



**Administration Services
Child Youth & Family Services,
Population and Community Health
South Eastern Sydney Local Health District (SESLHD)**

Restructure Consultation Document

November 2021

Comments or feedback on this proposal can be submitted in writing to
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By the 9th March 2022

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1. INTRODUCTION CHILD YOUTH & FAMILY SERVICES

1.1 Overview of Current Administration within Child Youth & Family Services

Established in 2017, Child, Youth and Family Services (CYFS), sits within Population and Community Health (PaCH), working across the South Eastern Local Health District to support better health and wellbeing.

Administration support is provided across the five key services managed within CYFS, including: Child and Family Health Nursing Service, Paediatric & Vulnerable Populations, Developmental Disability Health Service, Counselling, Violence Prevention and Response, and Service Integration & Equity.

With over 30 standalone clinics and community health centres, CYFS employ a number of full-time and part-time administration staff; most of which are currently working in dedicated community facilities throughout the District.

The responsibilities of the administration staff are pivotal to the efficient running of CYFS, with duties including, but not limited to, day to day management of the community centres and the early childhood centres; intake duties and client registrations; scheduling of appointments; providing administrative support to clinicians, team leads and managers.

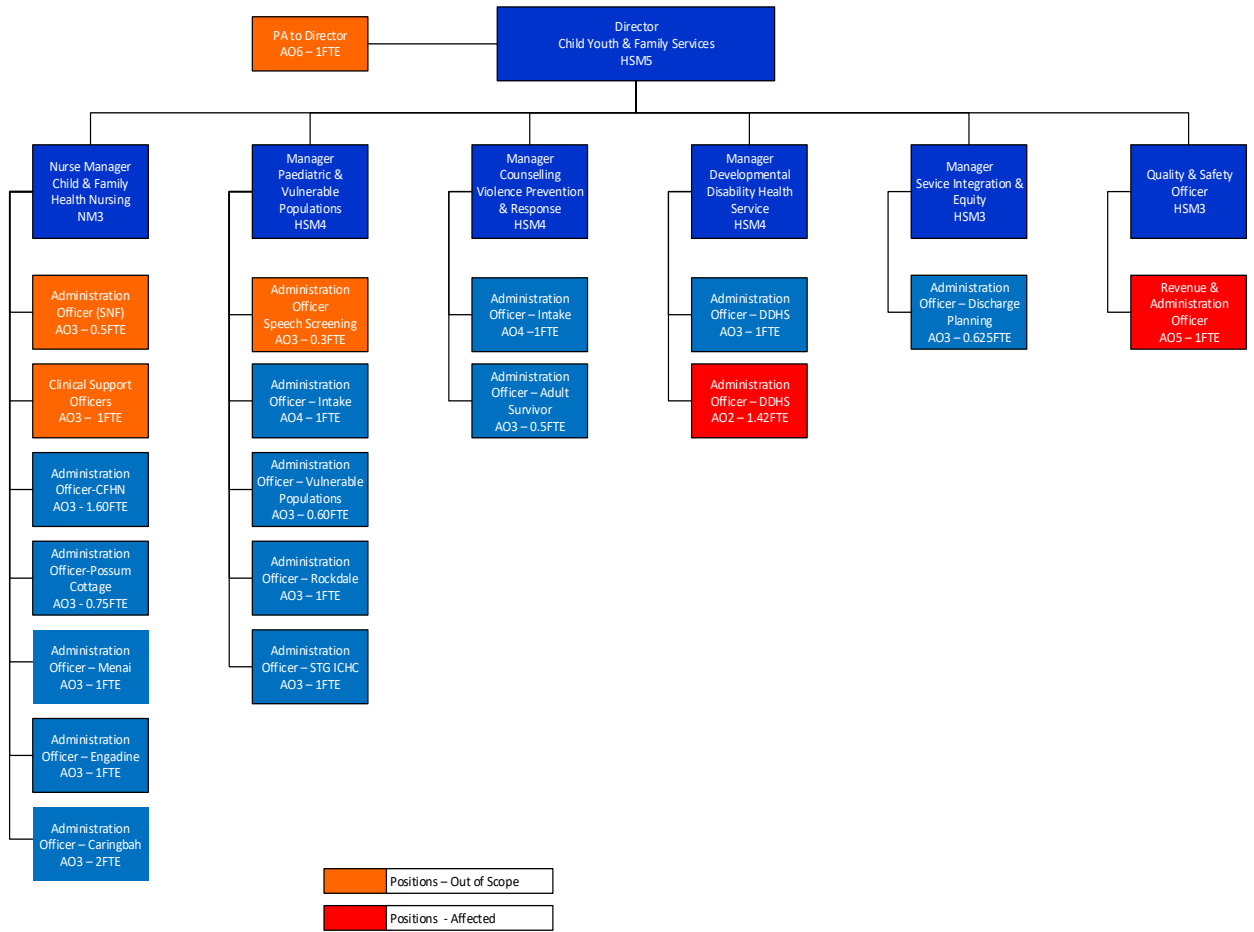
Currently administration staff report to an aligned service manager to monitor performance and development, as well as liaise with multiple leads and managers as part of day to day operations.

