

## POSITION DESCRIPTION

# Administration Officer Level 5 (Supervisor) – TWH Allied Health



Health  
Illawarra Shoalhaven  
Local Health District

<b>Our CORE Values</b>	Collaboration Openness Respect Empowerment	The logo for CORE values, consisting of four overlapping circles in blue, green, yellow, and red, each containing a letter: C, O, R, E.
<b>Organisation</b>	NSW Health	
<b>Local Health District /Agency</b>	Illawarra Shoalhaven Local Health District	
<b>Position Number</b>		
<b>Cost Centre</b>	175012	
<b>Position Classification</b>	Administration Officer Level 5	
<b>State Award</b>	Health Employees Administrative Staff (State) Award	
<b>Reporting to</b>	Director of Social Work	
<b>Does this role manage or supervise others?</b>	Yes	
<b>Vaccination Category</b>	Category A	
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>	

## PRIMARY PURPOSE (max 3,800 characters with spaces)

The Wollongong Hospital Allied Health Administration Team provides a range of administration support across a diverse range of inpatient and outpatient Allied Health services at Wollongong Hospital, including Speech Pathology, Social Work, Physiotherapy, Occupational Therapy, Nutrition & Dietetics and Psychology. The primary purpose of this position is to provide professional and operational leadership, support and supervision of the TWH Allied Health Administration team to enable the department to achieve their objectives in a timely, reliable and efficient manner.

## 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

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.

## **KEY ACCOUNTABILITIES** (max 3,800 characters **with spaces**)

- Operational management of the Allied Health Administration team including rostering, reporting, orientation, education and training, support, supervision, coaching, professional development, performance evaluation and recruitment
- Allocate work, set priorities and monitor workflow within allocated resources to ensure services are provided within agreed timeframes and quality standards
- Manage conflict of priorities or resources using efficient time management and organisational skills
- Develop, implement, monitor and review current administrative processes, systems, policies and procedures to ensure the delivery of a high quality, efficient and safe service for internal and external customers, in consultation with line manager and Allied Health discipline managers
- Work independently under limited direct supervision to perform duties to ensure service needs met within direction of senior management
- Develop and maintain close professional and collaborative relationships with senior managers, line management and staff to facilitate high quality patient focused services
- Maintain responsibility for personal and professional development by participating in training/education activities and performance reviews/appraisals to effectively lead others
- Maintain the records management system and create, store, retrieve and archive files in accordance with ISLHD policies including use of HPE Content Manager (TRIM)
- Act as an appropriate and effective role model and promote a culture that supports and reflects the NSW Health values through demonstrated behaviours and interactions with employees, patients and visitors
- Escalate more complex issues outside of the scope of the position description
- Develop and monitor WH&S processes to identify, assess, eliminate and monitor hazards and risks relevant to the Allied Health Administration team and workplace
- Support Allied Health managers with additional tasks as required

## **SELECTION CRITERIA** (max 8 selection criteria)

1. Demonstrated experience in providing a diverse range of administrative and clerical support services to deliver high quality, efficient and effective health services
2. Demonstrated experience in the operational management of an administration unit including supervising, leading, coaching, mentoring and managing others to ensure effective teamwork and achieve service outcomes
3. Highly efficient time management and organisational skills to perform a wide range of administrative tasks, plan, prioritise and allocate work within allocated resources and deadlines, including managing competing work priorities
4. Highly developed interpersonal and communication skills (written and verbal) to build and maintain effective and collaborative relationships with a diverse range of stakeholders, including adopting an empathetic mindset towards staff and patients.
5. Demonstrated ability to be proactive and show initiative, including ability to bring a creative approach to problem solving, while working independently to ensure a high quality service
6. Demonstrated experience in and commitment to providing a high quality service, quality improvement initiatives and/or service review and evaluation.
7. Excellent knowledge, skills and experience in the use of NSW Health software and systems including Powerchart, Scheduling, IPM, Microsoft Office (including Word, Outlook, Excel, Powerpoint), Health Roster, ROB, Stafflink, iProcurement, HPE Content Manager (TRIM), Spok, Winc, AFM, Sparc, internet or other systems as required.

## **KEY CHALLENGES** (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Working under limited direction and guidance with regards to work priorities and position demands
2. Managing competing demands and priorities and effectively responding to change in a dynamic work environment using efficient time management, organisation and planning skills
3. Build and maintain effective and collaborative relationships including consultation and negotiation with a diverse range of stakeholders to meet service needs

**KEY RELATIONSHIPS** (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Line Manager	Professional responsibility, ensure service delivery and demands of position are met to maintain a high quality service in accordance with agreed plans and priorities; provide and receive feedback; escalate issues as required
TWH Allied Health Discipline Unit Heads	Contribute to the development and maintenance of effective professional relationships between all TWH Allied Health disciplines and ensure the needs of each Allied Health discipline are considered
TWH Allied Health Administration Officers	Allocation of work, supervision and operational management of Administration Officers within the TWH Allied Health Administration team; ensure provision of a customer focused service; respond to queries and resolve issues to ensure effective service delivery for the Allied Health department

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes		X				
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			X			
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder			X			
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle	X					

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues		X				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain		X				
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X