# eHealth NSW logo

# Role Description

# Assistant Advisor, Talent Acquisition

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| **Role Description Fields** | **Details** |
| **Cluster** | NSW Health |
| **Agency** | eHealth NSW |
| **Award** | Administrative Staff (State) Award |
| **Classification/Grade** | Administrative Officer Level 6 |
| **Employment Status** | Temporary Full Time |
| **Location** | Chatswood |
| **Directorate/Business Unit** | People & Culture / Talent Acquisition |
| **Reports to** | Senior Talent Acquisition Advisor |
| **Roles reporting to** | N/A |
| **Position Number (StaffLink)** | 766307, 766308, 766311 |
| **Date of Approval** | April 2024 |
| **Agency website** | www.ehealth.nsw.gov.au |

# Primary Purpose of the role

The Assistant Advisor, Talent Acquisition is responsible for providing administrative support and project assistance to deliver efficient and effective talent acquisition services to the business and supports the implementation of contemporary customer focussed talent resourcing solutions to enable a high-performance workforce that meets ongoing organisational needs.

## About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services across NSW Health. We support a digitally enabled and integrated health system that delivers quality patient-centred health experiences and outcomes to the people of NSW.

Customers’ and consumers see eHealth NSW as an organisation with customer centric values, behaviours and capabilities. We work together to build trust and engage with our customers and share up-to-date understanding of their business needs. We deliver consistent, reliable and easy-to-use products and services that meet our customers’ needs. We share customer feedback and data and use the insights to continually improve our customers’ experience.

## Key accountabilities

* Undertake a range of administrative services in line with best practice methodologies, NSW Health policies and Public Service Commission guidelines to enable candidate attraction, selection and assessment activities to effectively deliver contemporary talent and resourcing initiatives and solutions to support the development of a high performing diverse workforce
* Provide basic advice and information to internal customers across the organisation on quality recruitment, attraction and talent resourcing methodologies to support the application of a contemporary approach to talent acquisition and recruitment.
* Provide project support, including monitoring and reporting on project plans, milestones and deliverables, to contribute to the efficient operation of the Team and to ensure time, cost and quality indicators are in line with approved project plans
* Undertake basic research and analysis in assigned project areas and contribute to the preparation of project briefs to support informed decision making and planning
* Maintain and update office systems, processes and policies and maintain accurate records and records information systems to provide information, which is up-to-date, accurate, stored correctly and accessible to the unit
* Under limited direction, manage own day-to-day priorities, deliverables and work schedule while balancing the established objectives and priorities of the broader team to ensure daily operations and customer needs are met.

## Key challenges

* Effectively balance competing demands.
* Contribute to creating and maintaining a constructive workplace culture.
* Deliver quality services and negotiating workable timeframes, given competing operational demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently

## Key relationships

**Internal**

|  |  |
| --- | --- |
| Who | Why |
| Manager | Escalate issues, keep informed, advise and receive instructions |
| Work team | Represent work group perspective and share informationParticipate in discussions and decisions regarding implementation of innovation and best practice |
| Hiring Managers  | Resolve issues and provide solutions to challenges |

**External**

|  |  |
| --- | --- |
| Candidate | Resolve issues and provide solutions to challenges |
| Candidate | Resolve issues and provide solutions to challenges |

## Role dimensions

### Number of Direct reports

Nil

### Number of Indirect reports

Nil

### Budget ($)

Nil

### Financial Delegation

As per eHealth NSW Delegations Manual

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| Personal Attribute | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult | Intermediate |
| Relationship | **Work Collaboratively**Collaborate with others and value their contribution | Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others | Intermediate |
| Results | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when requiredComplete work tasks within set budgets, timeframes and standardsTake the initiative to progress and deliver own work and that of the team or unitContribute to allocating responsibilities and resources to ensure the team or unit achieves goalsIdentify any barriers to achieving results and resolve these where possibleProactively change or adjust plans when needed | Intermediate |
| Business enabler | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| Personal Attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Personal Attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Personal Attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| Relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| Results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediatel |
| Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Business Enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Business Enablers | Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |

## Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of the NSW Health Organisation. The following specific requirements should be noted:

**Respirator Use**

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.

**Culture**

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

**Finance and Resources**

Manage allocated finance and resources efficiently and effectively in accordance with the eHealth NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

**Fraud and Corruption**

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

**Performance Appraisal**

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

**Risk Management**

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

**Rostering Management**

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

**Work Health and Safety**

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware and ensure that a culture of safe behaviour is well understood and strongly embedded in their teams. Everyone must Think Safe, Work Safe and Live Safe and follow our guide to safety excellence. This includes taking reasonable care for your own safety and the safety of others, participating with consultation arrangements, and working and behaving safely in accordance with safety instructions, the behavioural expectations of the workplace and work health and safety legislation, policies and procedures.

**Workplace Diversity**

Support the organisations workplace diversity goals and policies.

**Training**

Comply with and participate in the organisation’s training programs and policies, maintaining currency of all mandatory training.

## Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist and agree to work in accordance with the requirements of the position.

