# eHealth NSW logo

# Role Description

# Senior Talent Acquisition Advisor

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| **Role Description Fields** | **Details** |
| **Cluster** | NSW Health |
| **Agency** | eHealth NSW |
| **Award** | Health Managers (State) Award |
| **Classification/Grade** | Health Manager Level 2 |
| **Employment Status** | Permanent – full time/part time |
| **Location** | Chatswood |
| **Directorate/Business Unit** | People & Culture / Talent Acquisition |
| **Reports to** | Manager, Talent Acquisition Operations  |
| **Roles reporting to** | 3 - 4 |
| **Position Number (StaffLink)** | XXX, TBC |
| **Date of Approval** | May 2024 |
| **Agency website** | www.ehealth.nsw.gov.au |

# Primary Purpose of the role

The Senior Talent Acquisition Advisor is responsible for leading the delivery of contemporary customer focused talent acquisition solutions and services to portfolio clients to enable a high-performance, diverse, digital health workforce. This includes providing high quality advice and leading recruitment projects to support the achievement of team and organisational objectives.

**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

* Engage and establish influential relationships with portfolio hiring managers, Human Resource Business Partners and other stakeholders across eHealth, to clarify current and future resource requirements to ensure that business needs can be met in a timely manner, which includes developing strategic resourcing plans and providing expert advice on contemporary recruiting methods and options.
* Lead and manage a team, in collaboration with the Manager, Talent Acquisition Operations to ensure that team members have the support and the capabilities to achieve team, individual and organisational goals
* Manage the end-to-end recruitment process for portfolio clients including project work utilising the NSW Health Recruitment and Onboarding System and other associated systems in accordance with relevant Service Level Agreements
* Identify, design and develop talent resourcing services including candidate attraction, selection, assessment and management in line with best practice methodologies, NSW Health policies and Public Service Commission guidelines to deliver contemporary talent and resourcing initiatives and solutions to support the development of a high performing and diverse workforce
* Coach and influence key stakeholders to apply a contemporary approach to talent resourcing and identify opportunities for improvements to talent acquisition practices to support the development of a quality workforce to meet current and future talent needs
* Build and maintain strong relationships with key business customers and stakeholders across the

organisation through consultation and collaboration, responsive advice and service ensuring

recruitment, attraction and talent resourcing programs are aligned to our business plan priorities and eHealth overall strategies

* Work in partnership with theTalent Acquisition lead, Projects & Continuous Improvement and contribute to continuous improvement projects, including workforce policy, procedure, and systems to ensure that all recruitment activity is conducted in line with policies, awards, legislation, and best practice.

## Key challenges

* To establish collaborative and influential relationships to manage a variety of internal and external stakeholders, all the while with a focus on securing high value talent/candidates for eHealth.
* Demonstrate the Employee Value Proposition (EVP) of eHealth effectively, to work towards mitigating

hiring constraints such as the level of remuneration eHealth can offer via the Health Manager Awards

* Proactively and effectively sourcing and engaging in-demand ICT talent/candidates to apply for roles within eHealth, and/or to refer other potential candidates to the organization.

## Key relationships

**Internal**

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| --- | --- |
| Who | Why |
|  Manager, Talent Acquisition Operations  | Escalate issues, keep informed, communicate information;Provide and seek information and advice; resolve and clarify issues. |
| Talent Acquisition Team | Communicate information constructively and positively with afocus on outcomes; seek advice and instructions; keep informed; advise and receive instructions; resolve and clarify issues. |
| Hiring managers / customers | Maintain positive, collaborative relationships; provide advice and seek information, resolve and clarify issues. |

**External**

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| --- | --- |
| Who | Why |
| Candidates | Keep informed; resolve and clarify issues;build long term relationships. |
| Recruitment agencies | Provide and seek information. |

## Role dimensions

### Number of Direct reports

3 - 4

### Number of Indirect reports

Nil

### Budget ($)

Nil

### Financial Delegation

As per eHealth NSW Delegations Manual

## Essential requirements

* D~~e~~monstrated experience providing contemporary, customer focussed end-to-end talent acquisition services preferably within digital health and/or ICT portfolios.
* Experience in leading teams, including developing capability and potential, and ensuring staff are engaged and motivated.
* Strong ability to understand and the capability to keep abreast of digital health ICT terminology and trends.

## 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 | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way and encourage others to do soDemonstrate professionalism to support a culture of integrity within the team/unitSet an example for others to follow and identify and explain ethical issuesEnsure that others understand the legislation and policy framework within which they operateAct to prevent and report misconduct, illegal and inappropriate behaviour | Adept |
| Relationship | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| Relationship | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high quality customer-focused servicesUnderstand customer perspectives and ensure responsiveness to their needsIdentify customer service needs and implement solutionsFind opportunities to co-operate with internal and external parties to improve outcomes for customersMaintain relationships with key customers in area of expertiseConnect and collaborate with relevant stakeholders within the community | Adept |
| Relationship | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict | Adept |
| Results | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | Research and analyse information, identify interrelationships and make recommendations based on relevant evidenceAnticipate, identify and address issues and potential problems and select the most effective solutions from a range of optionsParticipate in and contribute to team/unit initiatives to resolve common issues or barriers to effectivenessIdentify and share business process improvements to enhance effectiveness | Adept |
| Business enabler | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Apply computer applications that enable performance of more complex tasksApply practical skills in the use of relevant technologyMake effective use of records, information and knowledge management functions and systemsUnderstand and comply with information and communications security and acceptable use policiesSupport the implementation of systems improvement initiatives and the introduction and roll-out of new technologies | Intermediate |
|  | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | Ensure that roles and responsibilities are clearly communicatedCollaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworksDevelop team capability and recognise and develop potential in peopleBe constructive and build on strengths when giving feedbackIdentify and act on opportunities to provide coaching and mentoringRecognise performance issues that need to be addressed and work towards resolution of issues | Intermediate |

## Occupation specific capability set

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
|  | **Talent Management**Develop approaches to proactively manage the supply of diverse leaders, talent and capabilities across the organisation | Advise and support managers in applying sound talent management principles, insights and practices, to inform talent acquisition and build leadership development pipelines in line with current and future business needs.Design talent management solutions, such as capability assessments, appropriate to specific business needs across all stages of the employment lifecycle, and guide their implementation by managers.Recommend and customise recruitment and assessment processes to enable managers to make informed selections in line with business planning and capability requirements.Advise managers on opportunities to integrate talent management practices into daily management activities, in order to support the development of individual and sector organisational capability and increase workforce mobility. Advise and support managers to enhance their skills and confidence in having clear, candid and regular performance conversations and providing employees with effective development opportunities.Support managers in identifying and developing appropriate initiatives to respond to individual capability development needs.Support managers to deliver performance and recognition programs and advise on development of new initiatives.Review data and insights to assess efficiency and effectiveness of assessments, performance management and other talent management strategies, suggesting modifications as appropriate. | Level 2 |

## 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 | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Personal Attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| 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 |
| People Management logo | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| People Management logo | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| People Management logo | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | 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** |