



Health

Western NSW Local Health District

ROB POSITION DESCRIPTION TEMPLATE: May 2021

Fields marked with an asterisk () are mandatory*

Position Description Title:*	Administration Manager		
Award:*	Multiple awards?	() Yes	(x) No <i>please enter 'x' as applicable</i>
Position Classification:*	Health Manager (State Award)		
Job Category:*	Administration & Health Records – Administration		
Job Classification:*	<i>This will be completed by Recruitment Unit – dependent on mapping (HSM 1)</i>		
Does this role manage others?*	(x) Yes () No <i>please enter 'x' as applicable</i>	If yes, how many FTE? ~15	
Does this role supervise others?*	(x) Yes () No <i>please enter 'x' as applicable</i>	If yes, how many FTE? 1	
Primary purpose of the role:*	<p><i>(Summarise in 1 sentence only. It may be useful to complete the key accountabilities first, then summarise these for the purpose)</i></p> <p>The Administration Manager will operationally manage aspects of the Administration service across the facility including fleet management and facility administration providing leadership and collaboration between services.</p>		
Key Accountabilities:*	<p><i>5-10, high level summary accountabilities (not specific tasks). These need to be outcome focused- including the intended outcome of the activity. For example: Contribute to quality activities within the department, to ensure ongoing improvement in service provision.</i></p> <ol style="list-style-type: none"> 1. Provide leadership and management of the administration and fleet management team to ensure services are delivered within agreed timeframes, quality standards and budgetary constraints. 2. Contribute to the development and implementation of business and strategic plans, policies, procedures, standards and practices, to ensure the achievement of business and service objectives. 3. Promote continual improvement and focus on superior service by establishing and reviewing performance indicators and relevant reporting systems. 4. Prepare business correspondence, including briefs and reports pertaining to the administration and fleet management teams. 5. Allocate work, supervise, develop and coach team members to ensure services are delivered across multiple departments within agreed timeframes, quality standards and budgetary constraints. 6. Develop and implement policies, procedures, standards and practices to address workflow issues, in accordance with legislative and other health-related guidelines. 		

<p>Key Challenges:</p> <p><i>Max 3. Can leave blank if no significant challenges.</i></p> <p><i>Do not put accountabilities here. For example: Prioritising tasks is an accountability. Prioritising tasks in a high volume work area or given multiple competing demands is a challenge.</i></p>	<ol style="list-style-type: none"> 1. Prioritising limited resources to meet competing customer needs and expectations while concurrently managing to achieve positive outcomes. 2. Accurately identifying and responding to the priorities of multiple stakeholders, managing competing demands in a high-volume work area. 3. Ensure equitable service delivery while achieving service delivery deadlines and milestone to required standards and within budget. 	
<p>Key Relationships:</p>	<p>Health Service Operations Manager</p>	<p>Reports to the Health Service Operations Manager. Receive direction, support and development in relation to key accountabilities in this position are delivered</p>
	<p>Administration Team</p>	<p>Provide support to staff within the unit, communication and information exchange.</p>
	<p>Specialist Clinic Team and Health Information Management Team</p>	<p>Collaboration between services including supporting communication and information exchange.</p>
	<p>Nominated additional stakeholders</p>	<p>Regular contact with external stakeholders will feature as part of this role requiring a professional approach</p>
<p>Selection Criteria:*</p> <p><i>Consistent with the capability framework, where applicable (maximum 8 for individual PDs or 7 for templates, to allow for at least one additional selection criteria with the recruitment process)</i></p> <p><i>Cannot include desirable criteria or willingness to undertake education/ obtain a qualification.</i></p> <p>Additional Selection Criteria: <i>(when added together with above criteria, must not exceed 8)</i></p>	<ol style="list-style-type: none"> 1. Experience in senior administrative role, with demonstrated experience in supporting Executive and Senior Management. The ability to work in a complex and specialised environment. 2. Well-developed management skills and experience in supervision and mentoring staff in order to achieve departmental outcomes 3. Demonstrated high level skills accounts payable skills including but not limited to raising purchasing requisitions and orders, billing/raising customer invoice requests, receipting in Oracle and accounts related inquiries and financial data analysis. 4. Proven high level organisational skills including the ability to problem solve, prioritise workload, multitask and meet deadlines, supported by demonstrated capacity to exercise initiative and judgement. 5. Licence to drive in NSW with the ability to travel for work 	

<p>Other Requirements:</p> <p><i>This statement is standard for all templates – do not edit</i></p>	<p>The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels.</p> <p>Consistent with this, all employees are:</p> <ol style="list-style-type: none"> 1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct. 2. 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 Safety policy/procedure. 3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.
---	---

Capabilities for the Role

Place an 'x' in the appropriate level for each capability accordingly

Capabilities are the underlying skills, knowledge and behaviours which are necessary to perform a particular type or level of work. The NSW Public Sector Capability Framework has been used to identify the capabilities required for this role and the level descriptors have been provided for the focus capabilities. The **focus** capabilities are those for which an employee assigned to the role must demonstrate immediate competence, that is, from day one of engagement. Please refer to www.psc.nsw.gov.au/CapabilityFramework

The focus capabilities and capability levels must be applied in alignment with the Comparison Guide. If you are not familiar with the Capability Framework please complete this section in collaboration with your HR Partner or Working Group Lead.

Capabilities <i>(Make focus capabilities bold below. There must be at least one focus capability from each of the 4 or 5 sections) HM2:5-8</i>	Foundational HM2: 2-6	Intermediate HM2: 8-14	Adept HM2: 1-7	Advanced
Display resilience and courage		X		
Act with integrity		X		
Manage self		X		
Value diversity	X			
Communicate effectively		X		
Commit to customer Service		X		
Work collaboratively		X		
Influence and negotiate			X	
Deliver results			X	
Plan and prioritise		X		
Think and solve problems		X		
Demonstrate Accountability		X		
Finance		X		
Technology		X		
Procurement and Contract Management	X			
Project Management	X			

The following capabilities are only required for roles which supervise/manage others

Manage and Develop People			X	
Inspire Direction and Purpose			X	
Optimise Business Outcomes		X		
Manage Reform and Change			X	

Job Demands Checklist	
Physical Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Infrequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasionally
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Not Applicable
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Not Applicable
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Not Applicable
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Infrequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - operating any motor powered vehicle	Frequent
Sensory Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Frequent
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not Applicable
Touch - Use of touch is an integral part of work performance	Not Applicable
Psychosocial Demands	Frequency (Infrequent, Occasionally, Frequent,

	Constant, Repetitive, Not Applicable)
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Not Applicable
Environmental Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Not Applicable
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures - Environmental temperatures are less than 15c or more than 35c	Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	Occasionally
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable