

## POSITION DESCRIPTION

# SWSLHD Employment Hub Support Officer (Admin Off. Lvl 2) - Perm FT

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Admin Off Lvl 2	
State Award	Health Employees Administrative Staff (State) Award	
Category	Human Resources and Recruitment   Recruitment and Resourcing	
Vaccination Category	Category A	
ANZSCO Code	531111 General Clerk	
Website	<a href="http://www.swslhd.health.nsw.gov.au">www.swslhd.health.nsw.gov.au</a>	

## PRIMARY PURPOSE

The Recruitment Support Officer provides timely, effective and innovative administrative support throughout the end to end Recruitment process at SWSLHD. The Employment Hub Support Officer provides ongoing assistance to the Employment Hub and Stafflink and Compliance teams, with a strong focus on building and retaining relationships with internal and external Stakeholders. The Employment Hub Support Officer is accountable to provide effective and timely support to the Business partners, Recruitment officers recruiting and SWSLHD recruiting managers, to achieve district wide recruitment goals and strategies whilst ensuring compliance of data being interfaced into StaffLink and the recruitment and onboarding system. This role is within a district wide service and is required to travel and work across SWSLHD facilities and services.

Transforming Your Experience is SWSLHDs key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high quality health services and build the health of our communities – now and into the future.

## 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.

## RESPIRATOR USE

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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

This position is advertised under the SWSLHD Aboriginal Targeted Recruitment Program. Aboriginal and Torres Strait Islander people are encouraged to apply and, where found suitable, will be given higher priority. Aboriginal and Torres Strait Islander applicants may have to cite their Aboriginal and/or Torres Strait Islander heritage, in addition to the selection criteria. Stepping Up aims to assist Aboriginal and Torres Strait Islander job applicants by providing information about applying for roles in NSW Health organisations. For more information, please visit:

<http://www.stepsup.health.nsw.gov.au/>

**Work Rights:** To be eligible for permanent appointment to a position in NSW Health, you must have an Australian citizenship or permanent Australian residency.

**WHS Responsibilities:** You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing. **NPC:** National Police Check (This check will be conducted by the Health Service for Recommended Candidates only). **Staff Health:** Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy.

## KEY ACCOUNTABILITIES

- Provide consistent and high quality customer service including telephone, email enquiries and personal contact with internal and external stakeholders.
- Balance tasks and responsibilities effectively and within established timeframes in line with recruitment priorities.
- Perform a wide range of administrative tasks to ensure quality data and information is established and maintained.
- Engage in activities to promote, improve and maintain outstanding quality and performance within HR Support Services.
- Establish and contribute to strong positive working relationships with staff and stakeholders at all levels of the organisation to achieve outcomes.
- Achieve job outcomes through the use of various electronic systems and computer software.
- Act in accordance with the SWSLHD CORE values and NSW Health Code of Conduct; model behaviours that reflect the SWSLHD Transforming Your Experience strategy and ensure work is conducted in a manner that demonstrates values of cultural respect in accordance with SWSLHD's Closing the Gap strategy.
- Receive and respond to incoming enquires, escalating as required to senior team members to ensure relationships with internal and external stakeholders are maintained.
- Learn and maintain a working knowledge of all relevant NSW Health awards and policies
- Work efficiently within the recruitment business partner team and individually to ensure the service provided to managers and candidates is of a high standard and delivered in a timely manner.

## KEY CHALLENGES

- Prioritising and organising high volume workloads in a busy and demanding environment, whilst dealing with a wide range of stakeholder demands.
- Maintaining a very high level of accuracy when working with a range of computer systems and manual processes.

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- Adaptable to changing priorities, processes and environments whilst exercising initiative in the performance of duties.

KEY RELATIONSHIPS	
Who	Why
Senior Team Members	Escalate issues, advise and receive objectives and direction.
Work team	Participate in team meetings and coaching sessions, share and provide input on relevant processes and procedures.
Recruitment Stakeholders	Respond to queries, identify needs and communicate services in a timely, efficient and confidential manner.
External Recruitment Stakeholders	Provide professional customer service in a timely confidential manner.

## SELECTION CRITERIA

1. Demonstrated high level of customer service skills with a supportive and responsive approach to managing enquiries.
2. Demonstrated communication and interpersonal skills (written, verbal, email and telephone).
3. Do you have the ability to be flexible and adaptable to changing priorities and processes, whilst undertaking various administrative tasks and duties with high attention to detail, confidentiality and discretion.
4. How would you rate your ability to prioritise and organise work activities to achieve work outcomes within deadlines.
5. Capacity to learn new systems and processes, such as eRecruitment Systems, Human Resources Information Systems and Rostering Systems.
6. Demonstrated ability to work proactively both independently and within a team that services a wide and varied client base across SWSLHD facility and services locations.
7. Rate your experience using Microsoft packages such as outlook, excel and word processing applications, particularly in relation to accurate data entry and data management.
8. Are you willing to join a district wide service which includes travelling and working across SWSHD facility and services locations as recruitment needs require?