

Position Description



Facility/Service	St George Hospital
Department	Nursing and Midwifery Executive Support Services
Manager	Nursing Executive Support Manager
Position Number	760376
Cost Centre	161201

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	Manager Wardsperson and Mortuary Services	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	
Award*	Health Managers (State) Award	
Position Classification*	Health Manager Level 2	
Job Category Coding (ROB)*	Patient Support Services	
Job Classification Coding (ROB)*	Management – Patient Support Services	
Speciality Coding (ROB)	Operations Management	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	<p>The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.</p> <p>This role provides strategic leadership and high-level specialist oversight of both Wardsperson and Mortuary Services at St George Hospital (SGH).</p> <p>The manager will lead the planning, integration, and performance of these critical support services to ensure they contribute effectively to SGH's operational excellence and patient care outcomes.</p> <p>This role is accountable for service-wide coordination, workforce capability uplift, and governance across multiple teams, ensuring alignment with SESLHD and NSW Health strategic priorities.</p>
	<i>(Free Text)</i>	<p>This role provides strategic leadership and specialist support for the management of Wardsperson and Mortuary Services at St George Hospital (SGH). It oversees operations for both teams, developing integrated service models to ensure efficient, cost-effective delivery of high-quality services and achievement of business objectives.</p> <p>This role is responsible for the management and coordination of the Wardsperson patient support and Mortuary services at St George Hospital. The Wardspersons team members provide day-to-day assistance to clinical staff throughout the hospital, and transport/transfer patients across the hospital campus in a reliable,</p>

		<p>courteous, and efficient manner. The SGH Mortuary provides a range of operational procedures including body management, equipment and facility procedures, inter-agency collaboration, family viewings, ethical and legal compliance, security of deceased bodies and timely release of bodies.</p> <p>The position is integral in ensuring a high standard of service is delivered across all clinical areas. The Manager Wardsperson and Mortuary Services will liaise operationally with the Nursing Executive Support Manager for all matters relating to the wardsperson services, and the Deputy Director Medical Services for the resolution of operational issues with regard to the Mortuary services as they arise.</p>
--	--	--

Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<p>Standard Key Accountabilities*</p>	<p><i>(Free Text)</i></p>	<ul style="list-style-type: none"> • Provide strategic leadership and high-level operational oversight of Wardsperson and Mortuary Services, ensuring service delivery meets agreed performance standards, quality benchmarks, and operates within defined financial parameters. • Lead stakeholder engagement and service integration by proactively liaising, consulting, and negotiating with internal and external partners to identify priorities, resolve systemic issues, and implement sustainable service improvements. • Contribute to and influence strategic planning and policy development, ensuring alignment of Wardsperson and Mortuary Services with SESLHD's broader business objectives, clinical governance frameworks, and operational excellence targets. Manage complex conflict resolution and complaint handling processes, applying advanced problem-solving and mediation skills to maintain service continuity and uphold patient and staff experience standards. • Design and maintain robust systems and processes for resource management, workforce capability, asset utilisation, and budget control, ensuring optimal service performance and continuous improvement through data-driven decision-making and performance monitoring. • Prepare business documentation, including briefs, executive reports, and service reviews, to inform decision-making and support governance and accountability requirements. • Model and promote SESLHD's values and leadership behaviours, fostering a culture of respect, collaboration, and excellence through visible leadership and professional conduct. • Commit to ongoing professional development and reflective practice, participating in structured performance reviews and capability building initiatives to enhance leadership effectiveness and service quality.
--	---------------------------	---

		<ul style="list-style-type: none"> • Ensure compliance with workplace health and safety legislation and policy, actively identifying and mitigating risks, and promoting a safe and supportive environment for staff, patients, and visitors. • Exercise delegated financial authority, developing and implementing resource allocation strategies that optimise operational outcomes and ensure fiscal responsibility across service areas. • Lead workforce planning and capability development, including recruitment, coaching, mentoring, and succession planning, to build a resilient and adaptable team capable of meeting evolving service demands. <p>Implement and monitor NSW Health Work Health and Safety Better Practice Procedures, ensuring hazards and risks are systematically identified, assessed, and controlled within the scope of the role's authority.</p>
--	--	---

Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

Challenges	<ul style="list-style-type: none"> ▪ Translating legislative and policy requirements into practical, efficient operational strategies. ▪ Manage competing priorities and stakeholder expectations to deliver safe, high-quality services. ▪ Balancing award/rostering conditions, skill mix, planned and unplanned leave ▪ Planning and prioritising high volumes of work with conflicting and critical deadlines
Decision Making	<ul style="list-style-type: none"> ▪ The Manager, Wardsperson and Mortuary Services has substantial autonomy in the day-to-day management of staff and/or other resources and day to day operations, including determining priorities, allocating resources and resolving operational issues to ensure service continuity. • Developing and sustaining a service and workforce that is flexible, adaptable, and resilient providing quality services in a complex and ever-changing environment.
Communication	<ul style="list-style-type: none"> ▪ Internally, the Manager Wardsperson and Mortuary Services is required to communicate regularly with Nursing, Allied Health, Medical and all other multidisciplinary team members on patients support service needs ▪ Externally, the Manager, Wardsperson and Mortuary Services will develop and maintain effective relationships with key agencies regarding mortuary related matters including but not limited to the eye bank.

Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role's primary objective(s).

Key Internal Relationships	Who?	Nursing Executive Support Manager (line manager)
	Why?	Develop relationship to support manager and delivery effectively on wardsperson and professional objectives
	Who?	Senior Medical Officer Manager & Deputy Director of Medical of Medical services
	Why?	To work cohesively, promote culture, and achieve goals for the Mortuary services.

	Who?	Direct Reports (As required)
	Why?	Develop/Manage staff to ensure high performing team aligned with strategic goals
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	Family members and Carers
	Why?	To ensure high quality, respectful service is maintained regarding deceased patients
	Who?	External agencies not limited to Eye Bank, SESLHD Organ and Tissue Donation
	Why?	To ensure high quality, continuous service is maintained regarding deceased patients
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	68.76
Indirect Reports	NA

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	Complete as relevant to the role
Other \$	Complete as relevant to the role

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check As a leader you are expected to actively support and demonstrate your commitment to the organisation’s safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable.
	<i>(Free Text)</i>	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Relevant tertiary qualifications in management or relevant equivalent work experience, or a combination of study and work experience
2	Strong verbal and written communication skills, with demonstrated ability in interpersonal engagement, negotiation, influencing, and a customer-focused approach
3	Proven leadership capability to enhance staff performance, shape workplace culture, and lead change (for roles with people management responsibilities).
4	Advanced analytical and problem-solving skills, with a track record of developing innovative solutions to meet organisational needs.
5	Ability to build and maintain effective relationships with senior management and key stakeholders.
6	Experience in interpreting, implementing, monitoring, and evaluating policies, procedures, and standards.
7	Demonstrated flexibility and adaptability to respond to current and emerging business needs.

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	<i>(Free Text)</i>	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
-----------------------------------	------------------------------

Section 11 – Capabilities for the Role – **Currently NOT being utilised for HM roles in Health**

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist – MUST be completed as relevant to the role

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials – note: N/A is not acceptable	Infrequent
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Frequent
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Infrequent
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Frequent
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Frequent
Kneeling – remaining in a kneeling posture to perform tasks	Infrequent
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Occasional
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Frequent
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Frequent
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Frequent
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Occasional
Reaching – arms fully extended forward or raised above shoulder	Frequent
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Frequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Occasional
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Frequent
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Infrequent
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Frequent
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Constant
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Occasional
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Infrequent
Touch – use of touch is an integral part of work performance	Frequent
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Frequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Occasional
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patients/clients	Infrequent
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Frequent
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Frequent
Gases – working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes – exposure to noxious or toxic fumes	Infrequent
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Infrequent
Hazardous Substances – e.g. dry chemicals, glues	Infrequent
Noise – environmental/background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent

Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Infrequent
Confined Spaces – areas where only one egress (escape route) exists	Occasional
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Occasional
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Occasional
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Occasional

Word Counts

Section 1	<i>Position Title</i>	200 characters
	<i>Primary Purpose of the Role</i>	3400 characters
Section 2	<i>Standard Key Accountabilities</i>	3500 characters
Section 3	<i>Key Challenges – Challenges</i>	1000 characters
	<i>Key Challenges – Decision Making</i>	1000 characters
	<i>Key Challenges – Communication</i>	1000 characters
Section 4	<i>Key Relationships – Who (each)</i>	200 characters
	<i>Key Relationships – Why (each)</i>	500 characters
Section 7	<i>Essential Requirements</i>	3500 characters
Section 8	<i>Selection Criteria (each)</i>	1000 characters
Section 9	<i>Other Requirements</i>	3800 characters
Section 10	<i>Disqualification Questions</i>	200 characters