Sydney Children’s Hospitals Network

Proposed Restructure

Medical Workforce Team

Version 2

September 2016
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Introduction

In June 2016, a consultation document was released that outlined a proposed restructure of the medical administration services in the Network. The restructure is necessary to ensure the Network is able to best fulfil current and future medical workforce challenges. The proposals will improve governance and systems for both senior and junior medical workforce management within the resources available.

This is Version 2 of the proposed restructure, which has been developed in response to the feedback from Version 1 of the consultation from both staff and unions/associations. The responses largely supported changes to medical administration but wanted to retain aspects of medical leadership at Sydney Children’s Hospital (SCH) and replicate this at The Children’s Hospital at Westmead (CHW) and to ensure that there was greater equitability of administrative support across both sites.

Version 2

In response to the feedback from the initial consultation, a revised ‘Version 2’ consultation document with revised structures has been developed responding to feedback within the limitations of the resources available. The proposals are outlined in this version of the consultation document.

1. Revised Current Structure

A revised ‘current’ structure chart has been developed in response to consultation feedback to include staff that are indirectly affected or are not part of the existing medical administration team reporting to the Workforce Directorate.

2. Site Based Leadership, Expertise and Resources

In response to feedback particularly from the SCH site, the working arrangements for the proposed 0.5 FTE Network Deputy Director Junior Medical Administration/JMO Co-lead position have been amended in the Version 2 document. It is now proposed that this role will be a ‘job shared’ co-lead position to ensure that there is on-site medical expertise and leadership at the Westmead and Randwick campuses (to be 0.25 FTE respectively).

Proposed JMO Workforce Teams

The Network JMO Manager/Co Lead position remains unchanged from the initial consultation document and will work jointly with the job shared Medical Co-lead role with a normal weekly presence of at least two days at each hospital site.

Dedicated JMO Workforce teams are proposed for each site with some shared recruitment related services to be located within the Workforce Transactional Services Team.

These site based teams will be managed by the Network JMO Manager (Co-Lead) to provide consistent governance and single systems across the Network. Working collaboratively with the Network JMO Manager, it is expected that the workforce transactional services team managers will have some subject matter supervision and advice provided to the site based teams, particularly in relation to recruitment and establishment processes and rostering and pay processes.

It is proposed to establish a site based JMO Workforce Coordinator position focussing on day to day operational matters at each campus. In addition there will be two JMO workforce administrative support positions at each site to provide effective site based administrative services. The JMO rotation management and rostering administration functions will be performed by the on-site JMO workforce administrative support teams.
A Senior Recruitment and Establishment Officer and a part time Recruitment and Establishment Officer are proposed in the Workforce Transactional Services Team to provide timely and accurate JMO recruitment processing including a Network approach to JMO visa and registration administration.

**Proposed SMO Workforce Team**

The Network Manager – Medical Administration currently works with the Network Director of Clinical Governance and Medical Administration and the Associate Director – Workforce Operations supporting senior medical workforce projects and providing advice in the Medical and Dental Appointment Advisory Committee (MDAAC) process.

As in Version 1 of the consultation process, the Network Manager – Medical Administration will provide support and advice in senior medical workforce matters to the proposed created Network SMO Workforce Co-ordinator (also outlined in Version 1). The Network SMO Workforce Co-ordinator will be required to have a normal weekly presence of at least two days at each hospital site.

In Version 2 of the proposals, a Senior Medical Workforce Officer role reporting to the Network SMO Workforce Co-ordinator has been established on each site to provide operational support for timely and accurate senior medical recruitment and MDAAC appointment processes (FTE allocation reflects size of sites).

**Medical Education**

The reporting lines and working relationships associated with Medical Education will be established following discussion with key stakeholders.
## Proposed Affected Staff

<table>
<thead>
<tr>
<th>Position</th>
<th>FTE</th>
<th>Classification</th>
<th>Level</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Workforce Manager</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 3</td>
<td>Network</td>
</tr>
<tr>
<td>HR Officer (JMO)</td>
<td>1.5</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Westmead</td>
</tr>
<tr>
<td>HR Officer (SMO)</td>
<td>1</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Westmead</td>
</tr>
<tr>
<td>JMO Rostering &amp; Payroll Coordinator</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 1</td>
<td>Westmead</td>
</tr>
<tr>
<td>JMO Rostering &amp; Payroll Officer</td>
<td>0.6</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Westmead</td>
</tr>
<tr>
<td>CRMO Assistant</td>
<td>1</td>
<td>Admin Officer</td>
<td>Level 4</td>
<td>Westmead</td>
</tr>
<tr>
<td>Medical Workforce Coordinator</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 2</td>
<td>Randwick</td>
</tr>
<tr>
<td>JMO Administrative Officer</td>
<td>1</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Randwick</td>
</tr>
<tr>
<td>CRMO Assistant</td>
<td>1</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Randwick</td>
</tr>
<tr>
<td>Admin Assistant</td>
<td>0.5</td>
<td>Admin Officer</td>
<td>Level 3</td>
<td>Randwick</td>
</tr>
</tbody>
</table>

It is proposed that the Deputy Director Medical Administration at SCH works to the new revised PD for the fraction of their role performing the duties of the Network Deputy Director - Medical Administration / Co-Lead (CHW/SCH Job Share)
Proposed JMO Management Structure and Staffing

The organisational chart below represents the proposed JMO management structure.
Proposed Senior Medical Workforce Management Structure and Staffing

The organisational chart below represents the proposed SMO management structure.