Operationally, management of administration staff by multiple service managers presents challenges which take a great deal of time and resources. A large portion of individual manager's time is spent attending to day to day administration requirements with multiple managers, team leads and/or nurse unit managers, such as trying to enlist administration staff from other services to assist during periods of planned and unplanned leave. Additionally, as a result of balancing clinical priorities, managers' approach in areas such as administration staff training and development is often fragmented. Moreover, with minimal to no administrative support, service managers inefficiently spend a lot of time navigating administration based systems such as HealthRoster, ROB, Stafflink, to name a few.

The position of Revenue & Administration Officer, created in early 2019, is responsible for the monitoring of Medicare billing for all medical services and to ensure the service maximises its revenue opportunities. Additional responsibilities include the development of standardised administration procedures to ensure consistency across all services teams; provides high level support to service managers and is the secretariat for the CYFS Documents and CYFS Quality & Safety Committees.

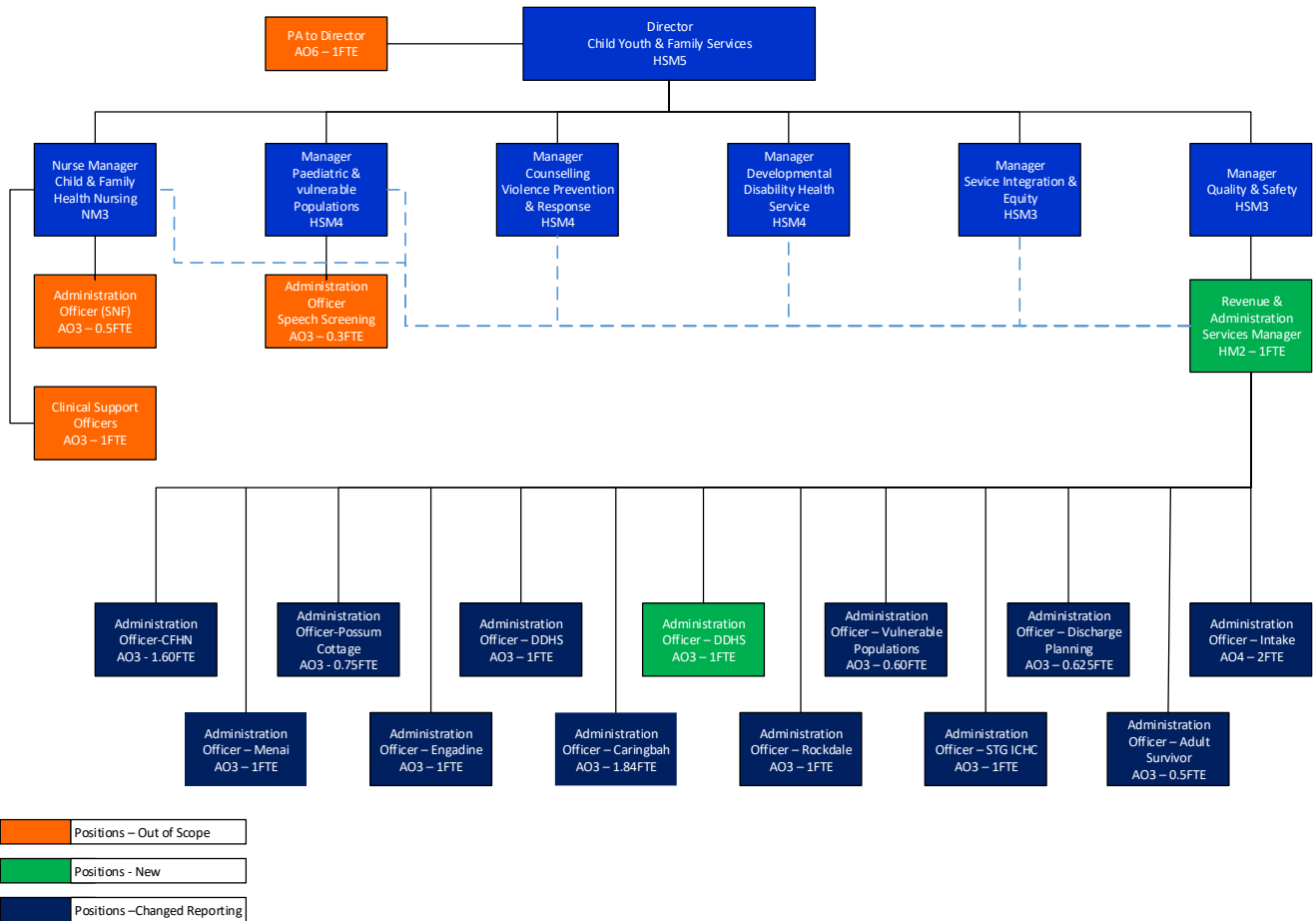
1.2 Current Administration Organisational Structure

The current administration reporting structure has not substantially changed since the establishment of Child Youth & Family Services in 2017.



2. PROPOSED ADMINISTRATION ORGANISATIONAL STRUCTURE

2.1 Proposed Administration Organisational Structure



2.2 Rationale and Business Case

Child, Youth and Family Services administration staff play an integral role in supporting consumers to access and navigate their health and wellbeing journey, as well as contribute to ongoing quality assurance and monitoring.

Following the establishment of CYFS in 2017, given administration arrangements had not been substantially changed from the previous structure, there was concern they were no longer for purpose with the new structure. As a result, an independent review was commissioned which recommended the service consider a more centralised reporting structure pending the completion of an administration operational review. Undertaken in 2019, an operational review re-confirmed the existing structure did not best meet the needs of the service. Despite a large body of work to standardise and streamline administration processes, the current reporting structure inhibits staff development and opportunity to grow; as well as impedes efficiency opportunities in areas such as leave planning and cover, staff orientation and communication, clear roles and responsibilities, equitable distribution of workload, managing of priority workload and additional capacity to support others.

Over the years CYFS has seen substantial growth and service model adaptations. For example the integration of many additional services as part of key strategies, such as The First 2000 days and PARVAN, along with increasing occasions of service from telehealth models of care. This, among other things, has placed further demands on administrative support. In order to best meet challenges of this changing environment it is proposed that one position be created to centrally manage administration identified as in scope. Please note positions identified as out of scope are the result of temporary project work and/or specific funding requirements, however it is proposed these positions are included in administration communication, training and meetings. The proposed creation of a new position, Revenue and Administration Manager (HM2), and realigning administration reporting lines to this position will improve administration effectiveness and efficiency through facilitating:

- Compliance with performance management and development policy and guidelines;
- Facilitation of appropriate planned and unplanned leave relief;
- Improved communication to and between administrative services staff;
- Improved change management including but not limited to; process, IT and personnel changes;
- Facilitation of recruitment functions for administrative staff;
- Reduction in duplication of tasks;
- Equitable distribution of work and visibility of work capacity.

By introducing the proposed centralised administration reporting structure, Child, Youth and Family Services will benefit from more efficient approaches to day to day management and will provide sustainability through cross training and further development of administration staff. It is envisioned that by having well trained administration support staff, including during periods of planned and unplanned leave, service managers will have greater capacity to focus principally on their clinical priorities.

Additionally, the continual review and implementation of consolidated, consistent and streamlined administrative processes, will ensure improved compliance with current District policy and procedures across all service teams. By working more efficiently, it is envisaged that administration staff capacity can be broadened to further support the service managers.

The proposed structure provides flexibility and allows for more closely aligning the existing administration services with the needs of Child Youth and Family Services as a whole entity.

In order to create this position it is proposed the current Revenue and Administration Officer, Administration Officer Level 5 (AO5) position be deleted and the key responsibilities of this position be incorporated into the proposed new position.

In addition, the grading of 1.42 FTE Administration Officer Level 2 (AO2) positions has not been consistent with other grades across Child, Youth and Family Services. To ensure equity across the service it is proposed that the 1.42 FTE A02 be regraded to 1.0 FTE Administration Officer Level 3 (AO3) to ensure consistency.

