

Administration Restructure Consultation Paper

Southern NSW Local Health District

May 2026



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1 Introduction

Southern NSW Local Health District (SNSWLHD) provides public healthcare services across regional south-east NSW, supporting communities across seven local government areas and multiple hospital and community-based sites. The District works in partnership with ACT Health and tertiary providers to ensure patients can access the care they need, both locally and in specialist settings.

As part of the District's ongoing focus on improving performance, consistency and workforce capability a review of administrative staff, systems and processes has been undertaken. This review identified opportunities to strengthen how administrative services are structured, supported and delivered across the District.

The key principle of this proposed change is the introduction of a **professional administrative reporting line**, where administrative staff would report to an Administration Manager.

To support this, the District is proposing:

- A consistent administration structure across the Inland and Coastal Networks
- Alignment of administrative roles under Administration Managers to provide professional leadership and oversight
- The standardisation of position descriptions and titles across administrative roles

These changes are intended to improve clarity of roles, strengthen accountability and support a more consistent and coordinated approach to administrative services across the District.

The proposed structure is designed to support a high performing, whole of District administrative workforce aligned to NSW Health policies, capability frameworks and industrial requirements and working together under the shared culture of "Together as One."

We welcome feedback from staff and stakeholders throughout the consultation period.

Your sincerely



Brad Scotcher
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Coastal Network, SNSWLHD



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General Manager
Inland Network, SNSWLHD

¹ Please note that Mental Health Drug & Alcohol, District Corporate Services, Surgical Services Bookings and Waitlist Services, District Services, Clinical Support Officers are not included in this proposed change.

2 Background

In 2024 the District undertook an extensive review of administrative services, including broad consultation with staff across all sites. This feedback highlighted several opportunities to improve consistency, clarity and support for administrative roles across SNSWLHD.

We recognise that many staff contributed to this review and may be wondering why it has taken time to progress to a proposed change. This reflects the complexity of administrative services across the District including variation in reporting lines, position descriptions, grading and local practices.

Over the past 18 months, the District has worked through this detail to better understand the current state, address inconsistencies and design a model that can operate effectively across all service settings. It is important that this work was undertaken carefully to ensure a considered and sustainable approach.

This proposal builds on the feedback received and establishes a clearer and more consistent foundation for administrative services across the District. It also reflects a commitment to recognising administration as a professional workforce stream with appropriate leadership, support and structure.

The proposed operating model includes:

- Dedicated Administration Managers to provide professional leadership and oversight
- Standardised reporting lines to strengthen accountability and support
- Consistent position descriptions to improve role clarity and equity
- Strengthened business as usual practices including education, training, communication and workflow standardisation

These changes are intended to support a more coordinated, capable and sustainable administrative workforce.

3 Proposed Model

A key component of the administrative model is the introduction of dedicated Administration Manager roles across the District.

These roles have already been established, with:

- Two Administration Managers in the Inland Network
- Two Administration Managers in the Coastal Network
- Reporting to the relevant Corporate Services Manager

This proposal builds on that structure.

Under the proposed model, administrative staff would transition to reporting to an Administration Manager through a professional administrative reporting line.

This change is designed to provide clearer day to day management and support for administrative staff. It also creates a more consistent approach to how roles are managed across different sites and services.

The model is supported by a more standardised approach to role design including clearer position descriptions, more consistent expectations of roles at each level and improved alignment between duties, classification and reporting lines.

Together, these changes aim to:

- Make roles clearer and more consistent across the District
- Ensure staff have access to appropriate support and supervision
- Reduce variation in how administrative roles are structured and managed across sites

Proposed Changes – Coastal Network

The table below outlines proposed changes for the Coastal Network

Position	Grade	Location	Nature of Change	Comments
Ward Clerk	A03	Batemans Bay	Reporting line change Position description change Position title change	Change to Administration Officer
Ward Clerk	A03	Batemans Bay	Reporting line change Position description change	
Receptionist	A03	Batemans Bay	Reporting line change Position description change Position title change	Change to Administration Officer
Admissions	A03	Batemans Bay	Reporting line change Position description change Position title change	Change to Administration Officer
Ward Clerk	A03	Moruya	Reporting line change Position description change Position title change	Change to Administration Officer
Ward Clerk	A03	Moruya	Reporting line change Position description change	
Ward Clerk	A03	Moruya	Reporting line change Position description change	
Ward Clerk	A03	Moruya	Reporting line change Position description change	
Ward Clerk	A03	Moruya	Reporting line change Position description change	

Position	Grade	Location	Nature of Change	Comments
Ward Clerk	A03	Moruya	Reporting line change Position description change	
Admin Officer Paediatric Outpatient Clinic	A03	Moruya	Reporting line change Position description change Position title change	Vacant position Change to Administration Officer Outpatient Clinic
Administration Officer Surgical Outpatient Clinic	A03	Moruya	Reporting line change Position description change Position title change	Change to Administration Officer Outpatient Clinic
Administrative Officer Community Health	A03	Moruya	Reporting line change Position description change Position title change	Change to Administration Officer
Admissions Officers and Receptionists	A03	Moruya	Reporting line change Position description change Position title change	Change to Administration Officer
Creditors Clerk	A03	Moruya	Reporting line change Position description change Position title change	Change to Administration Officer Creditors / VMO
Patient Liaison Officer	A06	Moruya	Reporting line change Position description change	
Administration Officer Outpatient Clinic	A03	Bega	Reporting line change Position description change	
Administration Officer Reception and Fleet	A03	Bega	Reporting line change Position description change Position title change	Change to Administration Officer

Position	Grade	Location	Nature of Change	Comments
Bega Fracture Clinic	A03	Bega	Reporting line change Position description change Position title change	Change to Administration Officer Outpatient Clinic
Bega Gynaecology / Obstetrics Clinic	A03	Bega	Reporting line change Position description change Position title change	Change to Administration Officer Outpatient Clinic
Bega Surgery Outpatient Clinic	A03	Bega	Reporting line change Position description change Position title change	Change to Administration Officer Outpatient Clinic
Front Officer Admin Officers	A03	Bega	Reporting line change Position description change Position title change	Change to Administration Officer
Front Officer Admin Officers	A03	Bega	Reporting line change Position description change Position title change	Change to Administration Officer
Acting Team Leader - Bega Valley		Bega	Phased out position	
Patient Liaison Officer	A06	Bega	Reporting line change Position description change	
VMO Creditors / Clerk	A03	Bega	Reporting line change Position description change Position title change	Change to Administration Officer Creditors / VMO
Ward Clerk	A03	Bega	Reporting line change Position description change Position title change	Change to Administration Officer

Position	Grade	Location	Nature of Change	Comments
Weekend / PH Ward Clerk	A03	Bega	Reporting line change Position description change Position title change	Change to Ward Clerk
Ward Clerk	A03	Bega	Reporting line change Position description change	
Ward Clerk	A03	Bega	Reporting line change Position description change	
Ward Clerk	A03	Bega	Reporting line change Position description change	
Ward Clerk	A03	Bega	Reporting line change Position description change	
Ward Clerk	A03	Bega	Reporting line change Position description change	
Ward Clerk	A03	Bega	Reporting line change Position description change	
Ward Clerk	A03	Bega	Reporting line change Position description change	
Ward Clerk	A03	Bega	Reporting line change Position description change	
Ward Clerk	A03	Bega	Reporting line change Position description change	
Motor Vehicle Driver	A03	Bega	Reporting line change Change of directorate	Proposed change to CSSD

Position	Grade	Location	Nature of Change	Comments
Administrative Officer	A03	Pambula	Reporting line change Position description change Position title change	Change to Administration Officer

Proposed Changes – Inland Network

The table below outlines proposed changes for the Inland Network

Position	Grade	Location	Nature of Change	Comments
Administration Officer General Wards	A04	Bombala	Reporting line change Position description change Position title change	Change to Administration Officer Small Site
Administration Officer General Wards	A04	Braidwood	Reporting line change Position description change Position title change	Change to Administration Officer Small Site
Ward Clerk	A03	Crookwell	Reporting line change Position description change	
Administrative Officer	A04	Crookwell	Position description change Position title change	Change to Administration Officer Small Site
Ward Clerk	A03	Crookwell	Reporting line change Position description change Position title change	Change to Administration Officer
Ward Clerk	A03	Cooma	Reporting line change Position description change Position title change	Change to Administration Officer