[Diagram showing the proposed senior medical workforce management structure with roles and responsibilities including Director of Workforce, Associate Director of Workforce Operations, Network Coordinator, Senior Medical Workforce Officer, Admin Officer (Conference Leave), Director of Medical Administration, Director of Clinical Operations, and appropriate FTEs and L levels for each role.]
Proposed Positions JMO

<table>
<thead>
<tr>
<th>Position</th>
<th>FTE</th>
<th>Classification</th>
<th>Level</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Deputy Director - Medical Administration / Co-Lead (CHW/SCH Job Share)</td>
<td>0.5</td>
<td>Staff Specialist</td>
<td></td>
<td>Network</td>
</tr>
<tr>
<td>Network JMO Manager / Co-Lead</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 3</td>
<td>Network</td>
</tr>
<tr>
<td>JMO Workforce Coordinator</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 1</td>
<td>Westmead</td>
</tr>
<tr>
<td>JMO Workforce Coordinator</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 1</td>
<td>Randwick</td>
</tr>
<tr>
<td>JMO Workforce Administrator</td>
<td>2</td>
<td>Admin Officer</td>
<td>Level 4</td>
<td>Westmead</td>
</tr>
<tr>
<td>JMO Workforce Administrator</td>
<td>1.5</td>
<td>Admin Officer</td>
<td>Level 4</td>
<td>Randwick</td>
</tr>
<tr>
<td>Senior Recruitment and Establishment Officer – JMO (designated role within the Workforce Transaction Services Team)</td>
<td>1</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Network</td>
</tr>
<tr>
<td>Recruitment and Establishment Officer – JMO (designated role within the Workforce Transaction Services Team)</td>
<td>0.5</td>
<td>Admin Officer</td>
<td>Level 4</td>
<td>Network</td>
</tr>
</tbody>
</table>

Proposed Positions SMO

<table>
<thead>
<tr>
<th>Position</th>
<th>FTE</th>
<th>Classification</th>
<th>Level</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Coordinator – Senior Medical Workforce</td>
<td>1</td>
<td>Health Manager</td>
<td>Level 2</td>
<td>Network</td>
</tr>
<tr>
<td>Senior Workforce Officer - SMO</td>
<td>1</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Westmead</td>
</tr>
<tr>
<td>Senior Workforce Officer - SMO</td>
<td>0.6</td>
<td>Admin Officer</td>
<td>Level 5</td>
<td>Randwick</td>
</tr>
</tbody>
</table>

Proposed Timetable for Implementation

<table>
<thead>
<tr>
<th>Stage</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultation with staff and Unions commences</td>
<td>5 September 2016</td>
</tr>
<tr>
<td>Consultation closes</td>
<td>20 September 2016</td>
</tr>
<tr>
<td>Assessment of staff and Union comments</td>
<td>23 September 2016</td>
</tr>
<tr>
<td>Decision of the final structure</td>
<td>26 September 2016</td>
</tr>
<tr>
<td>Notification of Affected Status and Appointment to the new structure commences</td>
<td>Early October 2016</td>
</tr>
</tbody>
</table>
Employee Assistance Program

Employee Assistance Program (EAP) is a free strictly confidential and professional counselling service provided by the Sydney Children's Hospitals Network to all staff. Staff can access by contact details:

- Access EAP 1800 81 87 28
- Converge International 1800 33 70 68

Feedback and Contact Details

Enquiries and feedback regarding the proposed structure to:

Glen Farrow – Director of Clinical Governance
glen.farrow@health.nsw.gov.au

Ian Fuller – Director of Workforce
ian.fuller@health.nsw.gov.au

Appendix – Position Descriptions

The proposed roles position descriptions are detailed in the below table.

<table>
<thead>
<tr>
<th>Proposed Roles – JMO</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Deputy Director - Medical Administration / Co-Lead (CHW/SCH Job Share)</td>
<td>11</td>
</tr>
<tr>
<td>Network JMO Manager / Co-Lead</td>
<td>15</td>
</tr>
<tr>
<td>JMO Workforce Coordinator</td>
<td>23</td>
</tr>
<tr>
<td>JMO Workforce Coordinator</td>
<td>23</td>
</tr>
<tr>
<td>JMO Workforce Administrator</td>
<td>30</td>
</tr>
<tr>
<td>JMO Workforce Administrator</td>
<td>30</td>
</tr>
<tr>
<td>Senior Recruitment and Establishment Officer – JMO (designated role within the Workforce Transaction Services Team)</td>
<td>36</td>
</tr>
<tr>
<td>Recruitment and Establishment Officer – JMO (designated role within the Workforce)</td>
<td>43</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Proposed Roles – SMO</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Coordinator – Senior Medical Workforce</td>
<td>49</td>
</tr>
<tr>
<td>Senior Workforce Officer - SMO</td>
<td>56</td>
</tr>
<tr>
<td>Senior Workforce Officer - SMO</td>
<td>56</td>
</tr>
</tbody>
</table>
POSITION DESCRIPTION