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| **Signatories** | **Name** | **Signature** | **Date** |
| Employee |  |  |  |
| Manager / Supervisor |  |  |  |

## Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the incumbent. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the incumbent to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent’s (or future incumbent’s) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:
I = Infrequent intermittent activity exists for a short time on a very infrequent basis
O = Occasional activity exists up to 1/3 of the time when performing the job
F = Frequent activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant activity exists for more than 2/3 or the time when performing the job
R = Repetitive activity involved repetitive movements
N = Not Applicable activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

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| **PHYSICAL DEMANDS - Description (comment)** | **FREQUENCY** |
|  | **I** | **O** | **F** | **C** | **R** | **N** |
| **Sitting** – remaining in a seated position to perform tasks |  |  |  | **X** |  |  |
| **Standing** – remaining standing without moving about to perform tasks |  |  | **X** |  |  |  |
| **Walking** – floor type: even/uneven/slippery, indoors/outdoors, slopes |  |  | **X** |  |  |  |
| **Running** – floor type: even/uneven/slippery, indoors/outdoors, slopes |  |  |  |  |  | **X** |
| **Bend/Lean Forward from Waist** – forward bending from the waist to perform tasks | **X** |  |  |  |  |  |
| **Trunk Twisting** – turning from the waist while sitting or standing to perform tasks | **X** |  |  |  |  |  |
| **Kneeling** – remaining in a kneeling posture to perform tasks | **X** |  |  |  |  |  |
| **Squatting/Crouching** – adopting a squatting or crouching posture to perform tasks | **X** |  |  |  |  |  |
| **Leg/Foot Movement** – use of leg and/or foot to operate machinery |  |  |  |  |  | **X** |
| **Climbing (stairs/ladders)** – ascend/descend stairs, ladders, steps |  | **X** |  |  |  |  |
| **Lifting/Carrying** – light lifting and carrying (0 to 9 kg)  |  | **X** |  |  |  |  |
| **Lifting/Carrying** – moderate lifting and carrying (10 to 15 kg)  | **X** |  |  |  |  |  |
| **Lifting/Carrying** – heavy lifting and carrying (16kg and above)  |  |  |  |  |  | **X** |
| **Reaching** – arms fully extended forward or raised above shoulder | **X** |  |  |  |  |  |
| **Pushing/Pulling/Restraining** – using force to hold/restrain or move objects toward or away from the body | **X** |  |  |  |  |  |
| **Head/Neck Postures** – holding head in a position other than neutral (facing forward) | **X** |  |  |  |  |  |
| **Hand and Arm Movements** – repetitive movements of hands and arms |  |  |  |  | **X** |  |
| **Grasping/Fine Manipulation** – gripping, holding, clasping with fingers or hands |  |  | **X** |  |  |  |
| **Work at Heights** – using ladders, footstools, scaffolding, or other objects to perform work  |  |  |  |  |  | **X** |
| **Driving/Riding** – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle) |  |  | **X** |  |  |  |
| **SENSORY DEMANDS - Description (comment)** |  |
|  | **I** | **O** | **F** | **C** | **R** | **N** |
| **Sight** – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens) |  |  |  | **X** |  |  |
| **Hearing** – use of hearing is an integral part of work performance (e.g. phone enquiries)  |  |  |  | **X** |  |  |
| **Smell** – use of smell is an integral part of work performance (e.g. working with chemicals) |  |  |  |  |  | **X** |
| **Taste** – use of taste is an integral part of work performance (e.g. food preparation) |  |  |  |  |  | **X** |
| **Touch** – use of touch is an integral part of work performance |  |  |  |  |  | **X** |
| **PSYCHOSOCIAL DEMANDS - Description (comment)**  | **FREQUENCY**  |
| **Distressed People** – e.g. emergency or grief situations | **X** |  |  |  |  |  |
| **Aggressive and Uncooperative People** – e.g. drug/alcohol, dementia, mental illness | **X** |  |  |  |  |  |
| **Unpredictable People** – e.g. dementia, mental illness, head injuries |  |  |  |  |  | **X** |
| **Restraining** – involvement in physical containment of patients/clients |  |  |  |  |  | **X** |
| **Exposure to Distressing Situations** – e.g. child abuse, viewing dead/mutilated bodies |  |  |  |  |  | **X** |
| **ENVIRONMENTAL DEMANDS - Description (comment)**  | **FREQUENCY**  |
| **Dust** – exposure to atmospheric dust  | **X** |  |  |  |  |  |
| **Gases** – working with explosive or flammable gases requiring precautionary measures  |  |  |  |  |  | **X** |
| **Fumes** – exposure to noxious or toxic fumes |  |  |  |  |  | **X** |
| **Liquids** – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)  |  |  |  |  |  | **X** |
| **Hazardous Substances** – e.g. dry chemicals, glues | **X** |  |  |  |  |  |
| **Noise** – environmental/background noise necessitates people raise their voice to be heard |  |  |  |  |  | **X** |
| **Inadequate Lighting** – risk of trips, falls or eyestrain  | **X** |  |  |  |  |  |
| **Sunlight** – risk of sunburn exists from spending more than 10 minutes per day in sunlight |  | **X** |  |  |  |  |
| **Extreme Temperatures** – environmental temperatures are less than 15°C or more than 35°C  | **X** |  |  |  |  |  |
| **Confined Spaces** – areas where only one egress (escape route) exists  |  |  |  |  |  | **X** |
| **Slippery or Uneven Surfaces** - greasy or wet floor surfaces, ramps, uneven ground  | **X** |  |  |  |  |  |
| **Inadequate Housekeeping** - obstructions to walkways and work areas cause trips and falls  | **X** |  |  |  |  |  |
| **Working At Heights** – ladders/stepladders/scaffolding are required to perform tasks  |  |  |  |  |  | **X** |
| **Biological Hazards** – exposure to body fluids, bacteria, infectious diseases |  |  |  |  |  | **X** |