Wardspersons workforce. The role has strong partnerships with a range of internal stakeholders, including education providers, the ward services workforce, and the wards services management team.

The Patient Support Services Training Coordinator will commence as a project-based role initially which will take a lead role in developing the revised work level standards in collaboration with the Wardspersons workforce and People & Culture. The role will also lead the development of a competency framework in collaboration with the workforce capability unit. This includes the provision of the development coordination, monitoring and evaluation of the education and training within the competency framework developed. This role will also lead the establishment of an onboarding process for new Wardspersons to ensure consistent orientation and training of new Wardspersons.

DUTIES

Under limited direction of the **Director** you will perform the following duties to support the education and training of the Patient Support Services workforce. You will:

1. Lead the development of the work level standards for Patient Support Services through a consultative and collaborative approach with relevant stakeholders.
2. Provide leadership, in the onboarding experience of new Patient Support Services through the development of an orientation program that provides consistent orientation and training for all new employees.
3. Provide leadership to develop the sustainable coordination processes for the orientation program for new Patient Support Services.
4. Develop, implement and coordinate a practical competency framework for Patient Support Services employees, utilising a consultative and collaborative model, to develop.
5. Work in partnership with the workforce development unit to facilitate and provide support for the teaching and training of generic educational programs where appropriate for Wardspersons.
6. Establish and maintain strong relationships with managers, supervisors, and staff across the organisation, ensuring that all parties have a clear agreement and understanding of their respective roles and accountabilities.
7. Establish and maintain strong working relationship with all relevant internal and external stakeholders to ensure the timely delivery of the relevant projects listed.
8. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment, we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, or Questioning (LGBTIQ) are particularly encouraged to apply.

Behavioural Capabilities

1. Excellent communication, coordination and influencing skills
2. Strong interpersonal and negotiation skills, and the ability to develop and maintain positive working relationships across CHS
3. Demonstrated aptitude for work in a healthcare environment
4. Strong organisational skills with a strong work ethic.
5. Adaptability and flexibility to accommodate change.

Position Requirements/Qualifications:

- Relevant Certificate IV in training and assessment qualifications and a minimum of 5 years' experience working professionally in the health industry and preferably experience with Patient Support Services.
- Have an understanding of how the [National Standards and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role as detailed in the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

Please note prior to commencement successful candidates will be required to:

- Obtain a Compliance Certificate from the Occupational Medicine Unit (OMU) relating to assessment, screening and vaccination processes against specified infectious diseases
- Undergo a pre-employment National Police Check.

WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience:

1. Proven ability to work with minimum direction, with an understanding of work level standards and the ability lead the finalisation of work level standards for Wardspersons through collaboration with relevant internal and external stakeholder groups
2. Highly developed verbal and written communication skills. Proven ability to engage and negotiate effectively with a broad range of stakeholders, to develop and implement a competency training framework to meet the operational requirements of the Patient Support Services workforce
3. Demonstrates effective organisational skills, including an ability to plan, set and prioritise competing workloads and complete assigned tasks in a timely manner
4. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

HOW TO APPLY / OR WANT TO KNOW MORE?

Applications must be submitted through the e-recruitment system. Applications must include a copy of a current resumé, and

- A pitch of no more than two pages outlining your skills, knowledge and experience and why you should be considered for this role. You should take into consideration the selection criteria under “what you require” when drafting your response.

Where possible include specific relevant examples of your work.

CHS Contact: [Joanne Keni 51242980](tel:51242980)

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Never
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Never
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Never
Unpredictable People e.g. Dementia, mental illness, head injuries	Never
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Occasionally
Lifting 16kg+	Occasionally
Climbing	Never
Running	Never
Reaching	Occasionally
Kneeling	Occasionally

Foot and leg movement	Occasionally
Hand, arm and grasping movements	Occasionally
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Never