Position	Grade	Location	Nature of Change	Comments
Administrative Officer	A03	Cooma	Reporting line change Position description change Position title change	Change to Administration Officer
Admissions Officer Cooma Hospital	A04	Cooma	FTE increase Reporting line change Position description change Position title change	Change to Administration Officer
Reception / Admissions / Creditors	A03	Cooma	FTE decrease Reporting line change Position description change Position title change	Change to Administration Officer
Executive Assistant to Site Manager	A04	Cooma	Phased out position	
Ward Clerk	A03	Cooma	Reporting line change Position description change	
Administrative Officer General Wards	A04	Delegate	Reporting line change Position description change Position title change	Change to Administration Officer Small Site
Administration Officer	A03	Jindabyne	Reporting line change Position description change Position title change	
Ward Clerk	A03	Queanbeyan	Reporting line change Position description change Position title change	Change to Administration Officer
Administration Officer Community Health	A03	Queanbeyan	Reporting line change Position description change Position title change	Change to Administration Officer

Position	Grade	Location	Nature of Change	Comments
Accounts Clerk	A03	Queanbeyan	Reporting line change Position description change Position title change	Change to Administration Officer
Patient Liaison Officer	A06	Queanbeyan	Reporting line change Position description change	
Fleet Admin Officer	A03	Queanbeyan	Phased out position	
Administrative Officer	A03	Queanbeyan	FTE increase Reporting line change Position description change Position title change	Change to Administration Officer
Ward Clerk	A03	Queanbeyan	Reporting line change Position description change	
Ward Clerk	A03	Queanbeyan	Reporting line change Position description change	
Ward Clerk	A03	Queanbeyan	Reporting line change Position description change	
Administration / CSO Team Leader	A05	Queanbeyan	Phased out position	
Ward Clerk	A03	Goulburn	Position description change Position title change	Change to Administration Officer
Administrative Officer Community Health	A03	Goulburn	Reporting line change Position description change Position title change	Change to Administration Officer
Cashier	A03	Goulburn	Phased out position	

Position	Grade	Location	Nature of Change	Comments
Administrative Officer	A04	Goulburn	Grade decrease from A04 to A03 Position description change Position title change	Change to Administration Officer
Admissions	A03	Goulburn	Position description change Position title change	Change to Administration Officer
Patient Liaison Officer	A06	Goulburn	Position description change	
Administrative Officer	A03	Goulburn	FTE increase Position description change Position title change	Change to Administration Officer
Outpatient Paediatric Clinic	A03	Goulburn	Position description change Position title change	Change to Administration Officer Outpatient Clinic
Administrative Officer	A03	Goulburn	Position description change Position title change	Change to Administration Officer Creditors / VMO
Administrative Officer	A03	Goulburn	Reporting line change Position description change Position title change	Change to Administration Officer
Ward Clerk	A03	Goulburn	Reporting line change Position description change	
Ward Clerk	A03	Goulburn	Reporting line change Position description change	
Ward Clerk	A03	Goulburn	Reporting line change Position description change	
Ward Clerk	A03	Goulburn	Reporting line change Position description change	
Ward Clerk	A03	Goulburn	Reporting line change Position description change	

Position	Grade	Location	Nature of Change	Comments
Ward Clerk	A03	Goulburn	Reporting line change Position description change	
Administration Officer Rehab	A03	Goulburn	Reporting line change Position description change Position title change	Change to Ward Clerk
Administrative Officer	A03	Yass	Grade Increase Reporting line change Position description change Position title change	Change to Administration Officer Small Site

4 Indicative Position Descriptions

Proposed indicative position descriptions are outlined below.

No.	Position Title	Classification	Location
1	Administration Officer Creditors / VMO	A03	Inland Network Coastal Network
2	Administration Officer	A03	Inland Network Coastal Network
3	Ward Clerk	A03	Inland Network Coastal Network
4	Administration Officer Outpatient Clinic	A03	Inland Network Coastal Network
5	Administration Officer	A04	Inland Network Coastal Network
6	Administration Officer – Small Site	A04	Inland Network Coastal Network
7	Patient Liaison Officer	A06	Inland Network Coastal Network

Working in Southern NSW Local Health District - People Caring for People

Working with our communities to foster trust and engagement in the care they need to live healthy lives. Our staff work in collaboration with other health care team members to ensure the needs of our patients and families are central to all decision making.

When you choose to work within the Southern NSW Local Health District, **you are committing to and are accountable for demonstrating the CORE values and behaviours of Collaboration, Openness, Respect and Empowerment.**

Role Details	
Position Title	Administration Officer Creditors / VMO
Award	Health Employees Administrative Staff (State) Award
Position Classification	Admin Off Lvl 3
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	Provides support services across creditor and VMO accounts and related administrative processes to ensure timely data capture, accurate records and compliance with financial management requirements. Working collaboratively with members of a multidisciplinary health team to support patient care and “to improve the wellbeing of the community we serve”.

Key Accountabilities
<ol style="list-style-type: none"> 1. Undertake creditor activities, including obtaining appropriate approvals and ensuring timely and accurate receipting, processing and reconciliation of invoices as well as the effective management of supplier enquiries. 2. Complete VMO claims within required timeframes, ensuring they are appropriately substantiated against patient records and systems to support accurate, compliant and timely payment to visiting medical officers. 3. Prepare for end of month activities by completing accruals and journals within required timeframes. 4. Provide professional, respectful and compassionate customer service and communication to staff and medical officers, demonstrating empathy and understanding while responding to enquiries and supporting operations. 5. Maintain patient privacy and confidentiality at all times by accessing, using and disclosing patient information only as required to perform allocated duties, and in accordance with privacy legislation, organisational policies and code of conduct. 6. Provide assistance with other tasks, projects or relief provision for other staff as required to support effective service delivery and patient centred care across the Network. This may include travel to other facilities. 7. Undertake mandatory training and actively engage in ongoing learning and development to maintain skills, enhance performance and contribute to continuous improvement. 8. Exercise initiative and problem-solving skills to manage day-to-day operational matters within the role scope, including making routine decisions in accordance with established policies, procedures and guidelines.

9. Other duties and responsibilities as required from time to time in consultation with Managers.

Key Challenges

1. Identification and balancing of priorities, key tasks and negotiating workable timeframes with stakeholders while remaining empathetic given the high volume, variety of requests and queries throughout the day. Ability to prioritise work in a busy environment with interruptions.
2. Communicating with medical officers and other staff in an appropriate manner within a complex environment.
3. Maintaining a good knowledge of the service structure, functions and processes to be able to handle enquiries and complete tasks effectively in a complex environment.

Key Relationships

Who?		Why?
Internal Relationships (max of 3 internal relationships)		
1	Managers / Supervisor	Receive operational support, direction and communication regarding workflow prioritisation, including guidance and regular updates. Participate in discussions and decision making on associated matters.
2	Administration teams / colleagues	Provide support to other staff about enquiries, sharing of information, workload coordination and building collaborative relationships.
3	Medical Officers	Building relationships, process navigation, share information, respond to queries and resolve issues.
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes (max of 2 external stakeholders) <input type="checkbox"/> No		
1	External service providers and other organisations / stakeholders	Information flow to ensure the effective service delivery of the unit/department.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Selection Criteria

1. Demonstrated experience in administrative or clerical roles with knowledge of accounting processes and the ability to process and prepare accurate monthly accruals, complete reconciliations and journals.
2. Demonstrated organisational and time-management skills, with the ability to prioritise competing workloads, exercise initiative, and apply negotiation and problem-solving skills in a changing work environment, both independently and in a team.
3. Proven communication and interpersonal skills, including the ability to provide professional, respectful and empathetic customer service, and to work effectively as part of a multidisciplinary team.
4. Demonstrated ability to use computerised information systems for data entry and record management, with a strong focus on accuracy and timeliness.

5. Demonstrated understanding of confidentiality and privacy obligations, including appropriate access to patient records in accordance with legislation, policy and ethical standards.
6. Proven commitment to learning, professional development through active participation in training, to enhance performance and capability to improve work practices and contribute to continuous improvement within the workplace.
7. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

Other Requirements

Southern NSW Local Health District is committed to providing a patient centred environment focusing on all aspects of patient safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.

All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.

All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Capability Framework

Capability Group	Capability	Level	Focus
 Personal Attributes	Display Resilience and Courage	Adept	
	Act with Integrity	Adept	
	Manage Self	Adept	
	Value Diversity	Adept	
 Relationships	Communicate Effectively	Adept	
	Commitment to Customer Service	Adept	
	Work Collaboratively	Adept	
	Influence and Negotiate	Adept	
 Results	Deliver Results	Intermediate	
	Plan and Prioritise	Intermediate	
	Think and Solve Problems	Intermediate	
	Demonstrate Accountability	Intermediate	
 Business Enablers	Finance	Adept	
	Technology	Intermediate	
	Procurement and Contract Management	Intermediate	
	Project Management	NA	
 People Management	Manage & Develop People	NA	
	Inspire Direction and Purpose	NA	
	Optimise Business Outcomes	NA	
	Manage Reform and Change	NA	
 Occupation Specific	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

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Role Details	
Position Title	Administration Officer
Award	Health Employees Administrative Staff (State) Award
Position Classification	Admin Off Lvl 3
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	Providing a comprehensive range of high quality, timely and efficient administrative and customer service duties. Working collaboratively with members of a multidisciplinary health team to support patient care and “to improve the wellbeing of the community we serve”.

Key Accountabilities	
1.	Maintain timely, accurate and complete patient records/demographics, using systems, in accordance with policy and legislative frameworks.
2.	Support admission, discharge and related processes, while undertaking a range of administrative and operational tasks to ensure the efficient day-to-day functioning of the unit.
3.	Undertake cash handling, daily reconciliation and banking procedures to ensure accurate financial records.
4.	Provide administrative support for the allocation, scheduling and routine maintenance of fleet vehicles, maintaining records and escalating issues in accordance with established policies and procedures.
5.	Provide professional, respectful and compassionate customer service and communication to patients, families, visitors and staff, demonstrating empathy and understanding while responding to enquiries and supporting operations.
6.	Exercise initiative and problem-solving skills to manage day-to-day operational matters within the role scope, including making routine decisions in accordance with established policies, procedures and guidelines.
7.	Maintain patient privacy and confidentiality at all times by accessing, using and disclosing patient information only as required to perform allocated duties, and in accordance with privacy legislation, organisational policies and code of conduct.
8.	Provide assistance with other tasks, projects or relief provision for other staff as required to support effective service delivery and patient centred care across the Network. This may include travel to other facilities.

9. Undertake mandatory training and actively engage in ongoing learning and development to maintain skills, enhance performance and contribute to continuous improvement.
10. Other duties and responsibilities as required from time to time in consultation with Managers.

Key Challenges

1. Identification and balancing of priorities, key tasks and negotiating workable timeframes with stakeholders while remaining empathetic given the high volume, variety of requests and queries throughout the day.
2. Dealing with patients, families, and visitors during stressful times, in an appropriate manner. Ability to prioritise work in a busy environment with interruptions. Providing relief services to other wards/services to meet service provision needs.
3. Maintaining a good knowledge of the service structure, functions and processes to be able to handle enquiries and complete tasks effectively in a complex environment.

Key Relationships

Who?	Why?
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Internal Relationships *(max of 3 internal relationships)*

1	Managers / Supervisor	Receive operational support, direction and communication regarding workflow prioritisation, including guidance and regular updates. Participate in discussions and decision making on associated matters.
2	Administration teams / colleagues	Provide support to other staff within the facility to assist with workload management and the delivery of high-quality customer service. Develop and maintain knowledge of, and effective collaborative relationships with key staff to support enquiries.
3		

Does this role routinely interact with external Stakeholders?

Yes *(max of 2 external stakeholders)* No

1	External service providers and other organisations / stakeholders	Information flow to ensure the effective service delivery of the unit/department.
2	Patients / Families / Visitors	This position involves direct interaction and liaison with patients / family / visitors as an integral part of the position. It requires the ability to communicate in a respectful, compassionate and culturally sensitive manner, recognising the diverse backgrounds and needs of all individuals.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

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Selection Criteria

1. Demonstrated experience in administrative or clerical roles, preferably within a health or service-based environment.
2. Demonstrated organisational and time-management skills and the ability to prioritise competing workloads, exercise initiative and apply problem-solving skills to adapt to changing demands, both independently or in a team.
3. Proven communication and interpersonal skills, including the ability to provide professional, respectful and empathetic customer service to patients, families, visitors and staff, and to work effectively as part of a multidisciplinary team.
4. Demonstrated ability to use computerised information systems for data entry and record management, with a strong focus on accuracy and timeliness.
5. Demonstrated understanding of confidentiality and privacy obligations, including appropriate access to patient records in accordance with legislation, policy and ethical standards.
6. Proven commitment to learning, professional development through active participation in training, to enhance performance and capability to improve work practices and contribute to continuous improvement within the workplace.
7. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

Other Requirements

Southern NSW Local Health District is committed to providing a patient centred environment focusing on all aspects of patient safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.

All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.

All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Capability Framework

Capability Group	Capability	Level	Focus
 Personal Attributes	Display Resilience and Courage	Intermediate	
	Act with Integrity	Intermediate	
	Manage Self	Adept	
	Value Diversity	Adept	
 Relationships	Communicate Effectively	Adept	
	Commitment to Customer Service	Adept	
	Work Collaboratively	Adept	
	Influence and Negotiate	Intermediate	
 Results	Deliver Results	Intermediate	
	Plan and Prioritise	Intermediate	
	Think and Solve Problems	Intermediate	
	Demonstrate Accountability	Intermediate	
 Business Enablers	Finance	Foundational	
	Technology	Intermediate	
	Procurement and Contract Management	Foundational	
	Project Management	NA	
 People Management	Manage & Develop People	NA	
	Inspire Direction and Purpose	NA	
	Optimise Business Outcomes	NA	
	Manage Reform and Change	NA	
 Occupation Specific	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

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Role Details	
Position Title	Ward Clerk
Award	Health Employees Administrative Staff (State) Award
Position Classification	Admin Off Lvl 3
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	Responsible for efficiently and effectively carrying out all administrative and customer service duties associated with ward activity. Working collaboratively with members of a multidisciplinary health team to support patient care and “to improve the wellbeing of the community we serve”.

Key Accountabilities
<ol style="list-style-type: none"> 1. Maintains timely, accurate and complete patient records, using systems, in accordance with policy and legislative frameworks. 2. Supporting admission, discharge and related processes, while undertaking a range of administrative and operational tasks to ensure the efficient day-to-day functioning of the ward or unit. 3. Provide professional, respectful and compassionate customer service and communication to patients, families, visitors and staff, demonstrating empathy and understanding while responding to enquiries and supporting ward operations. 4. Exercise initiative and problem-solving skills to manage day-to-day operational matters within the role scope, including making routine decisions in accordance with established policies, procedures and guidelines. 5. Maintain patient privacy and confidentiality at all times by accessing, using and disclosing patient information only as required to perform allocated duties, and in accordance with privacy legislation, organisational policies and code of conduct. 6. Provide assistance with other tasks, projects or relief provision for other staff as required to support effective service delivery and patient centred care across the Network. This may include travel to other facilities. 7. Undertake mandatory training and actively engage in ongoing learning and development to maintain skills, enhance performance and contribute to continuous improvement. 8. Other duties and responsibilities as required from time to time in consultation with Managers.

Key Challenges

1. Identification and balancing of priorities, key tasks and negotiating workable timeframes with stakeholders while remaining empathetic given the high volume, variety of requests and queries throughout the day.
2. Dealing with patients, families and visitors during stressful times, in an appropriate manner. Ability to prioritise work in a busy ward with interruptions. Providing relief services to other wards/services to meet service provision needs.
3. Maintaining a good knowledge of the service structure, functions and processes to be able to handle enquiries and complete tasks effectively in a complex environment.

Key Relationships

Who?		Why?
Internal Relationships (max of 3 internal relationships)		
1	Administration and Corporate Service Managers	This position requires a close relationship to receive direction, supervision, development opportunities and communicate achievements and challenges related to this role.
2	Nursing Unit Manager	This position requires a close relationship with the Ward NUM as the position is responsible for providing clerical support to clinical services.
3		
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes (max of 2 external stakeholders) <input type="checkbox"/> No		
1	Patients, Families, Visitors	This position involves direct interaction and liaison with patients / family / visitors as an integral part of the position. It requires the ability to communicate in a respectful, compassionate and culturally sensitive manner, recognising the diverse backgrounds and needs of all individuals.
2	External service providers and other organisations / stakeholders	Information flow to ensure the effective service delivery of the unit/department.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Selection Criteria

1. Demonstrated experience in administrative or clerical roles, preferably within a health or service-based environment.
2. Demonstrated organisational and time-management skills and the ability to prioritise competing workloads, exercise initiative and apply problem-solving skills to adapt to changing demands, both independently or in a team.
3. Proven communication and interpersonal skills, including the ability to provide professional, respectful and empathetic customer service to patients, families, visitors and staff, and to work effectively as part of a multidisciplinary team.
4. Demonstrated ability to use computerised information systems for data entry and record management, with a strong focus on accuracy and timeliness.

