



## Position Description

|                         |   |
|-------------------------|---|
| <b>Facility/Service</b> | Population and Community Health             |
| <b>Department</b>       | Aged Care Single Assessment System Program  |
| <b>Manager</b>          | Manager, Aged Care Single Assessment System |
| <b>Position Number</b>  |   |
| <b>Cost Centre</b>      | SES PaCH Aged Care Assessment SESLHD 181416 |

### Section 1 – Role Details

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

|  |   |   |
|--|---|---|
| <b>Does this role require Job Demand Check List?</b>   | YES   | <i>All positions require a Job Demand Checklist to be completed</i>   |
| <b>Position Description Title *</b>  | Administration and Scheduling Manager, Aged Care Single Assessment System |   |
| <b>Does this role require Multiple Awards? Specific classifications (if applicable):</b>   | NO  |   |
| <b>Award*</b>  | Health Managers (State) Award   |   |
| <b>Position Classification*</b>  | Health Manager Level 1  |   |
| <b>Job Category Coding (ROB)*</b>  | Administration and Health Records   |   |
| <b>Job Classification Coding (ROB)*</b>  | Administration  |   |
| <b>Speciality Coding (ROB)</b>   | Administration Manager  |   |
| <b>Does this require Senior Executive Level Standards?</b>   | NO  |   |
| <b>Does this role manage or supervise others?*</b>   | YES   |   |
| <b>Primary Purpose of the role*</b><br>A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?" | <i>(Mandatory)</i>  | The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it<br><br>This role is responsible for administrative and scheduling support for the Aged Care Single Assessment Program, including the line management of Administration and Scheduling staff to meet business and service objectives. |
|  | <i>(Free Text)</i>  |   |

### Section 2 – Key Accountabilities

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

|                                       |                    |   |
|---------------------------------------|--------------------|---|
| <b>Standard Key Accountabilities*</b> | <i>(Free Text)</i> | <ul style="list-style-type: none"> <li>Provide advice, support and guidance in accordance with systems and processes for the Aged Care Single Assessment Program whilst taking into consideration client needs</li> <li>Assessment and analysis of the Administration and Scheduling functions of the Aged Care Single Assessment Program in order to provide a prompt response to ensure services are delivered within agreed timeframes, quality standards, and budgetary constraints.</li> </ul> |
|---------------------------------------|--------------------|---|



|  |  |  |
|--|--|--|
|  |  | <ul style="list-style-type: none"> <li>• Management of Aged Care Single Assessment Program vehicle and technology/equipment fleet.</li> <li>• Ability to determine priorities to meet strategic and business plans</li> <li>• Build and maintain effective relationships with key stakeholders to ensure priorities are met</li> <li>• Preparation of high level written correspondence such as self-initiated briefs and responses, reports and other written materials</li> <li>• Assist with the development and implementation of policies, procedures, standards and practices in accordance with legislative and professional requirements to ensure consistent delivery of quality Aged Care Assessment services to clients.</li> <li>• Provide training and support of systems/processes to users</li> <li>• Allocate work, supervise, develop and coach team members to ensure services are delivered within agreed timeframes, quality standards and budgetary constraints.</li> <li>• Perform a range of management and administrative tasks, monitoring work priorities to ensure delivery of efficient and effective consumer focused services aligned with business and/or service plan requirements.</li> <li>• Participate in human resource management functions including recruitment, orientation, induction, coaching and development of staff in accordance with NSW Health and South Eastern Sydney Local Health District policies and procedures, to ensure effective delivery of the Administration and Scheduling functions of the Aged Care Single Assessment Program.</li> <li>• Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values, through demonstrated behaviours and interactions with patients/clients/employees.</li> <li>• Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service.</li> <li>• All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their manager.</li> </ul> |
|--|--|--|

**Section 3 – Key Challenges**

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

|                        |  |
|------------------------|--|
| <b>Challenges</b>      | <ul style="list-style-type: none"> <li>▪ Planning and prioritising high volumes of work with conflicting and critical deadlines.</li> <li>▪ Attending to a wide variety of day to day related administrative tasks and resolving them on behalf of Manager and Service.</li> <li>▪ Responding and acting in relation to tight timeframes, often co-ordinating responses from other staff.</li> </ul> |
| <b>Decision Making</b> | Administration and Scheduling Manager is required to seek all relevant information in relation to the issue and use their influencing skills to achieve an outcome which is beneficial to all parties Aged Care Single Assessment Program staff and clients whilst ensuring work objectives are met.   |

|                      |   |
|----------------------|---|
|                      | <ul style="list-style-type: none"> <li>Undertakes straightforward negotiations around timelines for delivery of services.</li> </ul>  |
| <b>Communication</b> | <ul style="list-style-type: none"> <li>Internally, the Administration and Scheduling Manager is required to communicate regularly with Team Leaders and Managers in the Aged Care Single Assessment Program regarding administration and scheduling of Aged Care Assessments.</li> <li>Externally, the Administration and Scheduling Manager will develop and maintain effective relationships with referrers/service providers.</li> </ul> |

