

POSITION DESCRIPTION



The Sydney
children's
Hospitals Network

care, advocacy, research, education



Collaboration

Openness

Respect

Empowerment

POSITION TITLE (200 characters limit)	SCHN Simulation Service Administration Officer
POSITION NUMBER (from Stafflink) MANDATORY If this is a new position, acquire the position number after the new position has been created.	New Position
AWARD	Health Employees Administrative Staff (State) Award
POSITION CLASSIFICATION	Administrative Officer Level 4
LOCATION	The Sydney Children's Hospital Network
DOES THIS ROLE MANAGE/ SUPERVISE OTHERS?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
DOES THIS REQUIRE SENIOR EXECUTIVE LEVEL STANDARDS?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
PRIMARY PURPOSE (2800 characters limit in ROB)	<p>The Network Simulation Service delivers education and training that facilitates the translation of knowledge and skills through immersive scenarios and structured critical reflection. The Service also supports translational simulation initiatives aimed at improving quality and patient safety by evaluating and optimising clinical environments, systems and processes. The Service is comprised of a multidisciplinary team of clinicians, educators, technical support staff and a Simulation Manager operating across the network.</p> <p>The administration officer provides high level of administrative support to the team working with a degree of autonomy and limited direction in determining work priorities. This role requires a strong commitment to professionalism, flexibility, and</p>

initiative, with the ability to manage competing demands and conflicting priorities effectively.

The position demands well developed organisational, problem solving and communication skills, (both written and verbal) along with sound judgement, attention to detail, and the ability to support effective service delivery through open and professional communication.

KEY ACCOUNTABILITIES

(3100 characters limit in ROB)

A high level description of the outcomes the role is expected to deliver.

'Key Accountabilities' should be:

- outcome focused, rather than process focused

- ordered in importance and/or frequency

- as specific to the role as possible while not detailing tasks.

There should be no more than 6-8 'Key Accountabilities' in total.

Specific functions

- Ensure invoices and expense processing within relevant financial system.
- Coordinate and maintain the Network Simulation Manager's performance appraisal processes.
- Monitor and support staff compliance with mandatory training requirements, including oversight and reporting for the Network Simulation Manager.
- Assist in maintaining and updating the Network Simulation Service Intranet page and the SCHN education hub Internet pages.
- Collaborate with the SCHN Education Hub and Communications and Engagement Directorate to develop and maintain communication and promotional materials for simulation courses and programs ensuring alignment with SCHN strategies and procedures.
- Manage event registration pages and oversee the processing and reconciliation of registration fee payments.

Office Management

- Maintain and optimise office management systems to support the efficient delivery of the services.
- Ensure the work environment is consistently professional, organised and welcoming.
- Coordinate and organise meetings, including agenda preparation and distribution, venue bookings, equipment set up, catering arrangements and development/set up of presentations in a timely manner.
- Management of the electronic record keeping system (Content Manager)
- Establish and maintain communication systems and strategies to ensure key stakeholders are informed.
- Keep track of any matters with deadlines/closing dates, organise and prioritise workflow for timely completion.
- Deliver a full range of administrative support services including, filing, scanning, briefing notes and agendas, minutes, managing mail, drafting under direction letters, licences and agreements etc.
- Maintain records of staff leave and roster system.
- Ensure office equipment functions effectively and report equipment failures promptly.
- Processing of invoice request and payment requisitions for the department. Respond to telephone enquiries: make judgement and take action within scope of practice and appropriate triage of enquiries to resolve issues.

Recruitment

- Be the main point of contact for Simulation recruitment administration.
- Liaise with all applicants regarding necessary paperwork and required certificates.
- Perform end-to-end duties for the recruitment set up and appointment of the successful applicant. This includes but not limited to; set up of panels, interview times, collating paperwork for applicants, processing of recruitment paperwork and finalising recruitment with HR by completing successful applicant forms and ensuring forms are sent to appropriate department for the set-up of employment finalisation including Health Roster access.
- Panel member for administrative recruitments.
- Process contract renewals for temporary staff in support of the Simulation Manager

Teamwork

- Actively contribute to the cohesive and functioning of the team environment.
- Support effective communication from the Simulation team to all customers and key stakeholders.

- Collaborate and support Administration Officers across SCHN Education and Education Hub Services on a need's basis inclusive of extended leave coverage

Travel & Conferences

- Arrange all aspects of travel, including conference attendance, registration and accommodation bookings for domestic and overseas travel for the Program.

Confidentiality

- Maintain the highest level of confidentiality in all Hospital and NSW Health matters.
- Act congruent with the NSW Health Code of Conduct and Code of Ethics.

KEY CHALLENGES <u>(max 3)</u> (700 characters limit) <i>The challenges that are regularly encountered in the role.</i> <i>The Key Challenges should not restate the Key Accountabilities. There should be minimum of 1 and maximum of 3 "Key Challenges" in total.</i>	Point of contact for all general inquiries day-to-day an appropriately fielding enquiry.	
KEY RELATIONSHIPS (internal) <u>(max 3)</u> (200 characters limit) <i>The key stakeholders and customers the role is expected to interact with routinely, rather than periodically. Relationships with both internal (within the department/agency) and external (outside the department/agency) stakeholders should be included where relevant. All roles require interaction with internal stakeholders, however some roles may not interact with external stakeholders.</i>	WHO	WHY
	Network Simulation Manager	Head of Department and this position reports directly.
	Associate Director, Education and Simulation	Strategic oversight of the Network's Simulation service
	Network Simulation staff	Interaction on a daily basis. Direct reports.
KEY RELATIONSHIPS (external) <u>(max 2)</u> (200 characters limit) <i>As above</i>	WHO	WHY
	Other LHDs, NGOs and external companies	Customer Relations

IS THIS A PUBLIC SENIOR EXECUTIVE ROLE WHICH MANAGES RELATIONSHIPS AT THE MINISTERIAL LEVEL?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Other \$ _____ please specify the monetary value of the financial delegation (ex: 5000.00).
FINANCIAL DELEGATION	<input checked="" type="checkbox"/> As per delegation manual	
ESSENTIAL REQUIREMENTS (700 characters in word)	WWCC (Yes/No): No Qualifications/ Licenses/ Registrations (award requirement): N/A	

	<p>Work Health and Safety:</p> <p><u>Select which of the following applies:</u></p> <p><input type="checkbox"/> Supervisor As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.</p> <p style="text-align: center;"><u>OR</u></p> <p><input checked="" type="checkbox"/> Non-Supervisor You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing</p>
<p>SELECTION CRITERIA (700 characters for each criteria in word) (max 8)</p>	<ol style="list-style-type: none"> 1. Demonstrated administrative experience within a health environment. 2. Proven ability to deliver administrative and executive support to senior managers. 3. Developed organisational and office management skills with ability to manage a high volume workload, prioritise competing demands under pressure, and maintain a high level of accuracy an attention to detail. 4. Advanced skills in office systems and software including hospital-based applications (eg. ROB, patient management, Oracle, HealthRoster()) and the Microsoft - MS Teams, PowerPoint, Word, Excel, Outlook Mail and Calendar. 5. Ability to work autonomously with minimal supervision. Demonstrating initiative and sound judgement. 6. Excellent written and verbal communication skills, with the ability to engage effectively with stakeholders at all levels. 7. Proven ability to work independently and collaboratively within a team environment. 8. Demonstrated initiative and strong problem-solving capabilities.

Noise – environmental/background noise necessitates people raise their voice to be heard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inadequate Lighting – risk of trips, falls or eyestrain	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confined Spaces – areas where only one egress (escape route) exists	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>