1 FTE A03 will be reduced to 0.84FTE due to current incumbent requesting permanent reduction.

2.3 Staffing

In order to provide efficient and effective administration support that best meets the needs and evolving demands of the service the following is proposed:

The below positions be **deleted**:

- Revenue and Administration Officer – Administration Officer Level 5, 1.0 FTE
- Administration **Officer** Level 2, 1.42 FTE

The below position to be **reduced**

- Administration Officer Level 3 1.0FTE to 0.84FTE

The below positions be **created**:

- Revenue and Administration Services Manager – Health Manager Level 2, 1.0 FTE
- Administration Officer Level 3, 1.0 FTE

The below position's title will change:

- Quality and Safety Officer, Health Manager Level 3 1.0FTE will change to Quality and Safety Manager, Health Manager Level 3 1.0 FTE

3. PROPOSED POSITION DESCRIPTION SUMMARY

The newly created position descriptions will be submitted to the District Grading

Committee for grading/reclassification in line with the Awards and relevant SESLHD policies.

3.1 Revenue and Administration Services Manager

The role's primary objectives are to:

- Manage the overall operational management of administrative staff within Child Youth & Family Services.
- Deliver an efficient and effective service by planning, reviewing, evaluating and implementing change to achieve organisational outcomes.
- Oversee non-admitted patient (NAP) administrative service functions, such as data management using electronic medical records (eMR) systems, scheduling and patient administrative systems and management of revenue generating billing.

3.2 Child Youth and Family Admin A03

- Provide a range of administrative and clerical support services to enable the Child, Youth and Family Services to achieve their objectives in a timely, reliable and efficient manner.

Governance:

To improve governance and accountability, it is recommended that:

- The HM 2 reports to the CYFS Quality & Safety Manager (HM 3)
- The A03 reports to the HM 2 Revenue and Administration Services Manager

4. THE RECRUITMENT AND MATCHING PROCESS

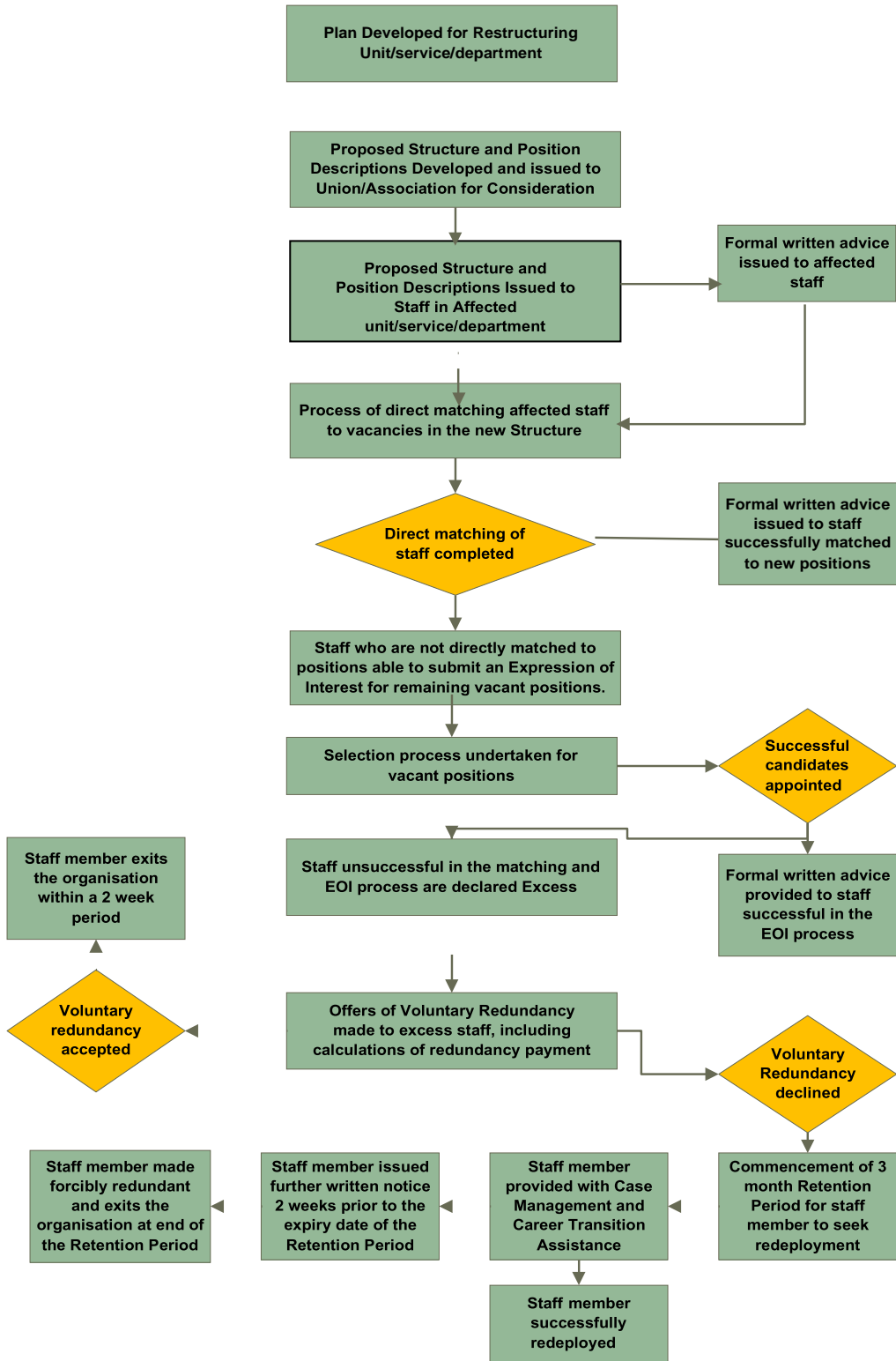
All changes will be managed as per NSW Health PD2012_021 Managing Excess Staff of the NSW Health Service and SESLHD PD/180 Change Management.