#### Section 4 – Key Relationships

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

|  |             |  |
|--|-------------|--|
| <b>Key Internal Relationships</b>  | <b>Who?</b> | Line Manager   |
|  | <b>Why?</b> | Develop relationship to ensure most effective delivery of responsibilities |
|  | <b>Who?</b> | Colleagues and internal stakeholders                                       |
|  | <b>Why?</b> | To work cohesively   |
|  | <b>Who?</b> | Key internal clients   |
|  | <b>Why?</b> | Build trusting relationships and provide expert advice and assistance      |
| <b>Does this role routinely interact with external stakeholders ?</b>                              | YES         |  |
| <b>Key External Relationships</b>  | <b>Who?</b> | Clients and their families/carers  |
|  | <b>Why?</b> | To provide high level customer service                                     |
|  | <b>Who?</b> | Referrers/service providers  |
|  | <b>Why?</b> | To provide high level customer service                                     |
| <b>Is this a Public Senior Executive Role which manages relationship at the Ministerial level?</b> | NO          |  |

#### Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

|                  |      |
|------------------|------|
| Direct Reports   | 8-10 |
| Indirect Reports |      |

#### Section 6 – Financial Delegation

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

|                          |    |
|--------------------------|----|
| As per delegation manual | NA |
| Other \$                 | NA |

#### Section 7 – Essential Requirements

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



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

**Section 8 – Selection Criteria**

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

|   |  |
|---|--|
| 1 | Relevant tertiary qualifications in Health Administration or relevant equivalent work experience or a combination of study and work experience.          |
| 2 | Experience with managing others and demonstrated ability to determine priorities for others and delegate tasks to achieve work objectives.               |
| 3 | Demonstrated knowledge and appreciation of the processes of health and/or aged care services.  |
| 4 | Demonstrated ability to work independently or as part of a team in performing a range of management and administrative tasks within allocated timeframe. |
| 5 | Demonstrated effective interpersonal and communication skills to collaborate with key stakeholders.  |
| 6 | Demonstrated ability to develop and implement systems/processes for Administration/Scheduling functions.   |
| 7 | Demonstrated ability to be flexible and adapt work practices to meet current and emerging business needs.  |
| 8 | Current driver’s licence (with a willingness to travel in accordance with the demands of the position).  |



**Section 9 – Other Requirements (Optional)**

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

|                           |                    |   |
|---------------------------|--------------------|---|
| <b>Other Requirements</b> | <i>(Mandatory)</i> | <ul style="list-style-type: none"> <li>Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees</li> <li>Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit</li> </ul> |
|                           | <i>(Free Text)</i> |   |

**Section 10 – Disqualification Questions**

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

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

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

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

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

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

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

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

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

| <b>PHYSICAL DEMANDS - Description (Comment)</b>   | <b>FREQUENCY</b> |
|---|------------------|
| Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials – <b>note: N/A is not acceptable</b> | Not Applicable   |
| Sitting – remaining in a seated position to perform tasks   | Constant         |
| Standing – remaining standing without moving about to perform tasks   | Occasional       |
| Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes  | Occasional       |
| Running – floor type: even/uneven/slippy, 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   | Infrequent       |
| Squatting/Crouching – adopting a squatting or crouching posture to perform tasks  | Infrequent       |
| Leg/Foot Movement – use of leg and/or foot to operate machinery   | Infrequent       |
| Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps   | Infrequent       |
| Lifting/Carrying – light lifting and carrying (0 to 9 kg)   | Occasional       |
| Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)  | Infrequent       |
| Lifting/Carrying – heavy lifting and carrying (16kg and above)  | Infrequent       |
| 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   | Infrequent       |
| Head/Neck Postures – holding head in a position other than neutral (facing forward)   | Infrequent       |
| Hand and Arm Movements – repetitive movements of hands and arms   | Constant         |
| Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands  | Occasional       |
| Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work  | Not Applicable   |
| Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)   | Frequent         |
| <b>SENSORY DEMANDS - Description (Comment)</b>  | <b>FREQUENCY</b> |
| Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)   | Constant         |
| Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)   | Frequent         |
| Smell – use of smell is an integral part of work performance (e.g. working with chemicals)  | Infrequent       |
| 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  | Infrequent       |
| <b>PSYCHOSOCIAL DEMANDS - Description (Comment)</b>   | <b>FREQUENCY</b> |
| Distressed People – e.g. emergency or grief situations  | Occasional       |
| Aggressive and 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  | Infrequent       |
| <b>ENVIRONMENTAL DEMANDS - Description (Comment)</b>  | <b>FREQUENCY</b> |
| Dust – exposure to atmospheric dust   | Infrequent       |
| Gases – working with explosive or flammable gases requiring precautionary measures  | Not Applicable   |
| Fumes – exposure to noxious or toxic fumes  | Not Applicable   |
| Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)   | Not Applicable   |
| Hazardous Substances – e.g. dry chemicals, glues  | Not Applicable   |
| Noise – environmental/background noise necessitates people raise their voice to be heard  | Infrequent       |
| Inadequate Lighting – risk of trips, falls or eyestrain   | Infrequent       |
| Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight  | Infrequent       |

|   |                |
|---|----------------|
| Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C  | Infrequent     |
| Confined Spaces – areas where only one egress (escape route) exists                     | Not Applicable |
| Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground        | Infrequent     |
| 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 – exposure to body fluids, bacteria, infectious diseases             | Infrequent     |

### Word Counts

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