POSITION DETAILS:

<table>
<thead>
<tr>
<th>TITLE</th>
<th>Deputy Director – Medical Administration  (Network JMO Management)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SALARY CLASSIFICATION</td>
<td>Staff Specialist or Visiting Medical Officer or Dental Specialist</td>
</tr>
<tr>
<td>RELEVANT AWARD:</td>
<td>Relevant industrial instrument</td>
</tr>
<tr>
<td>LOCATION</td>
<td>Westmead/ Randwick or Network</td>
</tr>
<tr>
<td>EMPLOYMENT STATUS</td>
<td>0.5 FTE</td>
</tr>
<tr>
<td>RESPONSIBLE TO:</td>
<td>Director of Clinical Governance and Medical Administration</td>
</tr>
</tbody>
</table>

SCOPE OF POSITION

The JMO Manager Co-Leads will work in close collaboration with each other; the Deputy Director – Medical Administration (Network JMO Management), a Senior Medical Officer, will provide the professional medical leadership while the JMO Manager (HSM) will provide the lead on business, workforce and administrative management.

- The Co-Leads will work closely with colleagues in Clinical Operations, Workforce Services and the Education and Training Department to provide leadership and support to the Sydney Children's Hospitals Network (the Network) managers to ensure the effective management of the JMO workforce.
- The Co-Leads will oversight the systems to manage the JMOs while working in their clinical roles to ensure all Network and regulatory standards are met and to support and manage JMOs during their placement in the Network.
- The Co-Leads will lead and manage the two site based Chief Resident Medical Officers and their administrative support to support the delivery of operational JMO services across the Network.

ACCOUNTABILITIES

Joint responsibilities:

1. To develop and maintain a workforce plan for the junior medical workforce that balances the provision of high quality, safe and patient focussed care while optimising the training requirements of JMOs
2. To work collaboratively with Director of Clinical Operations, Clinical Program Directors and Medical Heads of Department to forward plan and respond to the operational requirements of the JMO workforce demand and supply needs in programs and departments
3. To work collaboratively with Director of Clinical Operations, Clinical Program Directors and Medical Heads of Department to develop an operational policy and guidelines to ensure consistent management of JMOs across the Network (incorporating rotation/allocation, orientation and training, clinical standards and establishment control and managing employee related expenses)
4. To work with and manage the two site based Chief Resident Medical Officers CRMOs and their administrative support to support the delivery of operational JMO services across the Network (including professional standards and compliance, support and guidance to JMOs,
mentoring and coaching, annual and adhoc recruitment and orientation, allocation and rostering, pay and employment matters).

5. To enforce compliance and regulations (eg registration, working with children checks, immunisation, mandatory training)

6. To work with the CRMOs and Medical Workforce team to ensure delivery of the annual recruitment and orientation processes

7. To work with CRMOs and Workforce Transactional team to ensure JMO rostering, pay issues and leave management are optimised

8. To work with Workforce Operations Consultancy team on JMO performance issues, trainees in distress and other work and non-work related injuries or health issues

9. To work with the Network leads for Education and Training to oversee the optimal provision of training and education for JMOs; including collaboration with HETI and colleges

10. To work with the Network leads for Education and Training to ensure the Network meets accreditation standards as a training provider for JMOs

11. To provide guidance and advice to the Education Support Officers to ensure the individual JMO training requirements are planned and delivered

12. To work with the Network leads for Education and Training/Workforce Services to ensure supervision, mentoring and appraisal processes are completed as required

Specific responsibilities for Deputy Director – Medical Administration (Network JMO Management)

- To provide professional medical leadership for the Junior Medical Officers
- To champion and enforce clinical, professional and ethical standards
- To promote safe and high quality patient centred care (Stronger, Safer, Smarter)
- To mentor and support the two site based Chief Resident Medical Officers
- To develop collaborative working relationships with JMO education leads (eg DPETs)
- To provide leadership, advice and support to Program Directors and Medical Heads of Department on professional medical leadership issues relating to their JMO workforce
- To provide leadership and advice on JMO professional conduct issues (including breaches of compliance) and take required actions in conjunction with Workforce Services
- To provide leadership and advice to assist JMOs in distress, including personal intervention where appropriate or advice/support in conjunction with CRMO
- To take the professional lead on financial and workforce efficiency initiatives (eg leave management and rostering)
- To take the lead in external meeting and relationship management for professional JMO workforce matters
- To take the lead and/partner with internal Education and Training colleague on external meeting and relationship management for JMO education and training issues

QUALITY AND SAFETY

- Support quality and safe patient care through the provision of contemporary JMO management.
- Ensure that continuous improvement is evident and key performance indicators effectively identify improvement opportunities.
- Establish appropriate systems for implementing and reporting on quality improvement activities, consistent with accreditation requirements and NSW Health quality outcomes.