Upon conclusion of the consultation period and provision of a response to feedback including any changes as a result, all staff who will be affected by deletions, realignment or change of reporting lines will be informed in writing that they are affected.

Directly matched affected staff will be advised in writing of their new position. Where matching cannot occur, positions will be advertised and a merit selection recruitment process will be undertaken. Where staff are not matched or appointed to a position, they will be declared excess.

Excess staff will have 14 days to accept or decline an offer of voluntary redundancy. Staff who accept an offer of voluntary redundancy will leave SESLHD within two weeks. Staff who decline an offer of voluntary redundancy will receive case management and career assistance.

PROCESS MAP FOR ORGANISATIONAL RESTRUCTURES



5. AVAILABILITY OF COUNSELLING SERVICES

Staff are reminded of the availability of the Employee Assistance Program (EAP) through Converge International on 1300 687 327. This number is answered 24 hours per day, seven days per week, to facilitate enquiries, book requests and to provide assistance.

6. CONSULTATION

Provision of relevant documentation to and consultation with management and staff of Child and Family Services and with relevant union representatives as follows:

- Consultation with Director Population and Community Health
- Consultation with CYFS Executive
- Consultation with CYFS administration employees
- Consultation with Health Services Union

7. RESTRUCTURE TIMEFRAME

Task	Documentation/Detail	Timeframes (indicative) Week Commencing
Consultation period with staff and union commences	Restructure Consultation Paper and draft position descriptions	23 rd February 2022
Completion of consultation phase	N/A	9 th March 2022
Feedback reviewed and considered	Restructure Consultation Paper Feedback from Consultation	16 th March 2022
Final consultation document incorporating any changes identified during consultation circulated	Restructure Consultation Paper (Final)	23 rd March 2022
Written advice issued to affected staff	Letter to advise of 'affected status'	25 th March 2022
Process of direct matching of affected staff to positions in the new structure	Letter to advise of matching to position	28 th March 2022

Positions advertised	Merit selection recruitment process	1 st April 2022
Selection process for positions commences	Assessment of applications and interview	8 th April 2022
Written advice issued to staff appointed to positions	Letter to advise of appointments	April 2022
Staff not matched or appointed to positions are declared excess	Letter to advise of 'excess status' and the option to choose a voluntary redundancy or seek redeployment	April 2022
Voluntary Redundancies (VR) Declined/Accepted	Acceptance/declination forms submitted to People and Culture	2 weeks from date of excess
Staff who accept VR to exit SESLHD	Separation and VR processed	2 weeks from date of acceptance
Staff who decline VR to be provided with case management and career assistance	Letter to advise of allocation of People & Culture Business Partner for case management	Date of declination
Written advice to staff unable to be placed in positions after three months of case management to receive involuntary redundancy (currently paused in relation to any action of involuntary redundancy)	Letter to advise of involuntary redundancy	3 months from date of declination

8. ATTACHMENTS

1. Revenue & Administration Services Manager HM2 - Position Description
2. Administration Officer Level 3 – Position Description

Position Description



Facility/Service	Population & Community Health
Department	Child Youth & Family Services
Manager	CYFS Quality & Safety Manager
Position Number	
Cost Centre	182076

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *:	<i>Revenue and Administration Services Manager</i>	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Health Managers (State) Award	
Position Classification*	Health Manager Level 2	
Job Category Coding (ROB)*	Administration & Health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)	Administration Manager	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it. SESLHD is committed to improving the care provided to our patients in line with our vision of Working together to improve the health and wellbeing of our community. The Revenue and Administrative Services Manager is responsible for the overall operational management of administrative staff within Child Youth & Family Services within the Population & Community Health Directorate. The Manager, Revenue and Administrative Services will deliver an efficient and effective service by planning, reviewing, evaluating and implementing change to achieve organisational outcomes. The Manager, Revenue & Administrative Services will oversee non-admitted patient (NAP), administrative service functions such as data management using electronic medical records systems, scheduling and patient administrative systems and management of revenue generating billing.
	<i>(Free Text)</i>	<ul style="list-style-type: none"> Manage the overall operational management of administrative staff within Child Youth & Family Services. Deliver an efficient and effective service by planning, reviewing,

Position Description



		<p>evaluating and implementing change to achieve organisational outcomes.</p> <ul style="list-style-type: none"> Oversee non-admitted patient (NAP) administrative service functions such as data management using electronic medical records systems, scheduling and patient administrative systems and management of revenue generating billing.
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Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<p>Standard Key Accountabilities*</p>	<p><i>(Free Text)</i></p>	<ul style="list-style-type: none"> Provide a high level of leadership and management of the Revenue & Administrative Services team to ensure services are delivered within agreed timeframes, quality standards and budgetary constraints. Recruit, coach, mentor, and performance manage the administrative staff in accordance with NSW Health and South Eastern Sydney Local Health District policies and procedures, to ensure effective delivery of administrative and support services for Child Youth & Family Services. Contribute to the development and implementation of policies, procedures, standards and practices in accordance with legislative and other governing authorities to ensure consistent delivery of quality administration services. Prepare high level business correspondence, including briefs and reports pertaining to the Revenue and Administrative Services. Generate reports to produce accurate revenue data, ensuring appropriate reasoning for any discrepancies in the data by liaising with relevant administrative and clinical staff. Identify and operationalise opportunities to maximise billing and efficiency strategies. Coordinate regular meetings with administrative and clinical staff in respect to clinic service delivery and manage resources within budget to allow for continuous enhancement of clinical service delivery. Lead and promote continual improvement by conducting assessments of work practices to ensure standards are met and continual improvement is maintained. Build and maintain strategic relationships by liaising, consulting and negotiating with key internal stakeholders to ensure consistency across all CYFS Services optimising revenue opportunities and supporting teams (clinical and non-clinical) to comply with the Outpatient Framework. Identify opportunities for sustainable change, measure change impact and develop appropriate change management documentation and processes to respond to this change impact. Ensuring ongoing support and training is provided to system users for revenue functions to enable the achievement of service objectives. Identify opportunities to streamline and improve administrative processes across departments and monitor the quality of work generated by team members and provide training as required.
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Position Description



Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none">▪ Managing physical and financial resources to ensure the delivery of services, while achieving positive outcomes.▪ Managing the day to day work activities of the team and ensuring the necessary skills and experience are available to meet the challenges of a demanding workload.▪ Coordinating and allocating staff across roles and departments, given limited resources and the difficulty to predict workloads.
Decision Making	<ul style="list-style-type: none">▪ The Revenue & Administration Services Manager has substantial autonomy in the day-to-day management of administrative staff, including determining priorities and schedules for others to achieve work objectives.▪ Undertake straightforward negotiations around timelines for delivery of services.▪ Decision making across a number of areas and review of operational systems.▪ Ability to manage conflict of resources or priorities.▪ Establish and maintain effective communication with all staff, clients and visitors at all times.
Communication	<ul style="list-style-type: none">▪ Internally, the Revenue and Administration Services Manager is required to communicate regularly with the CYFS Administration Staff, Service Managers, Nurse Manager, Team Leaders and Senior Medical Officers.▪ Externally, the Revenue and Administration Services Manager will develop and maintain effective relationships with other SESLHD teams external to Child, Youth and Family Services including Billing Services, Clinical Information & Administration and eMR support staff.

