

## POSITION DESCRIPTION

# HSNSW - ES – Team Leader

Our CORE values  
Collaboration Openness Respect Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	HealthShare NSW
<b>Position Classification</b>	Health Mgr Lvl 1
<b>State Award</b>	Health Managers (State) Award
<b>Category</b>	Finance and Audit   Payroll
<b>Website</b>	<a href="http://www.healthshare.nsw.gov.au">www.healthshare.nsw.gov.au</a>

## PRIMARY PURPOSE

The Team Leader is responsible for leading an operational team within Employee Services, managing team members and service requirements, including medical recruitment, on-boarding, Masterfile changes, payroll operations and production are accurately completed within defined timeframes ensuring compliance with the NSW Health Legislation, policy and procedures.

## COVID-19 VACCINATION COMPLIANCY

The Public Health (COVID-19 Vaccination of Health Care Workers) Order 2021 commenced on 26 August 2021. The Order establishes mandatory requirements for health staff and persons working in health settings to be vaccinated with a COVID-19 vaccine. Mandatory COVID-19 vaccination will now be required for all NSW Health staff.

## ESSENTIAL REQUIREMENTS

- Extensive experience in managing, coordinating and motivating large transaction service teams in a high volume and complex shared services environment with the ability to prioritise work to meet conflicting client demands and strict deadlines and knowledge of Human Resources Information System (HRIS) or payroll packages.
- Proven capacity to develop, implement and promote service improvement and system enhancement initiatives, including the capability to plan operational activities, manage change and improve performance.
- Sound knowledge and practical experience in working with NSW Health Policies, Procedures, Public Hospital Awards, Agreements, Determinations and Legislation.
- Demonstrated high level interpersonal skills, with an achievement in fostering a performance based and customer focused work culture.

## KEY ACCOUNTABILITIES

- Provide leadership and direction to staff and effectively manage operational issues (including customer escalations) to ensure continuous effective service delivery and a performance based, innovative, responsive and accountable customer focused work culture.
- Coordinate and analyse the work of team members, supervise and monitor the workflow within the team to ensure all actions are processed in line with deadlines and milestones.
- Leading change management activities to ensure change is embraced and successfully implemented

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- within the team.
- Driving innovation within the team to actively engage in continuous improvement activities.
- Ensure audit requirements are met in line with business and state requirements.
- Supervising and training staff on policies, procedures and business systems in order to contribute to the efficient, effective and compliant operation of the business and its services.
- Provide advice and general consultancy service on matters pertaining to Award interpretation and procedural and policy issues.

## KEY CHALLENGES

- To maintain a highly professional, performance based, innovative, responsive and accountable customer service culture,
- Ensure HealthShare NSW employees operate and engage in accordance with the NSW Health and HealthShare NSW values and the HealthShare NSW customer promises (and the expected behaviours associated with those values and promises),
- To successfully manage relationships within HealthShare NSW and with customers, and to exercise sound judgement and discretion in dealing with sensitive and contentious issues and when representing HealthShare NSW.

## KEY RELATIONSHIPS

Who	Why
Manager	<input type="checkbox"/> Escalate issues, keep informed, advise and receive instructions <input type="checkbox"/> Contribute knowledge and expertise to corporate decision making <input type="checkbox"/> Inspire and motivate team, provide direction and manage performance
Work Team	<input type="checkbox"/> Represent work group perspective and share information <input type="checkbox"/> Lead discussions and decisions regarding implementation of innovation and best practice
Client/customers	<input type="checkbox"/> Provide strategic advice for business improvement <input type="checkbox"/> Resolve issues and provide solutions to challenges
Stakeholders	<input type="checkbox"/> Manage expectations and resolve issues <input type="checkbox"/> Maintain collaborative working relationships

## 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

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conduct set out in the NSW Health Code of Conduct.

### **Finance and Assets**

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.

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## 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
	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
	Finance	Intermediate
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
	<b>Manage and Develop People</b>	<b>Intermediate</b>
	Inspire Direction and Purpose	Intermediate
	Manage Reform and Change	Intermediate

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### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change</li> <li>Offer own opinion and raise challenging issues</li> <li>Listen when ideas are challenged and respond in a reasonable way</li> <li>Work through challenges</li> <li>Stay calm and focused in the face of challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</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 when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay 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>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>Research and analyse information and make recommendations based on relevant evidence</li> <li>Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Results</b>	Foundational	<ul style="list-style-type: none"> <li>Take responsibility for own actions</li> </ul>

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### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Demonstrate Accountability		<ul style="list-style-type: none"><li>• Be aware of delegations and act within authority levels</li><li>• Be aware of team goals and their impact on work tasks</li><li>• Follow safe work practices and take reasonable care of own and others health and safety</li><li>• Escalate issues when these are identified</li></ul>
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"><li>• Ensure that roles and responsibilities are clearly communicated</li><li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li><li>• Develop team capability and recognise and develop potential in people</li><li>• Be constructive and build on strengths when giving 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 resolution of issues</li></ul>