

## POSITION DESCRIPTION

# HSNSW - FPSS - Site Manager (Patient Support Services)

Our CORE values  
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	HealthShare NSW
Position Classification	Health Mgr Lvl 1, Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Patient Support Services   Management - Patient Support Services
Website	<a href="http://www.healthshare.nsw.gov.au">www.healthshare.nsw.gov.au</a>

## PRIMARY PURPOSE

The Site Manager will lead and manage the overarching operational activities and the provision of Patient Support Services to HealthShare NSW customers

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL CRITERIA

- Demonstrated experience in the operations of a large customer-focused organisation; ability to analyse and develop solutions to day-to-day challenges and adapt to organisational changes
- Demonstrated excellent communication and interpersonal skills and ability to lead by example, leverage the talent of a diverse team and manage staff in a fair and unbiased way
- Demonstrated application of relevant legislation, policy and professional standards in the areas of patient support, infection control, cleaning and work, health and safety
- Demonstrated experience and knowledge of budgetary requirements and computer skills including Windows-based programs such as Word and Excel.

## KEY ACCOUNTABILITIES

- Provide leadership and direction to staff and effectively manage day-to-day operational activities and issues to meet customer expectations, budget allocation, safety and quality standards, set timeframes and other key performance indicators
- Foster a collaborative approach with Local Health Districts (LHDs), clinical and non-clinical staff, and HealthShare NSW business partners to maintain strong customer relations and effective service delivery
- Maintain a safe and healthy workplace, ensuring all work health and safety issues are appropriately managed and compliant with standards and processes. Manage site risk planning and ensure necessary emergency and risk management plans are in place and communicated to staff

## POSITION DESCRIPTION

# HSNSW - FPSS - Site Manager (Patient Support Services)

- Contribute to the development of the site business plan in line with the strategic plan. Consult with the Operations / Sector Manager to review business processes, make recommendations to promote continuous improvements, prepare annual budget requirements, provide regular reports and escalate unresolved issues
- Ensure effective induction and training of staff in the business systems, policies and procedures in order to contribute to the efficient and compliant operation of the business and its services
- Perform other tasks as required or directed and operational work within the service including infectious cleaning

## KEY CHALLENGES

- Maintain a highly professional, performance based, innovative, responsive and accountable customer service culture whilst maintaining continuous service delivery
- Successfully manage relationships within HealthShare NSW and with customers, and exercise sound judgement and discretion in dealing with sensitive and contentious issues
- Ensure HealthShare NSW employees operate and engage in accordance with organisational values and customer commitments

## KEY RELATIONSHIPS

Who	Why
Manager	Provide information and escalate issues regarding operational and financial activities
Work team	Lead and manage; represent work group perspective and share information. Develop sustainable HR and service delivery governance framework Consult and collaborate to create constructive work culture
Clients/ Customers	Consult and collaborate to understand needs, resolve issues and foster an effective service delivery
Local Health Districts and other Health Entities	Consult and collaborate to understand needs, resolve issues and foster an effective service delivery
Suppliers and Vendors	Communicate needs, facilitate business transactions, resolve and escalate issues and provide quality improvement feedback

## OTHER REQUIREMENTS

The role and the responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW and in line with NSW Health Code of Conduct. The following specific requirements should be noted:

### Workplace Culture

At HealthShare NSW we strive for a positive and constructive workplace culture to help our people work at their best and deliver improved outcomes for our customers. We are goal-focused, open minded, encouraging of others and we work together to achieve our objectives. We put people first and prioritise connecting with those around us. We model the NSW CORE Values. Attitudes and behaviours are consistent with those values and the expectations of conduct set out in the NSW Health Code of Conduct.

### Finance and Assets

## POSITION DESCRIPTION

# HSNSW - FPSS - Site Manager (Patient Support Services)

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

### **Fraud and Corruption**

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

### **Risk Management**

Participate in business risk planning and risk assessments. Understand and abide by the organisation's risk policies, developing an understanding of the operational and risk management context, managing risk accordingly.

### **Work, Health and Safety**

HealthShare NSW strives for continuous improvement in the health, safety and wellbeing of our staff, visitors and contractors. We focus on safety excellence and a safe culture by ensuring our Safety Management System is robust, demonstrating visible safety leadership at all levels, and actively partnering with our staff in safety and wellbeing initiatives. Our safety goal is to live our safety message everyday – *Think Safe Work Safe Live Safe*. Staff are expected to comply with all policies and procedures relating to safety, and actively participate in health and wellbeing initiatives.

### **Workplace Diversity**

Comply with and participate in the organisation's workplace diversity policies and procedures.

### **Travel (if relevant)**

Capacity and willingness to travel to HealthShare NSW business and service locations throughout NSW which may include overnight stay in regional / remote areas.

### **Rostering Management (if relevant)**

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

### **Training**

Comply with and participate in the organisation's training programs and policies, including participation in mandatory training.

### **Performance Review**

A performance assessment will be conducted within three (3) months following commencement of employment. At least every twelve (12) months, a performance review will be undertaken.