Position Description



Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships	Who?	CYFS Administration Staff
	Why?	To lead and develop the administration team and ensure efficient, timely, reliable and safe processes are achieved
	Who?	Manager
	Why?	Direct Report. Receive direction, supervision and support and to escalate significant issues which may impact on service delivery
	Who?	Child, Youth and Family Service Senior Management
	Why?	To provide administrative staff support that meets the needs of the individual services.
	Who?	Facility staff, district staff, and Doctors
	Why?	For timely coordination of administration and revenue activities
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	Consumers, families, carers and other relevant persons
	Why?	For timely response to administration and or billing issues
	Who?	Billing services, Health funds, insurers, and third party agents
	Why?	For timely settlement of accounts and matters relating to billing
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	14.4 FTE
Indirect Reports	Nil

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	NA
Other \$	NA

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check As a leader you are expected to actively support and demonstrate your commitment to the organisation’s safety management system; to establish and maintain a
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Position Description



		<p>positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable.</p>
	(Free Text)	•

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Relevant tertiary qualifications in Health Management or other relevant qualifications or equivalent working experience and current divers licence
2	Ability to develop and manage the performance of staff by monitoring work performance to achieve work objectives, providing ongoing feedback and coaching.
3	Demonstrated experience working in non-admitted areas, and extensive knowledge of non-admitted patient processes.
4	Demonstrated experienced with PBRC & Medicare billing requirements.
5	Demonstrated high level of competence and extensive experience in the use of computer applications, including the ability to prepare, analyse and interpret data and reports from these systems.
6	Demonstrated high level verbal and written communication skills, interpersonal and influencing skills with a strong customer service approach.
7	Demonstrated high level analytical and problem solving skills using relevant policies, procedures, standards and practices that lead to the development of innovative solutions to workplace issues.
8	Demonstrated ability to maintain meticulous attention to detail and meet predetermined targets and deadlines, whilst being flexible and able to adapt work practices to suit circumstances.

Position Description



Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> 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.
	(Free Text)	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role – Not Required for HM roles

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.

Position Description



Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist – MUST be completed as relevant to the role

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Constant
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Infrequent
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Infrequent
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling – remaining in a kneeling posture to perform tasks	Infrequent
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Infrequent
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Infrequent
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Infrequent
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Infrequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Constant
Hand and Arm Movements – repetitive movements of hands and arms	Constant
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Frequent
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Frequent
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Repetitive
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Repetitive
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Not Applicable
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Infrequent
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Infrequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Infrequent
Restraining – involvement in physical containment of patients/clients	Not Applicable
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Occasional
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Infrequent

Position Description



Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Not Applicable
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Not Applicable
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable
Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights – ladders/stapladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Not Applicable

Word Counts

Section 1	<i>Position Title</i>	200 characters
	<i>Primary Purpose of the Role</i>	3400 characters
Section 2	<i>Standard Key Accountabilities</i>	3500 characters
Section 3	<i>Key Challenges – Challenges</i>	1000 characters
	<i>Key Challenges – Decision Making</i>	1000 characters
	<i>Key Challenges – Communication</i>	1000 characters
Section 4	<i>Key Relationships – Who (each)</i>	200 characters
	<i>Key Relationships – Why (each)</i>	500 characters
Section 7	<i>Essential Requirements</i>	3500 characters
Section 8	<i>Selection Criteria (each)</i>	1000 characters
Section 9	<i>Other Requirements</i>	3800 characters
Section 10	<i>Disqualification Questions</i>	200 characters

Position Description



Facility/Service	Population and Community Health
Department	Child Youth and Family Services, Developmental Disability Assessment Service
Manager	Revenue and Administration Services Manager
Position Number	
Cost Centre	Developmental Disability Assessment Service (161131)

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	<i>Administration Officer Child Youth and Family Services</i>	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Health Employees Administrative Staff (State) Award	
Position Classification*	Administrative Officer Level 3	
Job Category Coding (ROB)*	Administration and Health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)	Administration Assistant	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it. SESLHD is committed to improving the care provided to our patients in line with our vision of Working together to improve the health and wellbeing of our community. Provide a range of administrative and clerical support services to enable the Child, Youth and Family Service, Population and Community Health to achieve its objectives in a timely, reliable and efficient manner
	<i>(Free Text)</i>	Provide a range of administrative and clerical support services to enable the Child, Youth and Family Service to achieve their objectives in a timely, reliable and efficient manner.

Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

Standard Key Accountabilities*	<i>(Free Text)</i>	<ul style="list-style-type: none"> Provide a range of administrative and clerical support services, selecting the most appropriate method and sequence to ensure
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Position Description



		<p>delivery of efficient and effective patient/client focused services. Administrative services include but are not limited to: reception duties, preparation of patient records relating to the admission, discharge, and transfer of patients, preparation of patient lists, ordering of stationary, typing, photocopying, data collection, filing</p> <ul style="list-style-type: none"> • Respond to a range of enquiries (in person and over the phone) providing information and referring enquiries in a confidential, effective and responsive manner • Maintain <i>CHOC</i> records and create, store, update and retrieve information ensuring the accurate, confidential and safe storage of information • Assisting Managers with more complex tasks or projects for example, intake processes, reports. • Communicate and liaise with <i>the Team Leader</i> and other members of the health care team to ensure the provision of quality support services • Participate in <i>Child, Youth and Family</i> initiatives regarding quality improvement, and Work Health and Safety • Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values of Teamwork Honesty, Respect, Equity, Excellence, Courage, Commitment, and Caring, through demonstrated behaviours and interactions with patients/clients/employees. • 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 • 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.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> ▪ Organising daily routines to meet deadlines ▪ Attending to the wide variety of day-to-day administrative tasks resolving them on behalf of the Manager of the unit/department ▪ Managing enquiries from demanding and/or emotional patients/relatives
Decision Making	<ul style="list-style-type: none"> ▪ Decision making in day-to-day operational matters and escalate more complex issues outside the scope of their position description to [insert position title] ▪ Work is performed under broad supervision but requires some independent action ▪ Exercise basic judgement in selecting and applying established principles, techniques and methods to solve problems of a simple nature
Communication	<ul style="list-style-type: none"> ▪ Internally, the Administrative Officer is required to communicate regularly with the Team Leader, Allied Health and <i>Community Paediatricians</i> and other health team members ▪ Externally, the Administrative Officer will develop and maintain effective relationships with other teams within Child, Youth and Family, GP's and referrer's to the service.

Position Description



Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships	Who?	Line Manager/Supervisor
	Why?	To effectively carry out their duties
	Who?	Colleagues
	Why?	To effectively carry out their duties and promote positive culture
	Who?	
	Why?	
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	GP's and referrers to the service
	Why?	Clients/Patients
	Who?	To provide high end customer service and patient care
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	No
Indirect Reports	No

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	NA
Other \$	NA

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check <i>Staff who do not supervise others:</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
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Position Description



	<i>(Free Text)</i>	
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Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Ability to perform a wide range of administrative duties in a demanding environment
2	Experience in responding to a range of enquiries and determining the appropriate response in a complex work environment
3	High level interpersonal, written and verbal communication skills
4	Demonstrated commitment to providing quality service and quality improvement initiatives in workplace practices and procedures
5	Ability to use computer hardware, software applications and electronic systems
6	Demonstrated skills related to accuracy, task prioritisation and attention to detail
7	Current NSW Driver's License

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> 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
	<i>(Free Text)</i>	

Position Description



Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role – **Currently NOT being utilised for Admin roles in Health**

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Position Description



Section 12 – Job Demands Checklist – MUST be completed as relevant to the role

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Constant
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippy, indoors/outdoors, slopes	Infrequent
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling – remaining in a kneeling posture to perform tasks	Infrequent
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Infrequent
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Infrequent
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Infrequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Constant
Hand and Arm Movements – repetitive movements of hands and arms	Constant
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Frequent
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Infrequent
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Repetitive
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Repetitive
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Not Applicable
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Infrequent
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Infrequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Occasional
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patients/clients	Not Applicable
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Infrequent
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Infrequent
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Not Applicable
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Not Applicable
Inadequate Lighting – risk of trips, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable
Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable

Position Description



Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Not Applicable

Word Counts

Section 1	<i>Position Title</i>	200 characters
	<i>Primary Purpose of the Role</i>	3400 characters
Section 2	<i>Standard Key Accountabilities</i>	3500 characters
Section 3	<i>Key Challenges – Challenges</i>	1000 characters
	<i>Key Challenges – Decision Making</i>	1000 characters
	<i>Key Challenges – Communication</i>	1000 characters
Section 4	<i>Key Relationships – Who (each)</i>	200 characters
	<i>Key Relationships – Why (each)</i>	500 characters
Section 7	<i>Essential Requirements</i>	3500 characters
Section 8	<i>Selection Criteria (each)</i>	1000 characters
Section 9	<i>Other Requirements</i>	3800 characters
Section 10	<i>Disqualification Questions</i>	200 characters