5. Demonstrated understanding of confidentiality and privacy obligations, including appropriate access to patient records in accordance with legislation, policy and ethical standards.
6. Proven commitment to learning, professional development through active participation in training, to enhance performance and capability to improve work practices and contribute to continuous improvement within the workplace.
7. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

Other Requirements

Southern NSW Local Health District is committed to providing a patient centred environment focusing on all aspects of patient safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.

All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.

All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Capability Framework

Capability Group	Capability	Level	Focus
 Personal Attributes	Display Resilience and Courage	Intermediate	
	Act with Integrity	Intermediate	
	Manage Self	Adept	
	Value Diversity	Adept	
 Relationships	Communicate Effectively	Adept	
	Commitment to Customer Service	Adept	
	Work Collaboratively	Adept	
	Influence and Negotiate	Intermediate	
 Results	Deliver Results	Intermediate	
	Plan and Prioritise	Intermediate	
	Think and Solve Problems	Intermediate	
	Demonstrate Accountability	Intermediate	
 Business Enablers	Finance	Foundational	
	Technology	Intermediate	
	Procurement and Contract Management	Foundational	
	Project Management	NA	
 People Management	Manage & Develop People	NA	
	Inspire Direction and Purpose	NA	
	Optimise Business Outcomes	NA	
	Manage Reform and Change	NA	
 Occupation Specific	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

Working in Southern NSW Local Health District - People Caring for People

Working with our communities to foster trust and engagement in the care they need to live healthy lives. Our staff work in collaboration with other health care team members to ensure the needs of our patients and families are central to all decision making.

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Role Details	
Position Title	Administration Officer Outpatient Clinic
Award	Health Employees Administrative Staff (State) Award
Position Classification	Admin Off Lvl 3
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	Providing a comprehensive range of high quality, timely and efficient administrative and customer service duties to facilitate smooth operation of the Outpatient Clinic Services. Working collaboratively with members of a multidisciplinary health team to support patient care and “to improve the wellbeing of the community we serve”.

Key Accountabilities
<ol style="list-style-type: none"> 1. Accurately register patient attendances and manage appointment activity by scheduling, cancelling and rebooking outpatient appointments, ensuring data quality and compliance with NSW Health policies. 2. Maintain accurate patient records and demographic information by entering, updating and validating data in clinical and administrative systems in accordance with legislative, policy and reporting requirements. 3. Ensure correct financial processing and classification by identifying and recording appropriate funding categories (including DVA, compensable and privately referred patients), completing required documentation and supporting bulk billing processes. 4. Undertake a broad range of administrative and clerical duties to support the effective operation of outpatient clinic services, including billing support, management of correspondence, coordination of clinical documentation, filing and general office tasks. 5. Provide professional, respectful and compassionate customer service and communication to patients, families, visitors and staff, demonstrating empathy and understanding while responding to enquiries and supporting operations. 6. Exercise initiative and problem-solving skills to manage day-to-day operational matters within the role scope, including making routine decisions in accordance with established policies, procedures and guidelines. 7. Maintain patient privacy and confidentiality at all times by accessing, using and disclosing patient information only as required to perform allocated duties, and in accordance with privacy legislation, organisational policies and code of conduct.

8. Provide assistance with other tasks, projects or relief provision for other staff as required to support effective service delivery and patient centred care across the Network. This may include travel to other facilities.
9. Undertake mandatory training and actively engage in ongoing learning and development to maintain skills, enhance performance and contribute to continuous improvement.
10. Other duties and responsibilities as required from time to time in consultation with managers.

Key Challenges

1. Identification and balancing of priorities, key tasks and negotiating workable timeframes with stakeholders while remaining empathetic given the high volume, variety of requests and queries throughout the day.
2. Dealing with patients, families, and visitors during stressful times, in an appropriate manner. Ability to prioritise work in a busy environment with interruptions.
3. Maintaining a good knowledge of the service structure, functions and processes to be able to handle enquiries and complete tasks effectively in a complex environment.

Key Relationships

Who?		Why?
Internal Relationships (max of 3 internal relationships)		
1	Managers / Supervisor	Receive operational support, direction and communication regarding workflow prioritisation, including guidance and regular updates. Participate in discussions and decision making on associated matters.
2	Administration teams / colleagues	Provide support to other staff within the facility to assist with workload management and the delivery of high-quality customer service. Develop and maintain knowledge of, and effective collaborative relationships with key staff to support enquiries.
3	Clinical Staff Specialists	For advice and decisions related to clinical support and clinic scheduling.

Does this role routinely interact with external Stakeholders?

Yes (max of 2 external stakeholders) No

1	External service providers and other organisations / stakeholders	Information flow to ensure the effective service delivery of the unit/department.
2	Patients / Families / Visitors	This position involves direct interaction and liaison with patients / family / visitors as an integral part of the position. It requires the ability to communicate in a respectful, compassionate and culturally sensitive manner, recognising the diverse backgrounds and needs of all individuals.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

--

Selection Criteria

1. Demonstrated experience in administrative or clerical roles, preferably within a health or service-based environment.
2. Demonstrated organisational and time-management skills and the ability to prioritise competing workloads, exercise initiative and apply problem-solving skills to adapt to changing demands, both independently or in a team.
3. Proven communication and interpersonal skills, including the ability to provide professional, respectful and empathetic customer service to patients, families, visitors and staff, and to work effectively as part of a multidisciplinary team.
4. Demonstrated ability to use computerised information systems for data entry and record management, with a strong focus on accuracy and timeliness.
5. Demonstrated understanding of confidentiality and privacy obligations, including appropriate access to patient records in accordance with legislation, policy and ethical standards.
6. Proven commitment to learning, professional development through active participation in training, to enhance performance and capability to improve work practices and contribute to continuous improvement within the workplace.
7. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

Other Requirements

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All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Capability Framework

Capability Group	Capability	Level	Focus
 Personal Attributes	Display Resilience and Courage	Intermediate	
	Act with Integrity	Intermediate	
	Manage Self	Adept	
	Value Diversity	Adept	
 Relationships	Communicate Effectively	Adept	
	Commitment to Customer Service	Adept	
	Work Collaboratively	Adept	
	Influence and Negotiate	Intermediate	
 Results	Deliver Results	Intermediate	
	Plan and Prioritise	Intermediate	
	Think and Solve Problems	Intermediate	
	Demonstrate Accountability	Intermediate	
 Business Enablers	Finance	Foundational	
	Technology	Intermediate	
	Procurement and Contract Management	Foundational	
	Project Management	NA	
 People Management	Manage & Develop People	NA	
	Inspire Direction and Purpose	NA	
	Optimise Business Outcomes	NA	
	Manage Reform and Change	NA	
 Occupation Specific	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

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Role Details	
Position Title	Administration Officer
Award	Health Employees Administrative Staff (State) Award
Position Classification	Admin Off Lvl 4
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	Providing a comprehensive range of high quality, timely and efficient administrative and customer service duties. Working collaboratively with members of a multidisciplinary health team to support patient care and “to improve the wellbeing of the community we serve.”

Key Accountabilities
<ol style="list-style-type: none"> Maintains timely, accurate and complete patient records/demographics, using systems, in accordance with policy and legislative frameworks including supporting admission, discharge and related processes. Providing a full range of administrative and operational tasks to ensure the efficient day-to-day functioning of the department/service/site while utilising judgement and best practice methods, principles and techniques. Ensure accurate management and reporting of patient-related revenue across all services through effective liaison and activity data analysis to support integrity, revenue optimisation, and informed decision-making. Provide professional, respectful and compassionate customer service and communication to patients, families, visitors and staff, demonstrating empathy and understanding while responding to enquiries and supporting operations. Exercise initiative and problem-solving skills to manage day-to-day operational matters within the role scope, including making routine decisions in accordance with established policies, procedures and guidelines. Maintain patient privacy and confidentiality at all times by accessing, using and disclosing patient information only as required to perform allocated duties, and in accordance with privacy legislation, organisational policies and code of conduct. Provide assistance with other tasks, projects or relief provision for other staff as required to support effective service delivery and patient centred care across the Network. This may include travel to other facilities. Undertake mandatory training and actively engage in ongoing learning and development to maintain skills, enhance performance and contribute to continuous improvement and participate in the achievement of team goals and KPIs.

