# eHealth NSW logo

# Role Description

# 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 1 |
| **Employment Status** | Permanent – Full time/Part time |
| **Location** | Chatswood |
| **Directorate/Business Unit** | People & Culture / Talent Acquisition |
| **Reports to** | Senior Talent Acquisition Advisor  |
| **Roles reporting to** | N/A |
| **Position Number (StaffLink)** | 758363, 758398, 758399, 758400, 758401, 758402,758403, 758404 |
| **Date of Approval** | April 2024 |
| **Agency website** | www.ehealth.nsw.gov.au |

# Primary Purpose of the role

The Talent Acquisition Advisor is responsible for delivering contemporary customer focused end-to-end recruitment services to portfolio clients and providing high quality advice on recruitment and selection policies and procedures to enable a high-performance, diverse, digital health 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

* 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

* Provide expert advice on quality recruitment, attraction and talent resourcing methodologies to support business requirements, support organisational and diversity strategies and build organisational effectiveness
* 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 and integrated into business unit programs and practices

* Understand how to use data, metrics, and external market insights to drive and influence hiring decisions
* Coach portfolio clients in the use of the Recruitment and Onboarding system. This includes conducting initial troubleshooting of system issues and escalating issues to the Customer Experience Helpdesk where required.
* Ensure performance supports the achievement of strategic and operational goals, with a particular focus on achieving recruitment KPI's

## Key challenges

* Maintaining current professional knowledge to develop and implement robust and innovative talent resourcing solutions to meet the dynamic needs of the organisation in a complex industrial and public sector environment
* Providing quality advice and consultation while managing conflicting business priorities and agendas to deliver critical talent projects on time in a complex and ambiguous organisational context
* Working to deadlines that are often very tight while ensuring quality outcomes are provided with effective consultation in a context of uncertainty and rapidly changing priorities

## Key relationships

**Internal**

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| --- | --- |
| Who | Why |
| Manager | Provide advice and contribute to decision making; Identify emerging issues/risks and their implications and proposesolutions; Report on progress towards business objectives. |
| Work team | Represent work group perspective and share information; Lead discussions and decisions regarding implementation of innovation and best practice. |
| Internal Business Units | Provide high level advice to portfolio clients on recruitment andselection policy and procedures. |

**External**

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| --- | --- |
| Who | Why |
| Candidates | To receive requests and provide advice and direction. |

## Role dimensions

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers’ decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Number of Direct reports

Nil

### Number of Indirect reports

Nil

### Budget ($)

Nil

### Financial Delegation

As per eHealth NSW Delegations Manual

## Essential requirements

* Demonstrated experience providing contemporary, customer focussed end-to-end talent acquisition services preferably within digital health and/or ICT portfolios.
* 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 professionalwaySupport a culture of integrity and professionalismUnderstand and follow legislation, rules, policies, guidelines andcodes of conductHelp others to understand their obligations to comply withlegislation, rules, policies, guidelines and codes of conductRecognise and report misconduct, illegal or inappropriate behaviourReport and manage apparent conflicts of interest | Intermediate |
| 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 anddevelop and apply new skillsSeek feedback from colleagues and stakeholdersMaintain own motivation when tasks become difficult | Intermediate |
| Relationship | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Support a culture of quality customer service in the organisationDemonstrate a thorough knowledge of the services provided andrelay to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCo-operate across work areas to improve outcomes for customers | Intermediate |
| Relationship | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | Utilise facts, knowledge and experience to support recommendationsWork towards positive and mutually satisfactory outcomesIdentify and resolve issues in discussion with other staff and stakeholdersIdentify others' concerns and expectationsRespond constructively to conflict and disagreementsKeep discussion focused on the key issues | Intermediate |
| Results | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | Complete work tasks to agreed budgets, timeframes and standardsTake the initiative to progress and deliver own and team/unit workContribute to allocation of responsibilities and resources to ensure achievement of team/unit goalsSeek and apply specialist advice when required | Intermediate |
| Results | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | Research and analyse information and make recommendations based on relevant evidenceIdentify issues that may hinder completion of tasks and findappropriate solutionsBe willing to seek out input from others and share own ideas toachieve best outcomesIdentify ways to improve systems or processes which are used bythe team/unit | Intermediate |
| Business enabler | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Apply computer applications that enable performance of morecomplex tasksApply practical skills in the use of relevant technologyMake effective use of records, information and knowledgemanagement functions and systemsUnderstand and comply with information and communicationssecurity and acceptable use policiesSupport the implementation of systems improvement initiatives and the introduction and roll-out of new technologies | 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 | Assist in employee capability identification and assessment activities. Provide information to managers and employees about talent management process and system requirements, and assist in their implementation.Administer organisation-wide employee development process systems that link performance objectives, reviews, development, and career planning. Assist employees and managers in selecting appropriate learning and development initiatives to respond to individual capability needs and plans. Assist in the development and delivery of performance and recognition practices. Collect and monitor feedback to inform continuous improvement of programs | Level 1 |

## 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 | Foundational |
| Personal Attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| 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 | Intermediate |

## 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** |