RISK

- Maintain a risk register relevant to risks within JMO management as part of the overall Network risk management process.
- Understand the risks and liabilities for JMO management.
• Anticipate projected future financial, personnel and physical resource challenges and address these using appropriate strategies.

DECISION MAKING
• Ensure that the JMO management structures and processes meet service requirements taking account of patient safety and service quality issues.
• Implement systems and processes that foster open communication, consultation, partnership and ownership in problem solving and conflict resolution.

PROBLEM SOLVING
• Use a range of analytical tools and techniques to break down complex problems or issues and test likely outcomes to solve complex problems.

COMMUNICATION
Advocate
• Advocate for the Network Strategic Plan Priorities in a range of forums as required.
• Advocate JMO matters within and external to the Network.

Facilitate
• Lead the establishment and maintenance of open communication mechanisms with key stakeholders.
• Establish and maintain a model of collaborative working relationships with key stakeholders.

Influence
• Ensure effective collaboration and decision making with key stakeholders across JMO management.
• Actively seek to optimise the value of equity and diversity in the workplace,
• Ensure appropriate delegation of authority, responsibility and accountability and establish mechanisms for monitoring progress.
• Work in a collaborative manner with the Network professional leads.

SELECTION CRITERIA
1. Eligible for Registration with AHPRA and hold Fellowship of the relevant college and / or other specialist recognition as provided for in the Staff Specialists (State) Award
2. Commitment and ability to work in the Co-lead model
3. Commitment to provide support and develop system to enhance the role and experience of junior medical trainees
4. Demonstrated ability to develop processes to ensure JMOs are providing high quality and safe patient care
5. Demonstrated success in building effective relationships with Managers and staff and external bodies (eg Colleges)
6. Demonstrated leadership skills and ability in service planning to meet targets and drive efficiency
7. Demonstrated ability to manage systems and compliance
8. Demonstrated ability to manage a team and work collaboratively with multi- stakeholders and teams
9. Demonstrated ability to implement system redesign and change

As the incumbent of this position, I confirm I have read the Position Description, understand its contents and agree to work in accordance with the requirements of the position.
Employee Name: 

Employee Signature:  Date: 

Position Description – Network JMO Manager / Co-Lead

| * Reference Number: | “Recruitment Reference Number”
| | This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |

| * Recruitment Type | ☑ General Recruitment |

| * Position Title: | Network JMO Manager / Co-Lead |

| * Cost Centre: | |

| * Organisation Unit | Sydney Children’s Hospitals Network |

| * Location: | Network |

| * Facility: | You may be required to work in any facility within the Sydney Children’s Hospitals Network. |

| * Award: | Health Managers (State) Award |
* Classification: | Health Manager Level 3
---|---
* Treasury Code: | Leave this field blank. Staff Services will enter the required information.

### Registration / Licence Requirements

<table>
<thead>
<tr>
<th>Specialty Code/s:</th>
<th>Professional Category</th>
<th>Primary Function</th>
<th>Client Group</th>
<th>Speciality Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>01 – Medical</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>1 – Adult</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
</tr>
<tr>
<td></td>
<td>02 - Nursing</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>2 – Paediatric</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 - Mixed</td>
<td></td>
</tr>
</tbody>
</table>

* Vaccination Category: | Category B: No contact with clients or blood or body substances. Select one category only by ticking the relevant box ‘A’ or ‘B’

* Pre Employment Screening Check | What pre-employment screening check is required for this position: |
|---|---|
| | National Criminal Record Check

* Responsible To: | Associate Director Workforce Operational Services

* Responsible For (staff): | JMO Workforce Coordinator (1 FTE at Westmead and 1 FTE at Randwick) |
|---|---|
| | JMO Workforce Administrator (2 FTE at Westmead and 1.5 FTE at Randwick)

* Purpose of Position | The Network JMO Management Co-Leads will work in close collaboration with each other; the Network Deputy Director – Medical Administration Co-Lead (job share Staff Specialists), will provide the professional medical leadership while the Network JMO Manager will provide the lead on business, workforce and administrative management. |
|---|---|
| | • The Co-Leads will work closely with colleagues in Clinical Operations and the Education and Training Department to provide leadership and support to the Sydney Children’s Hospitals Network (the Network) managers to ensure the
effective management of the JMO workforce.

- The Co-Leads will oversight the systems to manage the JMOs while working in their clinical roles to ensure all Network and regulatory standards are met and to support and manage JMOs during their placement in the Network.
- The Co-Leads will lead and manage the two site based Chief Resident Medical Officers (CRMOs) and their administrative support to support the delivery of operational JMO services across the Network.