9. Other duties and responsibilities as required from time to time in consultation with Managers.

Key Challenges

1. Identification and balancing of priorities, key tasks and negotiating workable timeframes with stakeholders while remaining empathetic given the high volume, variety of requests and queries throughout the day.
2. Dealing with patients, families, and visitors during stressful times, in an appropriate manner. Ability to prioritise work in a busy environment with interruptions. Providing relief services to other wards/services to meet service provision needs.
3. Maintaining a good knowledge of the service structure, functions, and processes to be able to handle enquiries and complete tasks effectively in a complex environment.

Key Relationships

Who?		Why?
Internal Relationships (max of 3 internal relationships)		
1	Managers / Supervisor	Receive operational support, direction, and communication regarding workflow prioritisation, including guidance and regular updates. Participate in discussions and decision making on associated matters.
2	Administration teams / colleagues	Provide support to other staff within the facility to assist with workload management and the delivery of high-quality customer service. Develop and maintain knowledge of, and effective collaborative relationships with key staff to support enquiries.
3	Revenue and Finance Team	Ensure ongoing functionality of processes, efficiency of service, building relationships and sharing information.

Does this role routinely interact with external Stakeholders?

Yes (max of 2 external stakeholders)

No

1	External service providers and other organisations / stakeholders	Information flow to ensure the effective service delivery of the unit/department.
2	Patients / Families / Visitors	This position involves direct interaction and liaison with patients / family / visitors as an integral part of the position.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

--

Selection Criteria

1. Demonstrated experience in administrative or clerical roles, preferably within a health or service-based environment.

2. Demonstrated organisational and time-management skills and the ability to prioritise competing workloads, exercise initiative and apply problem-solving skills to adapt to changing demands, both independently and in a team.
3. Proven communication and interpersonal skills, including the ability to provide professional, respectful, and empathetic customer service to patients, families, visitors, and staff, and to work effectively as part of a multidisciplinary team.
4. Demonstrated ability to use computerised information systems for data entry and record management, with a strong focus on accuracy and timeliness and the ability to write correspondence, documents, reports including Microsoft Office packages and the ability to learn other information systems.
5. Demonstrated understanding of confidentiality and privacy obligations, including appropriate access to patient records in accordance with legislation, policy, and ethical standards.
6. Proven commitment to learning, professional development through active participation in training, to enhance performance and capability to improve work practices and contribute to continuous improvement within the workplace.
7. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

Other Requirements

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All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Capability Framework

Capability Group	Capability	Level	Focus
 Personal Attributes	Display Resilience and Courage	Intermediate	
	Act with Integrity	Intermediate	
	Manage Self	Adept	
	Value Diversity	Adept	
 Relationships	Communicate Effectively	Adept	
	Commitment to Customer Service	Adept	
	Work Collaboratively	Adept	
	Influence and Negotiate	Intermediate	
 Results	Deliver Results	Intermediate	
	Plan and Prioritise	Intermediate	
	Think and Solve Problems	Intermediate	
	Demonstrate Accountability	Intermediate	
 Business Enablers	Finance	Foundational	
	Technology	Intermediate	
	Procurement and Contract Management	Foundational	
	Project Management	NA	
 People Management	Manage & Develop People	NA	
	Inspire Direction and Purpose	NA	
	Optimise Business Outcomes	NA	
	Manage Reform and Change	NA	
 Occupation Specific	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

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Role Details	
Position Title	Administration Officer Small Site
Award	Health Employees Administrative Staff (State) Award
Position Classification	Admin Off Lvl 4
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	Providing a comprehensive range of high quality, timely and efficient administrative and customer service duties. Working collaboratively with members of a multidisciplinary health team to support patient care and “to improve the wellbeing of the community we serve.”

Key Accountabilities
<ol style="list-style-type: none"> 1. Support/Maintain the maximisation of service revenue through accurate and timely capture of patient demographics/records, admissions, transfer and discharge information, ensuring documentation and classifications are complete and compliant with relevant funding, activity-based funding (ABF) and reporting requirements to ensure the efficient day-to-day functioning of the facility in accordance with policy and legislative frameworks. 2. Complete a range of operational, clerical, and administrative duties using various systems e.g.: V-Money, accounts, audits & reporting, Medico-legal, Outpatients and record management. 3. Provide professional, respectful, and compassionate customer service and communication to patients, families, visitors and staff, demonstrating empathy and understanding while responding to enquiries and supporting operations. 4. Exercise initiative and problem-solving skills to manage day-to-day operational matters within the role scope, including making routine decisions in accordance with established policies, procedures, and guidelines. 5. Maintain patient privacy and confidentiality at all times by accessing, using, and disclosing patient information only as required to perform allocated duties, and in accordance with privacy legislation, organisational policies, and code of conduct. 6. Provide assistance with other tasks, projects or relief provision for other staff as required to support effective service delivery and patient centred care across the Network. This may include travel to other facilities. 7. Undertake mandatory training and actively engage in ongoing learning and development to maintain skills, enhance performance and contribute to continuous improvement and participate in the achievement of team goals and KPIs.

8. Other duties and responsibilities as required from time to time in consultation with Managers.

Key Challenges

4. Identification and balancing of priorities, key tasks and negotiating workable timeframes with stakeholders while remaining empathetic given the high volume, variety of requests and queries throughout the day.
5. Dealing with patients, families, and visitors during stressful times, in an appropriate manner. Ability to prioritise work in a busy environment with interruptions. Providing relief services to other wards/services to meet service provision needs.
6. Maintaining a good knowledge of the service structure, functions, and processes to be able to handle enquiries and complete tasks effectively in a complex environment.

Key Relationships

Who?		Why?
Internal Relationships (max of 3 internal relationships)		
1	Managers / Supervisor	Receive operational support, direction, and communication regarding workflow prioritisation, including guidance and regular updates. Participate in discussions and decision making on associated matters.
2	Administration teams / colleagues	Provide support to other staff within the facility to assist with workload management and the delivery of high-quality customer service. Develop and maintain knowledge of, and effective collaborative relationships with key staff to support enquiries.
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes (max of 2 external stakeholders) <input type="checkbox"/> No		
1	External service providers and other organisations / stakeholders	Information flow to ensure the effective service delivery of the unit/department.
2	Patients / Families / Visitors	This position involves direct interaction and liaison with patients / family / visitors as an integral part of the position.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

--

Selection Criteria

1. Demonstrated experience in administrative or clerical roles, preferably within a health or service-based environment.
2. Demonstrated organisational and time-management skills and the ability to prioritise competing workloads, exercise initiative and apply problem-solving skills to adapt to changing demands, both independently and in a team.
3. Proven communication and interpersonal skills, including the ability to provide professional, respectful, and empathetic customer service to patients, families, visitors, and staff, and to work effectively as part of a multidisciplinary team.

4. Demonstrated ability to use computerised information systems for data entry and record management, with a strong focus on accuracy and timeliness and the ability to write correspondence, documents, reports including Microsoft Office packages and the ability to learn other information systems.
5. Demonstrated understanding of confidentiality and privacy obligations, including appropriate access to patient records in accordance with legislation, policy, and ethical standards.
6. Proven commitment to learning, professional development through active participation in training, to enhance performance and capability to improve work practices and contribute to continuous improvement within the workplace.
7. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

Other Requirements

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All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Capability Framework

Capability Group	Capability	Level	Focus
 Personal Attributes	Display Resilience and Courage	Intermediate	
	Act with Integrity	Intermediate	
	Manage Self	Adept	
	Value Diversity	Adept	
 Relationships	Communicate Effectively	Adept	
	Commitment to Customer Service	Adept	
	Work Collaboratively	Adept	
	Influence and Negotiate	Intermediate	
 Results	Deliver Results	Intermediate	
	Plan and Prioritise	Intermediate	
	Think and Solve Problems	Adept	
	Demonstrate Accountability	Intermediate	
 Business Enablers	Finance	Foundational	
	Technology	Intermediate	
	Procurement and Contract Management	Foundational	
	Project Management	NA	
 People Management	Manage & Develop People	NA	
	Inspire Direction and Purpose	NA	
	Optimise Business Outcomes	NA	
	Manage Reform and Change	NA	
 Occupation Specific	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

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Role Details	
Position Title	Patient Liaison Officer
Award	Health Employees Administrative Staff (State) Award
Position Classification	Admin Off Lvl 6
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	Coordinate and provide leadership for all aspects of financial classification for patient admissions including private, compensable, privately insured and self-funded patients, to deliver excellent customer service, ensure accurate data capture and optimise inpatient and outpatient revenue for the organisation. Working collaboratively with members of a multidisciplinary health team to support patient care and “to improve the wellbeing of the community we serve”.

