

Clinical Support Officer Changes

1. *What is changing?*

Primary and Community Health (P&CH) has recently reviewed administrative support for services and identified a gap in the administrative support for Nurse Unit Managers (NUM).

The proposed changes include:

- Realigning identified administrative positions to support NUMs within Child and Family Health Nursing and Community Health Nursing.
- Change in position description and work tasks.
- Change in operational management and reporting lines.

2. *Why has this change been proposed?*

With an increasing demand on NUMs to create service capacity, the completion of general administrative tasks by NUMs has been limited therefore highlighting the need for dedicated administrative support.

The proposed changes will ensure that consistent and coordinated administrative support will be provided to NUMs.

3. *What will the changes mean for current staff?*

The proposed changes relate to the realignment of identified positions, a change in operational management and reporting lines, and an update to position descriptions and work tasks.

With an increase to the Clinical Support Officer FTE, staff currently working part-time in positions identified for realignment will be offered the opportunity to increase their working hours.

4. *What does realignment of identified positions mean?*

Your position currently supports a singular NUM and has been identified as in scope for the proposed changes.

Your position will be renamed to Clinical Support Officer and provide administrative support to the NUMs within your assigned community health centre. Operational management will also transition to either the Nurse Manager, Child and Family Health Nursing or Nurse Manager, Acute and Extended Care in Community.

5. *When will the change happen and will it be permanent?*

Yes, changes will be permanent, and we expect they will be implemented when consultation has been completed.

6. *What support will staff receive to manage this change?*

Staff will receive regular communications advising them of the planned changes and implementation date.

Staff can raise their concerns via email to the P&CH General Managers Unit SWSLHD-CommunityHealthGeneralManagersUnit@health.nsw.gov.au

7. What will happen from here?

Industrial bodies will be contacted to advise them of the planned changes. Once consultation with these bodies has occurred, letters will be issued to staff impacted by the changes and consultation meetings will commence.

8. Who can I contact about the change?

If you have any questions about the change process you should raise them with your manager in the first instance.

If you have further questions regarding the change, please contact Aliesha Maguire at Aliesha.Maguire@health.nsw.gov.au or on 0460 042 670.

If you have any concerns or questions about the process, you may contact Lisa Taylor, Workforce Consultant at Lisa.Taylor2@health.nsw.gov.au or 0409 890 292.

The Staff Wellbeing and Support Service (previously EAP) is also available at SWSLHD-StaffWellbeingSupportService@health.nsw.gov.au or on (02) 8738 4552 should you wish to seek confidential counselling.