<table>
<thead>
<tr>
<th>* Key Accountabilities</th>
<th>Joint responsibilities:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop and maintain a workforce plan for the junior medical workforce that balances the provision of high quality, safe and patient focussed care while optimising the training requirements of JMOs</td>
<td></td>
</tr>
<tr>
<td>To work collaboratively with Clinical Program Directors and Medical Heads of Department to forward plan and respond to the operational requirements of the JMO workforce demand and supply needs in programs and departments</td>
<td></td>
</tr>
<tr>
<td>To work collaboratively with Clinical Program Directors and Medical Heads of Department to develop an operational policy and guidelines to ensure consistent management of JMOs across the Network (incorporating rotation/allocation, orientation and training, clinical standards and establishment control and managing employee related expenses)</td>
<td></td>
</tr>
<tr>
<td>Work with and manage the two site based CRMOs and the site based JMO Workforce Team to support the delivery of operational JMO services across the Network (including professional standards and compliance, support and guidance to JMOs, mentoring and coaching, orientation, allocation and rostering, pay and employment matters)</td>
<td></td>
</tr>
<tr>
<td>Foster a collaborative team work approach within the JMO Workforce Teams and the Workforce Recruitment and Establishment Team to ensure effective and efficient recruitment (annual and ad hoc) processes are in place to meet the Network business needs.</td>
<td></td>
</tr>
<tr>
<td>Review and enforce compliance and regulations (eg registration, working with children checks, immunisation, mandatory training)</td>
<td></td>
</tr>
<tr>
<td>Work with CRMOs to ensure JMO rostering, pay issues and leave management are optimised</td>
<td></td>
</tr>
<tr>
<td>Work with Workforce Operations Consultancy team on JMO performance issues, training in distress and other work and non-work related injuries or health issues</td>
<td></td>
</tr>
<tr>
<td>Work with the Network leads for Education and Training to oversee the optimal provision of training and education for JMOs; including collaboration with HETI and colleges</td>
<td></td>
</tr>
<tr>
<td>Work with the Network leads for Education and Training to ensure the Network meets accreditation standards as a training provider for JMOs</td>
<td></td>
</tr>
<tr>
<td>Provide guidance and advice to the Education Support Officers to ensure the individual JMO training requirements are planned and delivered</td>
<td></td>
</tr>
<tr>
<td>Work with the Network leads for Education and Training/Workforce Services to ensure supervision, mentoring and appraisal processes are completed as required</td>
<td></td>
</tr>
<tr>
<td>In consultation with key stakeholders promote the Network as an “Employer of Choice”. Develop and manage marketing campaigns promotion activities and employment programs to attract and retain junior medical staff.</td>
<td></td>
</tr>
<tr>
<td>Contribute to the Network medical workforce plan and develop strategies to implement workforce planning initiatives.</td>
<td></td>
</tr>
</tbody>
</table>

Specific responsibilities for JMO Manager Co-Lead

- Oversee and continuously improve the business and administrative processes to manage the Network’s JMO workforce
- Develop, implement and continuously review the JMO workforce management system (recruitment, orientation, employee records, compliance, roster, pay) using the best business processes and electronic systems to
efficiently support and manage the JMO workforce

- Manage administrative support staff for the JMO workforce service
- Work closely with Education and Training colleagues to align their systems to the JMO workforce management system
- Take the lead and/partner with internal Education and Training colleague on record keeping and issues relation to JMO education and training issues
- Mentor and support the two site based JMO Workforce Coordinators to ensure provision of effective and efficient administrative functions (recruitment, orientation, rostering, leave management, rotations and secondments)
- Provide leadership, advice and support to Clinical Program Directors and Medical Heads of Department on general performance issues relating to their JMO workforce and take required actions in conjunction with Workforce Services
- To take the lead on financial and administrative issues related to JMO workforce including timely and accurate processing of secondment recovery invoicing
- To take the lead in external meetings and relationship management for workforce and administrative JMO matters
- Manage and develop a team that provide a first point of contact for JMO for workforce and administration matters and delivery of high quality customer service, in a timely manner.
- To actively participate in the development and implementation of systemic medical workforce changes and continuous improvement activities that will ultimately improve the delivery of care to children and their families.
- Develop and maintain performance measures to ensure effective monitoring of the recruitment, selection, appointment and other workforce related functions in various formats including the Workforce Dashboard.
- To participate in the evaluation of the service including improvements for the successful delivery of timely services. Manage department feedback and performance indicators and produce a report of feedback to monitor issues and ensure continual improvement strategies are in place.
- To create opportunity to enhance professional development within the teams. Identify professional development needs and organise training and mentorship to meet the Team’s requirements.
- Develop and implement KPIs for the team and provide appropriate feedback to team members.
- Ensure recruitment, selection and appointment for medical staff are continuously reviewed and implemented in accordance with the Ministry and Network requirements as well as supporting contemporary employment principles.
- Undertake initial assessment and planning of employee relations matters (Performance, Grievance and Misconduct) in consultation with the CRMO, Workforce Managers and Associate Director – Operational Workforce Services.
- Undertake case management of investigations as required.
- Champion a strong customer service focus for all interactions – with a ‘Children First and Foremost’ mentality to our internal clients. Develop quality initiatives, programs and provisions that support high level and consistent service to SCHN customers.
- Support the Associate Director Workforce Operational Services with ongoing projects as required.
- Identify needs of the Network to improve service expectations and provide recommendation to the Associate Director Workforce Operational Services on improvement strategies.
- Model, promote and encourage a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assist team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.
**WORKFORCE MANAGEMENT**

**Equal Employment Opportunity**

Employees:
Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager.