Key Accountabilities
<ol style="list-style-type: none"> 1. Provide expert advice, training and guidance on admission, outpatient and revenue policies to support high-quality, patient-centred services and maximise revenue. 2. Liaise with staff to ensure accurate identification and management of patient-related revenue across inpatient, outpatient, community and allied health services, including chargeable and non-chargeable services, private and non-eligible patients, Department of Veteran Affairs, Motor Vehicle Accident cases, diagnostic fees, and equipment hire. 3. Coordinate and maintain accurate inpatient and outpatient specialist billing procedures to ensure completion within appropriate timeframes. 4. Analyse inpatient and outpatient data, including PBRC data, to deliver accurate monthly revenue reports that support data integrity, revenue optimisation, and informed planning and decision-making. 5. Develop, maintain and regularly review a procedure manual for the role. 6. Provide professional, respectful and compassionate customer service and communication to patients, families, visitors and staff, demonstrating empathy and understanding while responding to enquiries and supporting operations. 7. Exercise initiative and problem-solving skills to manage day-to-day operational matters within the role scope, including making routine decisions in accordance with established policies, procedures and guidelines.

8. Maintain patient privacy and confidentiality at all times by accessing, using and disclosing patient information only as required to perform allocated duties, and in accordance with privacy legislation, organisational policies and code of conduct.
9. Provide assistance with other tasks, projects or relief provision for other staff as required to support effective service delivery and patient centred care across the Network. This may include travel to other facilities.
10. Undertake mandatory training and actively engage in ongoing learning and development to maintain skills, enhance performance and contribute to continuous improvement.

Key Challenges

1. Identification and balancing of priorities, key tasks and negotiating workable timeframes with stakeholders while remaining empathetic given the high volume, variety of requests and queries throughout the day.
2. Dealing with patients, families, and visitors during stressful times, in an appropriate manner. Ability to prioritise work in a busy environment with interruptions. Providing relief services to other wards/services to meet service provision needs.
3. Maintaining a good knowledge of the service structure, functions and processes to be able to handle enquiries and complete tasks effectively in a complex environment.

Key Relationships

Who?		Why?
Internal Relationships (max of 3 internal relationships)		
1	Managers / Supervisor	Receive operational support, direction and communication regarding workflow prioritisation, including guidance and regular updates. Participate in discussions, decision making and sharing of information.
2	Administration teams / colleagues	Provide support and education to other staff to assist with maximising revenue.
3	Revenue and Finance Team	Ensure ongoing functionality of processes, efficiency of service, building relationships and sharing information.
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes (max of 2 external stakeholders) <input type="checkbox"/> No		
1	External service providers and other organisations / stakeholders	Information flow to enable the effective service delivery of the unit/department and ensure maximum recovery of revenue.
2	Patients / Families / Visitors	This position involves direct interaction and liaison with patients / family / visitors as an integral part of the position.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

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Selection Criteria

1. Demonstrated knowledge of and experience with revenue streams relating to patient fees, including specialist billing and outpatient services.

2. Demonstrated ability to educate and train staff, both one on one and in a group environment.
3. Demonstrated ability to use computerised information systems for data entry and record management, with a strong focus on accuracy and timeliness.
4. Proven communication and interpersonal skills, including the ability to provide professional, respectful and empathetic customer service to patients, families, visitors and staff, and to work effectively as part of a multidisciplinary team.
5. Demonstrated organisational and time-management skills and the ability to prioritise competing workloads, exercise initiative and apply problem-solving skills to adapt to changing demands, both independently and in a team.
6. Demonstrated understanding of confidentiality and privacy obligations, including appropriate access to patient records in accordance with legislation, policy and ethical standards.
7. Proven commitment to learning, development and continuous improvement.
8. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

Other Requirements

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All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

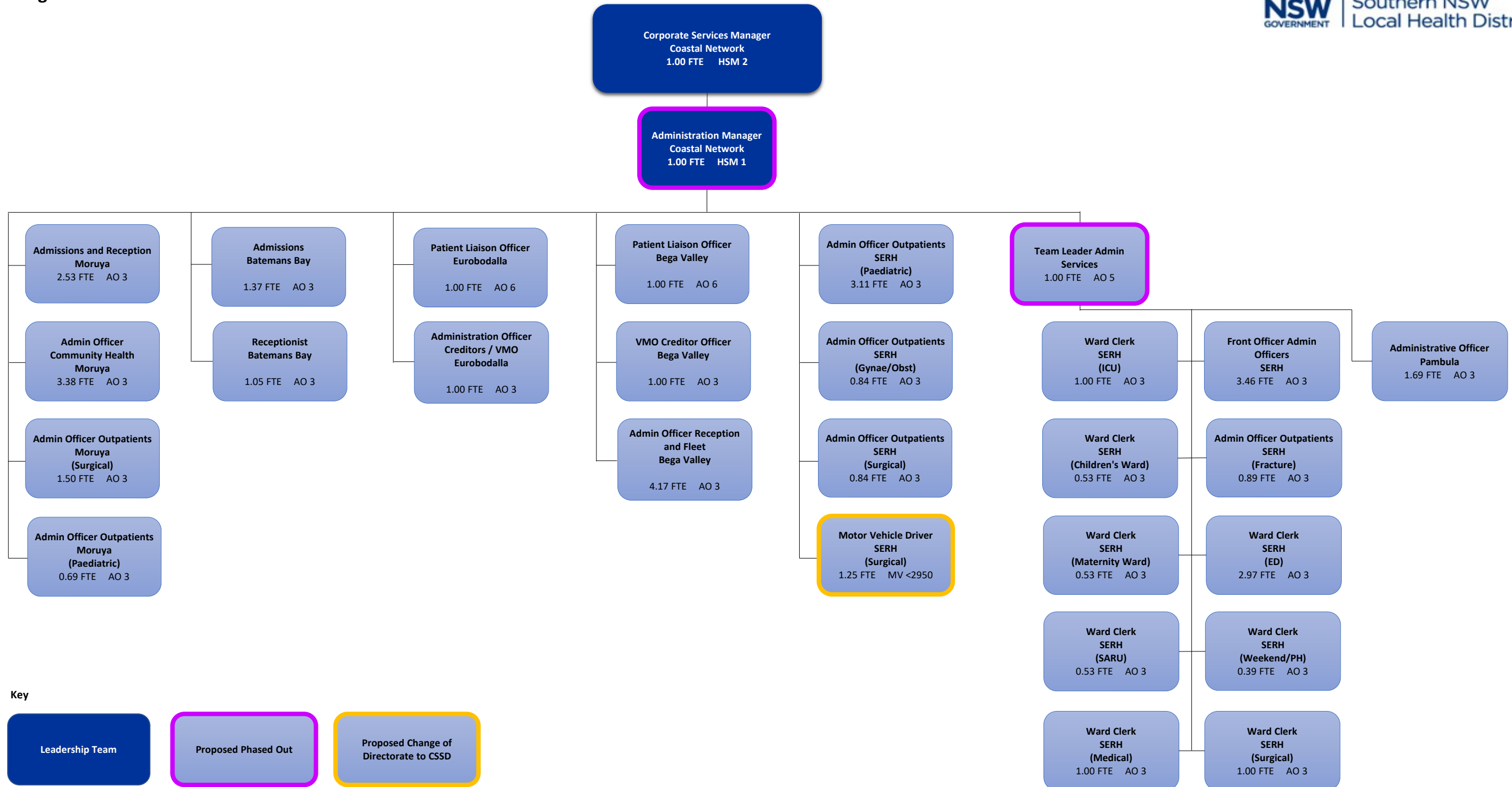
Capability Framework

Capability Group	Capability	Level	Focus
 Personal Attributes	Display Resilience and Courage	Adept	
	Act with Integrity	Adept	
	Manage Self	Advanced	
	Value Diversity	Adept	
 Relationships	Communicate Effectively	Adept	
	Commitment to Customer Service	Adept	
	Work Collaboratively	Adept	
	Influence and Negotiate	Adept	
 Results	Deliver Results	Adept	
	Plan and Prioritise	Adept	
	Think and Solve Problems	Adept	
	Demonstrate Accountability	Adept	
 Business Enablers	Finance	Intermediate	
	Technology	Intermediate	
	Procurement and Contract Management	Intermediate	
	Project Management	NA	
 People Management	Manage & Develop People	NA	
	Inspire Direction and Purpose	Foundational	
	Optimise Business Outcomes	Foundational	
	Manage Reform and Change	Foundational	
 Occupation Specific	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