### **Food Safety & Quality (if relevant)**

Providing patients with quality meals that are safe, nutritious and meets their needs. This includes complying with all food safety legislation, policies, procedures and safe work practices

## POSITION DESCRIPTION

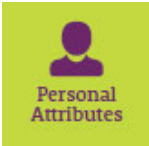
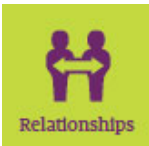


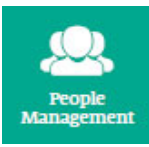
# HSNSW - FPSS - Site Manager (Patient Support Services)

## CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

### Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Adept</b>
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	<b>Manage and Develop People</b>	<b>Intermediate</b>
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

## POSITION DESCRIPTION

# HSNSW - FPSS - Site Manager (Patient Support Services)

### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback and advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Remain composed and calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> <li>Support a culture of integrity and professionalism</li> <li>Understand and help others to recognise their obligations to <input type="checkbox"/> comply with legislation, policies, guidelines and codes of conduct <input type="checkbox"/></li> <li>Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>Report and manage apparent conflicts of interest and encourage others to do so <input type="checkbox"/></li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in plain English</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others to gain an understanding and ask appropriate, respectful questions <input type="checkbox"/></li> <li>Promote the use of inclusive language and assist others to adjust where necessary</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Write and prepare material that is well structured and easy to follow</li> <li>Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience</li> <li>Support a customer-focused culture in the organisation <input type="checkbox"/></li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers <input type="checkbox"/></li> </ul>
<b>Results</b>	Adept	<ul style="list-style-type: none"> <li>Use own and others' expertise to achieve outcomes, and take <input type="checkbox"/> responsibility for delivering intended outcomes <input type="checkbox"/></li> </ul>

## POSITION DESCRIPTION

# HSNSW - FPSS - Site Manager (Patient Support Services)

### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Deliver Results		<ul style="list-style-type: none"> <li>Make sure staff understand expected goals and acknowledge staff success in achieving these□</li> <li>Identify resource needs and ensure goals are achieved within set□ budgets and deadlines□</li> <li>Use business data to evaluate outcomes and inform continuous improvement□</li> <li>Identify priorities that need to change and ensure the allocation of resources meets new business needs□</li> <li>Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>Be proactive in taking□ responsibility and being□ accountable for own actions□</li> <li>Understand delegations and act within authority levels</li> <li>Identify and follow safe work□ practices, and be vigilant about□ own and others' application□ of these practices □</li> <li>Be aware of risks and act on or escalate risks, as appropriate□</li> <li>Use financial and other resources responsibly</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks□</li> <li>Use available technology to improve individual performance and effectiveness□</li> <li>Make effective use of records, information and knowledge management functions and systems□</li> <li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"> <li>Collaborate to set clear performance standards and deadlines in line with established performance development frameworks□</li> <li>Look for ways to develop team capability and recognise and develop individual potential□</li> <li>Be constructive and build on strengths by giving timely and actionable feedback□</li> <li>Identify and act on opportunities to provide coaching and mentoring</li> <li>Recognise performance issues that need to be addressed and work towards resolving issues</li> <li>Effectively support and manage team members who are working flexibly and in various locations□</li> <li>Create a safe environment where team members' diverse backgrounds and cultures are considered and respected□</li> <li>Consider feedback on own management style and reflect on</li> </ul>

## POSITION DESCRIPTION

# HSNSW - FPSS - Site Manager (Patient Support Services)

### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		potential areas to improve <input type="checkbox"/>

## POSITION DESCRIPTION

# HSNSW - FPSS - Site Manager (Patient Support Services)

### Job Demands for: HSNSW - FPSS - Site Manager (Patient Support Services)

Physical Demands	
<b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials  Frequent	<b>Sitting</b> - remaining in a seated position to perform tasks  Constant
<b>Standing</b> - remaining standing without moving about to perform tasks  Occasional	<b>Walking</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes  Occasional
<b>Running</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes  Not Applicable	<b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks  Occasional
<b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks  Infrequent	<b>Kneeling</b> - remaining in a kneeling posture to perform tasks  Infrequent
<b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks  Infrequent	<b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery  Infrequent
<b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps  Occasional	<b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)  Infrequent
<b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)  Infrequent	<b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)  Not Applicable
<b>Reaching</b> - arms fully extended forward or raised above shoulder	<b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body



## POSITION DESCRIPTION

# HSNSW - FPSS - Site Manager (Patient Support Services)

Infrequent	Infrequent
<b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward) Infrequent	<b>Hand and Arm Movements</b> - repetitive movements of hands and arms Occasional
<b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands Infrequent	<b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work Infrequent
<b>Driving</b> - Operating any motor powered vehicle Occasional	

## Sensory Demands

<b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens) Constant	<b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries) Constant
<b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals) Infrequent	<b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation) Infrequent
<b>Touch</b> - use of touch is an integral part of work performance Occasional	

## Psychosocial Demands

<b>Distressed People</b> - e.g. emergency or grief situations Infrequent	<b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness Infrequent
<b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries	<b>Restraining</b> - involvement in physical containment of patients/clients

## POSITION DESCRIPTION

# HSNSW - FPSS - Site Manager (Patient Support Services)

Infrequent	Not Applicable
<b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies  Not Applicable	

Environmental Demands	
<b>Dust</b> - exposure to atmospheric dust  Not Applicable	<b>Gases</b> - working with explosive or flammable gases requiring precautionary measures  Not Applicable
<b>Fumes</b> - exposure to noxious or toxic fumes  Not Applicable	<b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE  Not Applicable
<b>Hazardous Substances</b> - e.g. dry chemicals, glues  Not Applicable	<b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard  Occasional
<b>Inadequate Lighting</b> - risk of trips, falls or eyestrain  Infrequent	<b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight  Not Applicable
<b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C  Infrequent	<b>Confined Spaces</b> - areas where only one egress (escape route) exists  Not Applicable
<b>Slippery or Uneven Surfaces</b> - greasy or wet floor surfaces, ramps, uneven ground  Infrequent	<b>Inadequate Housekeeping</b> - obstructions to walkways and work areas cause trips and falls  Infrequent
<b>Working At Heights</b> - ladders/stepladders/scaffolding are required to perform tasks  Infrequent	<b>Biological Hazards</b> - exposure to body fluids, bacteria, infectious diseases  Not Applicable