**Occupational Health Safety & Rehabilitation**

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head's and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

**CHILD SAFETY & PROTECTION**

SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:

- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:
Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

**LEARNING AND DEVELOPMENT**

**PERSONAL AND PROFESSIONAL**
Organisational Requirements

I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL mandatory training required for this position.
- Professional updates at regular intervals

Risk Management:

Accountabilities

- All employees at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.
- Department Heads and Supervisors must: Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

* Challenges / Problem Solving

- Exercise initiative and problem solving skills
- Independently dealing with JMO issues in a professional manner resulting in satisfactory outcomes for all parties
- Maintaining a high level of discretion and confidentiality and using sound judgement in the provision of advice
- Work within remit of limited supervision and maintain deadlines
- Independently prioritising strategic and operational tasks in order to meet the expectations of business needs and processing timeframes
- To coach stakeholders to further their knowledge of Workforce and its delivery.
- Acting as the LHD/portfolio representative in medical workforce matters on behalf of the organisation.
- Demonstrating resilience and persistence in balancing the needs of competing demands within a complex, high work volume environment encompassing the delivery of strategic and operational outcomes.

* Communication

Network Deputy Director – Medical Administration (Job Share JMO Management)
Director of Clinical Governance and Medical Administration
Clinical Program Directors
Medical Department Heads
Junior Medical Officers
HealthShare

External:
Specialist Colleges
Training Networks
HETI
Australian Health Practitioner Regulation Agency
| **Rotating hospitals and training programs**  
* Other external agencies and stakeholders | |  |
|---|---|---|

| **Decision Making** | - The Network JMO Manager Co-Lead has a high level of autonomy in the day to day exercise of Workforce decision making and authority within the portfolio, and will work closely with the Network Deputy Director – Medical Administration (Job Share JMO Management) in the development and implementation of people and workforce plans and strategies within the Network.  
- Review of strategic direction and operational systems and decision making within the scope of the role.  
- The position makes recommendations to the Associate Director Workforce Operational Services on matters including but not limited to: significant change to processes; change management initiatives; facility reform agenda; policies and procedures; budget/financial performance as it relates to medical workforce activities within the portfolio; and performance against service level agreements.  
- The Network JMO Manager Co-Lead exercises analytical decision making and problem solving skills in relation to all complex JMO workforce and administrative issues across the Network. | |  |

| **Selection Criteria** | 1. Relevant tertiary qualifications in Human Resources, or other relevant field and/or extensive experience in human resources management in a large diverse service industry organisation.  
2. Ability to work effectively as a co-lead and as a member of various teams in a matrix environment  
3. Demonstrated ability to be largely self-managing and remain resilient in a high pressure, high volume work environment  
4. Demonstrated high level communication and interpersonal skills with a wide range of stakeholders (both verbal and written) including the ability to influence and negotiate with multiple stakeholders  
5. Demonstrated high level organisational skills with experience of balancing strategic and operational management agendas  
6. Analytical skills that facilitates a conceptual approach to the strategic planning process and proven ability to develop innovative solutions  
7. Demonstrated high level problem solving ability and the ability to take initiative and make decisions within remit of role  
8. Well-developed computing skills, including high level of competence in Microsoft Office, Word, Excel and Powerpoint and ability to utilise corporate databases. | |  |

| **Staffing** | 5.5 | |  |

<p>| <strong>Budget</strong> | As per the SCHN Delegation Manual | |  |</p>
<table>
<thead>
<tr>
<th>* Financial Delegation</th>
<th>Financial delegation is in accordance with the Delegations Manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendices</td>
<td></td>
</tr>
</tbody>
</table>
## Position Description – JMO Workforce Coordinator