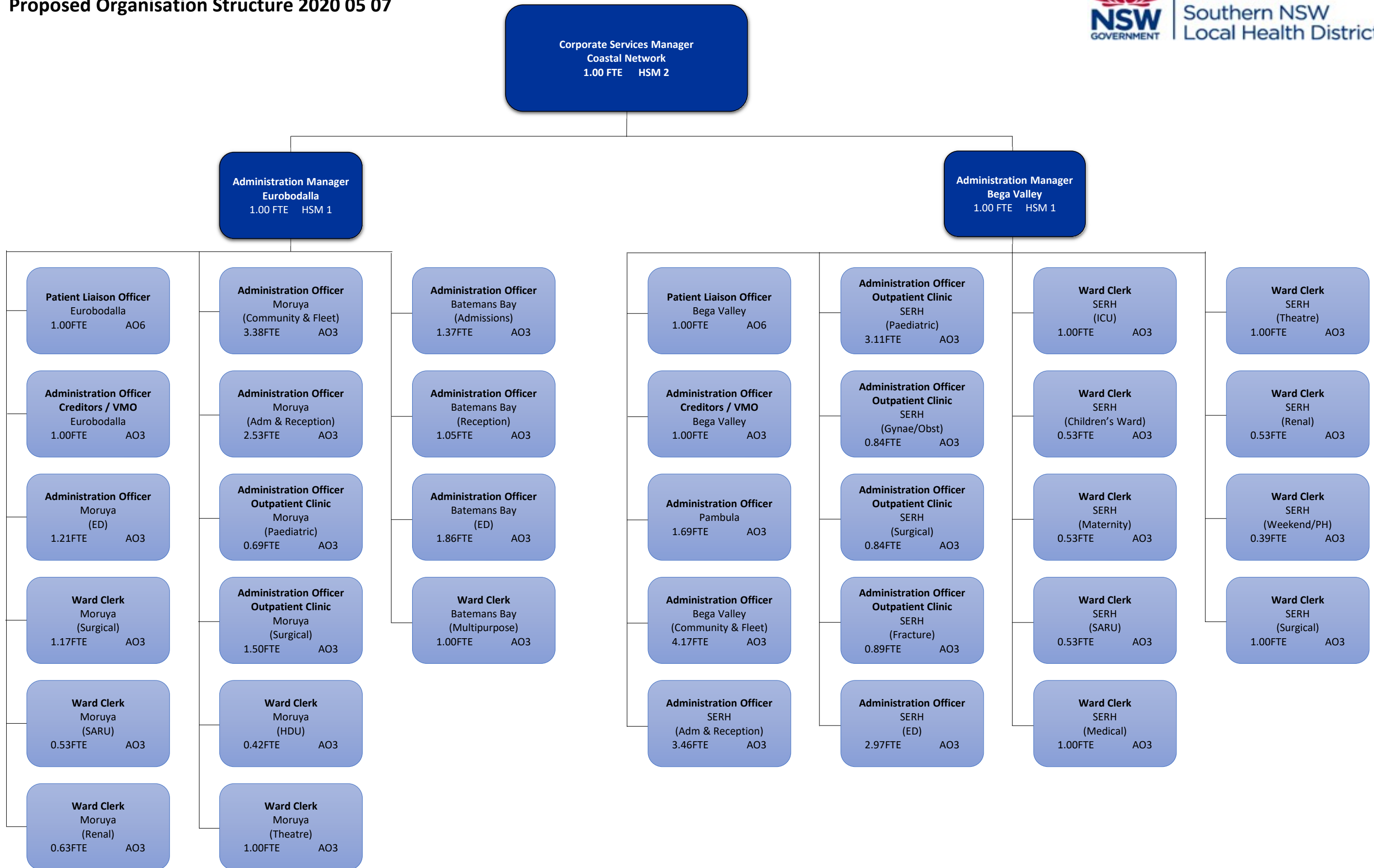
5 Organisation Charts

See below current and proposed organisation charts by network

COASTAL NETWORK
Current Organisation Structure 2020 05 07

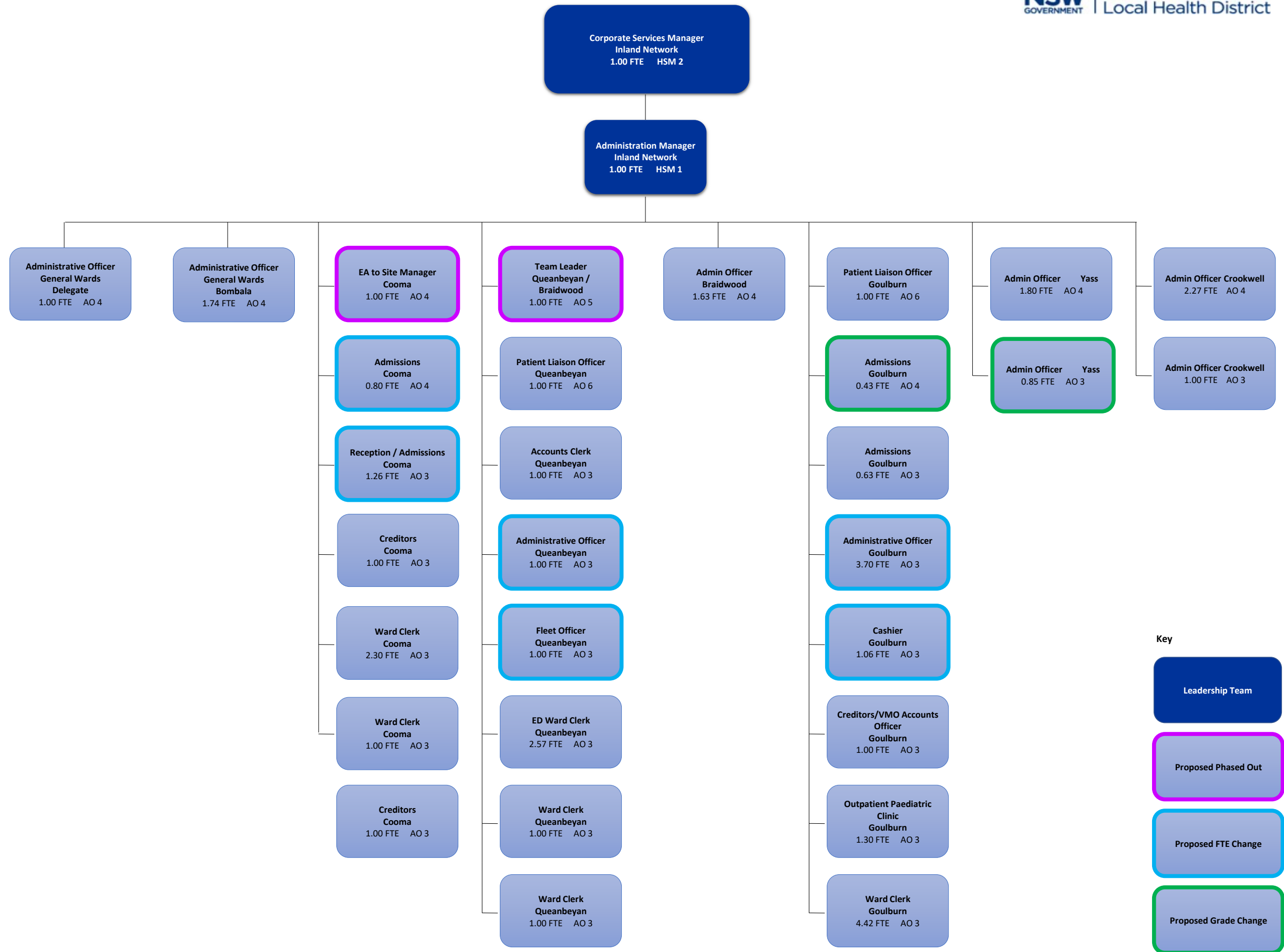


COASTAL NETWORK
Proposed Organisation Structure 2020 05 07

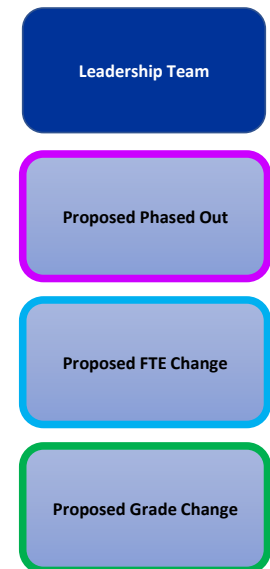


INLAND NETWORK

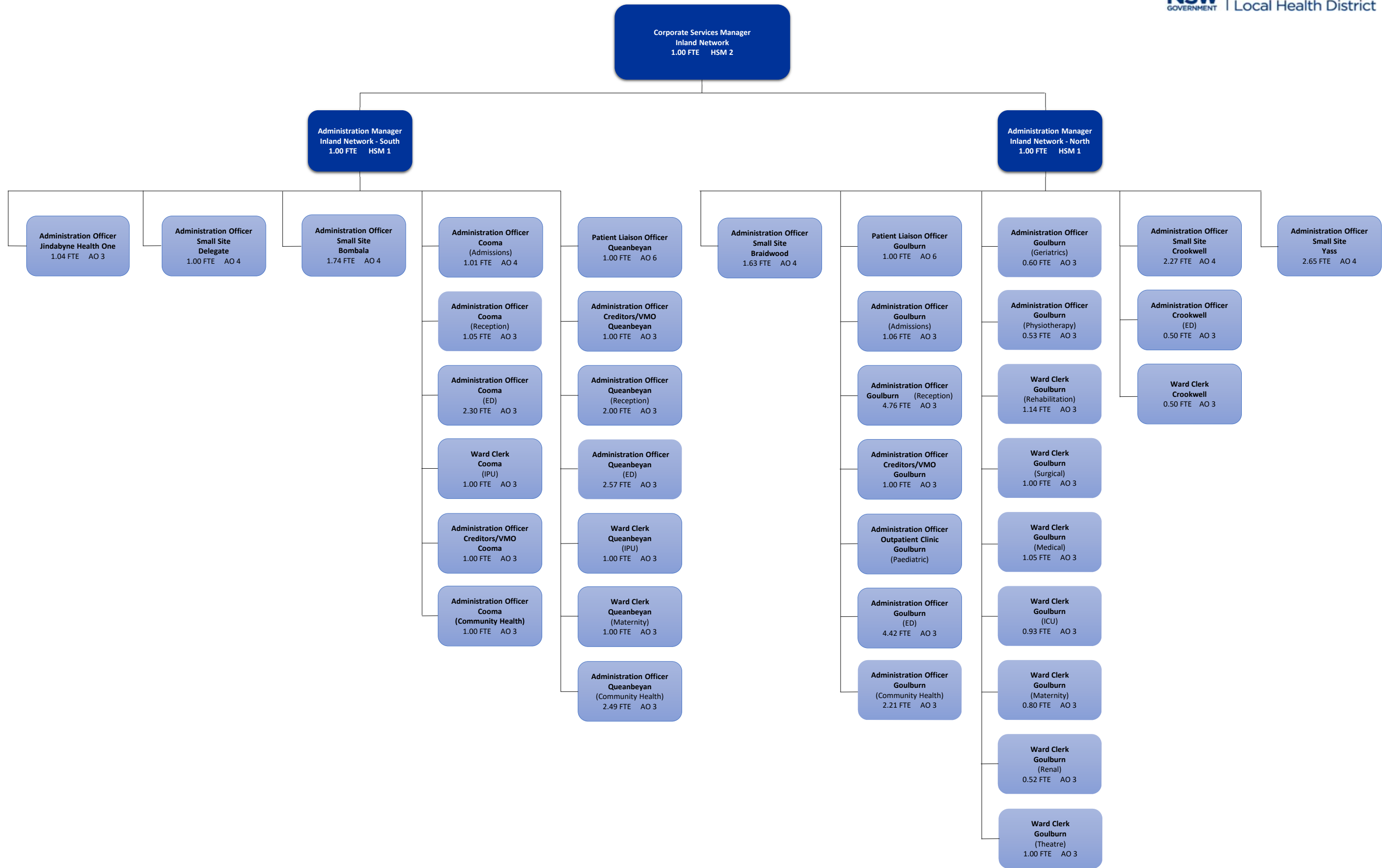
Current Organisation Structure 2020 05 07



Key



INLAND NETWORK
Proposed Organisation Structure 2020 05 07



6 Consultation Process

Southern NSW Local Health District will undertake a four (4) week consultation period for this proposed change.

During this time feedback will be sought from staff and relevant industrial organisations. Information packs will be made available to support consultation and will include key details of the proposed structure and impacted positions.

All feedback received during the consultation period will be considered before a final decision is made.

Site Visits

Site visits are scheduled to be held during the week commencing 11 May 2026.

Coastal Network			
Date	Site/s	Time/s	Meeting Room
Monday 11 May	Eden	11:00 AM	Office Space
Monday 11 May	Pambula	1:30 PM	Office Space
Monday 11 May	Bega	3:30 PM	Executive Meeting Room Lvl 2
Tuesday 12 May	Bega	9:00 AM 2:00 PM	Executive Meeting Room Lvl 2
Wednesday 13 May	Narooma	10:00 AM	Interview Room 1 S3PC
Wednesday 13 May	Moruya	2:00 PM 4:30 PM	Moruya Community Health Group Therapy Room
Thursday 14 May	Moruya	8:30 AM 10:00 AM	Moruya LG Conference Room
Thursday 14 May	Batemans Bay	2:00 PM	Batemans Bay Conference Room
Friday 15 May	Batemans Bay	8:30 AM 11:00 AM	Batemans Bay Conference Room

Inland Network			
Date	Site/s	Time/s	Meeting Room
Monday 11 May	Delegate	10:30 AM	Office 1 – Community Outreach Services
Monday 11 May	Bombala	11:30 AM	Bombala Conference Room
Monday 11 May	Jindabyne	3:00 PM	Office Space
Monday 11 May	Cooma	5:00 PM	Ambulatory Care Meeting Room Cooma Hospital

Tuesday 12 May	Cooma	8:30 AM 9:30 AM 10:30 AM	Jack Howard Meeting Room Cooma Hospital
Tuesday 12 May	Braidwood	3:30 PM	Office Space
Wednesday 13 May	Queanbeyan	9:00 AM 11:00 AM 2:00 PM 4:00 PM	Lvl 2 Conference Room Queanbeyan Hospital
Thursday 14 May	Yass	11:00 AM	Yass Conference Room
Thursday 14 May	Goulburn	3:00 PM 4:30 PM	Ros Noakes Disaster Meeting Room – LG CSB Goulburn Base Hospital
