

POSITION DESCRIPTION

NSLHD - Manager Carer Support

	
Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Clinical Governance Clinical Governance Management
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

The primary purpose of this position is to enhance the Local Health District capacity to meet the needs of carers accessing services and programs within NSLHD, with a particular focus on those who experience inequities in relation to access and health outcomes. This position manages the Carer Program staff; a range of health education/promotion and service capacity building projects and initiatives; and provides high level advocacy around carers. The role includes the development and maintenance of partnerships with carers, consumers, clinicians, managers, government and non-government agencies as well as community organisations and support groups. The position supports the District meeting its obligations in relation to the NSW Carer (Recognition) Act 2010 and the NSLHD Carer Strategy 2018-2023.

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). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate 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. Please provide proof of booster vaccination if available.

ESSENTIAL REQUIREMENTS

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.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

KEY ACCOUNTABILITIES

1. Provide a high level of leadership and management of the Carers Program to ensure priorities are met and program/project outcomes delivered within agreed timeframes, quality standards and budgetary constraints.
2. Establish, pioneer and maintain strategic relationships by liaising, consulting and negotiating with internal

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- and external stakeholders to identify key issues relevant to carers and provide effective solutions.
3. Contribute to the development and implementation of business and strategic plans, policies, procedures, standards and practices, to ensure the achievement of business and service objectives.
 4. Lead projects and initiatives to enhance the District's capacity to meet the needs of carers; including innovative service/quality improvement projects; development, dissemination and evaluation of resources; and implementation of co-design principles.
 5. Promote continual improvement and focus on superior service by establishing and reviewing performance indicators and relevant reporting systems.
 6. Prepare high level business correspondence including briefs and reports pertaining to carers and people with a disability.
 7. 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 employees and service providers.
 8. 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 management and leadership in the service. Supervise and manage the performance of the NSLHD Carer Program.

KEY CHALLENGES

- Developing strategies to enhance the responsiveness of the District to the needs of Carers accessing NSLHD health services with internal and external stakeholders.
- Balancing limited resources to meet competing needs and expectations and dealing with high volume workloads while at the same time managing to achieve positive outcomes.
- Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources.

KEY RELATIONSHIPS

Who	Why
Direct accountability to the Director Allied Health	DAH is the direct line Manager for this role.
Develop reciprocal working relationships with all LHD Directors; General Managers and Hospital Executives. Health care staff and clinicians in NSLHD	This role is responsible for reporting against the MOH Key Directions; the NSW Carer Recognition Act and NSW Carers Strategy – that require evidence of the District activity across all Directorates and Health Services. Carers access NSLHD health services and require guidance and support in all settings.
Health Pillar Agencies – Clinical Excellence Commission (CEC) AND Agency for Clinical Innovation (ACI)	This role is responsible for reporting against the key directions MOH; the NSW Carer Recognition Act and NSW Carers Strategy – the Pillar agencies listed provide best practice evidence to guide the work of the District. This role has provided a strong voice in the planning and design of health care by those agencies, to promote the needs of carers at a strategic level.
Not limited to – NDIS, My Aged Care; Local Councils; Primary Health Network; Human Services; Housing. Agencies that are Federal and State Government and NGO providers of Community and Aged Care	Carers are a diverse and transient group of people in the community – external relationships and connection points for this role reflect this need. It is vital to ensuring the diverse needs of Carers are understood and met.

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SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Degree in health or relevant equivalent work experience, or a combination of study and work experience; and demonstrated knowledge of health policy and priorities in relation to carers.
3. Strong interpersonal; written and verbal communication; and consultation skills necessary to build and maintain collaborative relationships with a diverse range of stakeholders including health service managers, clinicians, carer groups, non-government organisations and external agencies.
4. Highly developed and effective skills in resource development (including co-design skills) and project management (including project planning, implementation, evaluation and reporting).
5. Demonstrated ability to engage with carers, to provide guidance and support in accessing services and programs within NSLHD.
6. Demonstrated capacity to effectively manage staff and resources.
7. Ability to analyse, interpret and convey information effectively to a range of stakeholder.
8. Current unrestricted Drivers licence which is valid in NSW (Class C licence or equivalent) and ability to travel as required.

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Job Demands for: NSLHD - Manager Carer Support

Physical Demands	
<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>Frequent</p>
<p>Walking - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Frequent</p>	<p>Running - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Infrequent</p>
<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Not Applicable</p>	<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Not Applicable</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>Not Applicable</p>	<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Not Applicable</p>

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<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</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>Not Applicable</p>	<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Not Applicable</p>
<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Frequent</p>	<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Infrequent</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>Frequent</p>

<p align="center">Sensory Demands</p>	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p>

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Not Applicable	Frequent
<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>Infrequent</p>	

Psychosocial Demands

<p>Distressed People - e.g. emergency or grief situations</p> <p>Frequent</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Occasional</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Occasional</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Infrequent</p>	

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Environmental Demands	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</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>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Not Applicable</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>Not Applicable</p>
<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Not Applicable</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Not Applicable</p>

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Working At Heights -
ladders/stepladders/scaffolding are required to perform tasks

Not Applicable

Biological Hazards - exposure to body fluids, bacteria, infectious diseases

Not Applicable