| * Reference Number: | “Recruitment Reference Number”  
This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |
|---------------------|--------------------------------------------------------------------------------|
| * Recruitment Type  | Select one of the below options:  
- General Recruitment |
| * Position Number   | |
| * Position Title:   | JMO Workforce Coordinator |
| * Cost Centre:      | 680816 |
| * Organisation Unit| Sydney Children’s Hospitals Network (SCHN) |
| * Location:         | Westmead (1 FTE) and Randwick (1 FTE) |
| * Facility:         | Westmead or Randwick  
You may be required to work in any facility within the Sydney Children’s Hospitals Network. Should this occur, reasonable notice will be provided. |
<p>| * Award:            | Health Managers (State) Award |</p>
<table>
<thead>
<tr>
<th><strong>Classification:</strong></th>
<th>Health Services Manager Level 1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Treasury Code:</strong></td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
</tr>
<tr>
<td><strong>Registration / Licence Requirements</strong></td>
<td>NIL</td>
</tr>
<tr>
<td><strong>Specialty Code/s:</strong></td>
<td></td>
</tr>
<tr>
<td>Professional Category</td>
<td>Primary Function</td>
</tr>
<tr>
<td>01 – Medical</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
</tr>
<tr>
<td>02 – Nursing</td>
<td></td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Vaccination Category:</strong></td>
<td>Category B</td>
</tr>
<tr>
<td><strong>Pre Employment Screening Check</strong></td>
<td>What pre-employment screening check is required for this position:</td>
</tr>
<tr>
<td></td>
<td>National Criminal Record Check</td>
</tr>
<tr>
<td><strong>Responsible To:</strong></td>
<td>Network JMO Manager Co-Lead</td>
</tr>
<tr>
<td><strong>Responsible For (staff):</strong></td>
<td>JMO Workforce Administrators</td>
</tr>
<tr>
<td><strong>Purpose of Position</strong></td>
<td>The JMO Workforce Coordinator is responsible for the day to day operations of the site based JMO Workforce Team. The position holder will supervise the daily operations, ensuring timely customer service focussed results. They will ensure the established Key Performance Indicators (KPIs) are achieved and report on performance based results.</td>
</tr>
<tr>
<td></td>
<td>The position holder will ensure secondment rotation and rostering processes</td>
</tr>
</tbody>
</table>
are completed in an accurate and timely manner to meet the needs of the SCHN junior medical workforce. They will also work with the Network JMO Manager Co-Lead and other Network Managers on recruitment strategies and campaigns. This includes working collaboratively with the Recruitment and Establishment staff to support an effective and efficient JMO recruitment process.

Note: Junior Medical Officer (JMO) includes Residents, Registrars, Provisional Fellows, Career Medical Officers, Honorary Junior Medical Officers, Clinical Placements and Observers.

* Key Accountabilities

- Managing the Sydney Children’s Hospitals Network (SCHN) JMO rostering and rotation processes and activities.
- Managing and mentoring the JMO Workforce administrators within their day to day activities and workloads.
- Assisting in managing the agreed budgeted FTEs including JMO annual bulk recruitment and ad hoc recruitment throughout the year.
- Overseeing the administrative duties relating to roster input and maintenance and timesheet processing and adjustments for the Junior Medical Officers (JMOs) within the SCHN rostering system. Managing rotation administration including placement details and communication with external Local Health districts (LHDs), and assistance with short term relief coverage including salary recovery.
- Working with the (Chief Resident Medical Officer) CRMOs to ensure appropriate management of annual leave and ADOs including reporting and scheduling to ensure accumulation of excessive annual leave and ADO’s is minimal.
- Supporting the CRMOs to manage leave requests, staffing shortages, unplanned absences, roster discrepancies and supervisor allocation for Night Relief trainees.
- Assisting the CRMOs and Departments with developing, managing and publishing term allocations and rosters as required.
- Working with the Workforce Transactional Services Team to ensure recruitment, appointment and pay issues are resolved in a timely and accurate manner.
- Ensuring that team tasks are processed within defined timeframes. Additionally, ensuring NSW Health legislation, policies and procedures are followed, and communication within the JMO Workforce Team is maintained at optimal standards.
- In consultation with the Network JMO Manager Co-Lead and the JMO Workforce Coordinator at the other site of SCHN, review and set KPIs for the team. Continuously monitoring and improving on these KPIs to ensure a seamless and consistent provision of service.
- Managing complex issues escalated by the team and assisting them to resolve these in an appropriate and effective manner.
- Supporting and working with the Workforce Recruitment and Establishment Team to ensure effective processes, timeframes and conditions for recruiting and selection of overseas applicants. These include providing advice to managers, selection panel convenors/members and applicants.
- Overseeing the coordination of JMO orientation throughout the year to ensure successful delivery of each orientation.
- Presenting at JMO orientation.
- Conducting performance appraisals to facilitate professional and personal
growth and development.

- Providing appropriate feedback to team members as well as working with the Network JMO Manager Co-Lead the JMO Workforce Coordinator at the other site of SCHN, develop and implement strategies to improve the knowledge and skills of the individual team members and the team as a cohort.
- Working with the Recruitment and Establishment Manager and Senior Recruitment and Establishment Officer - JMO to review and maintain a streamlined and efficient JMO bulk recruitment process that meets the SCHN and NSW Health requirements.
- Liaising with Recruitment and Establishment Manager and Senior Recruitment and Establishment Officer - JMO to manage the StaffLink establishment updates, ensuring it reflects changes as they are agreed to and is current and effective.
- Developing, reviewing and maintaining relevant procedures and workflows.
- Keeping up to date and communicating any changes with the JMO related systems and technology.
- Championing a strong customer service focus for all interactions – with a ‘Children First and Foremost’ mentality to our internal clients. In consultation with the JMO Manager Co-Lead, develop quality initiatives, programs and provisions that support high level and consistent service to SCHN customers.
- Supporting the Network JMO Manager Co-Lead with ongoing recruitment campaigns and projects as required.
- Supporting the CRMOs and Workforce Customer Service Manager to implement high quality and best rostering practices.
- Modelling, promoting and encouraging a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assisting team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

HUMAN RESOURCE MANAGEMENT

Equal Employment Opportunity

Employees:
Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

Occupational Health Safety & Rehabilitation

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head’s and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices.
Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

Child Safety & Protection

The SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:

- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:

Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT

Personal and Professional

Organisational Requirements

I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.