Friday 15 May	Goulburn	9:00 AM 10:00 AM	Ros Noakes Disaster Meeting Room – LG CSB Goulburn Base Hospital
Friday 15 May	Crookwell	2:00 PM	Conference Room Crookwell Hospital

All Staff Town Halls

All Staff Town Hall meetings are scheduled to be held via MS Teams on Tuesday 19 May 2026 and Thursday 21 May 2026.

Union Meeting

Southern NSW Local Health District is scheduled to meet with the Health Services Union on Wednesday 20 May 2026.

Consultation and How to Get Involved

You can provide feedback at any time through the online feedback form by following this link [Restructure Feedback Link](#)

This is your chance to ask questions, raise concerns and suggest improvements.

If you're unsure about any aspect of the proposal, or what it might mean for you, please speak with your manager in the first instance.

If you need more information you can also contact:

Coastal Network	Corporate Services Manager Coastal	Meike Griffiths	0429 219 646
Inland Network	Corporate Services Manager Inland	Kate Rice	0498 209 476
People and Culture	Senior People and Culture Partner	Liz Parker	0409 661 327

myHub Resources

You can find information and resources relating to the Administration Restructure Consultation on myHub by following this link: [Administration Restructure myHub Page](#)

7 Timeline and Next Steps

The timeline and next steps to progress the proposed restructure are outlined below.

Dates	Component
7 May 2026	<ul style="list-style-type: none">➤ Communicate restructure proposal and release information pack to staff, relevant industrial organisations and relevant stakeholders➤ Confirm dates for consultation meetings
7 May 2026 – 3 June 2026	<ul style="list-style-type: none">➤ Four (4) week consultation period for employees and relevant industrial organisations
3 June 2026	<ul style="list-style-type: none">➤ Consultation period concludes
4 June 2026 – 21 June 2026	<ul style="list-style-type: none">➤ Consideration of feedback and determination of structure➤ Updates to proposed structure
22 June 2026 – 26 June 2026	<ul style="list-style-type: none">➤ Communicate update on next steps

Administration Restructure Consultation Paper – April 2026

REF : SDOC26/3824

Southern NSW Local Health District
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