RISK MANAGEMENT:

Accountabilities

- **All employees at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.**

- **Department Heads and Supervisors must:** Accept accountability for identifying, minimising and managing organisational risks by applying risk
management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

CONTINUOUS IMPROVEMENT, PATIENT SAFETY & PARTNERING WITH CONSUMERS

Department Head and Supervisors:
Promote and coordinate continuous improvement and patient-and family-centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

Employees:
Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.

* Challenges / Problem Solving

- Balancing the needs of competing demands within a complex and high work volume environment.
- The ability to think laterally in the day to day operations within the JMO Workforce team.
- The ability to utilise creative approaches to problem solving and conflict resolution.
- Establishing, fostering and maintaining a strong people focussed culture which meets customer service needs.
- The ability to interpret documents and information to achieve high quality service standards.
- Using sound judgement when making decisions affecting the JMO Workforce Team operations, policies and procedures.

* Communication

- JMOs
- Recruitment and Establishment Team
- Workforce Customer Services team
- JMO Workforce Coordinator at the other site of SCHN
- CRMOs
- Managers/Clinical Program Directors
- Staff
- HealthShare
- JMO Units at NSW Health LHDs
- Other external agencies and stakeholders
<table>
<thead>
<tr>
<th>* Decision Making</th>
<th>- The JMO Workforce Coordinator has a level of autonomy in the day to day operation of the JMO Workforce Team including decisions involving local procedures and processes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Selection Criteria</td>
<td>1. Relevant sound experience in recruitment administration/management in a large diverse service industry organisation.</td>
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<tr>
<td></td>
<td>2. Demonstrated successful customer service leadership experience while balancing the demands of a busy and process driven environment.</td>
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<td></td>
<td>3. Ability to manage a team to achieve high customer service and best practice results in a timely and efficient manner.</td>
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<tr>
<td></td>
<td>4. Ability to analyse operational processes, identifying areas for improvement, and developing sound business practices to achieve optimal outcomes.</td>
</tr>
<tr>
<td></td>
<td>5. Demonstrated sound problem solving skills and ability to manage the resolution of complex issues.</td>
</tr>
<tr>
<td></td>
<td>6. Proven ability to work with, analyse and report from HRIS and IT systems, as well as the ability to utilise advanced level MS Office skills.</td>
</tr>
<tr>
<td></td>
<td>7. Demonstrated effective communication and interpersonal skills (both verbal and written) with proven ability to interact professionally with a range of internal and external stakeholders.</td>
</tr>
<tr>
<td>* Staffing</td>
<td>JMO Workforce Administrator (Westmead) – 2 FTE</td>
</tr>
<tr>
<td></td>
<td>JMO Workforce Administrator (Randwick) – 1.5 FTE</td>
</tr>
<tr>
<td>* Budget</td>
<td>NIL</td>
</tr>
<tr>
<td>* Financial Delegation</td>
<td>Financial delegation is in accordance with the Delegations Manual.</td>
</tr>
</tbody>
</table>
Position Description – JMO Workforce Administrator

| * Reference Number: | “Recruitment Reference Number”
This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |
| * Recruitment Type | ☐ General Recruitment |
| * Position Number |  |
| * Position Title: | JMO Workforce Administrator |
| * Cost Centre: |  |
| * Organisation Unit | Sydney Children’s Hospitals Network (SCHN) |
| * Location: | Westmead – 2 FTE
Randwick – 1.5 FTE |
| * Facility: | Westmead or Randwick |
You may be required to work in any facility within the Sydney Children’s Hospitals Network. Should this occur, reasonable notice will be provided. |
| * Award: | Health Employees’ Administrative Staff (State) Award |
**Classification:** Administration Officer Level 4

**Treasury Code:** Leave this field blank. Staff Services will enter the required information.

**Registration / Licence Requirements**

Nil

**Specialty Code/s:**

<table>
<thead>
<tr>
<th>Professional Category</th>
<th>Primary Function</th>
<th>Client Group</th>
<th>Speciality Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 – Medical</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>1 – Adult</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
</tr>
<tr>
<td>02 - Nursing</td>
<td>Leave this field blank. Staff Services will enter the required information.</td>
<td>2 – Paediatric</td>
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<tr>
<td></td>
<td></td>
<td>3 - Mixed</td>
<td></td>
</tr>
</tbody>
</table>

**Vaccination Category:**

Category B:

**Pre Employment Screening Check**

What pre-employment screening check is required for this position:

- National Criminal Record Check

**Responsible To:**

JMO Workforce Coordinator

**Responsible For (staff):**

Nil

**Purpose of Position**

The JMO Workforce Administrator provides a range of administrative support services relating to Junior Medical Officer (JMO) administration and management, while managing work priorities and workflow within allocated resources to ensure delivery of efficient and effective client focused services.

Note: JMO includes Residents, Registrars, Provisional Fellows, Career Medical Officers, Honorary Junior Medical Officers, Clinical Placements and Observers.
### Key Accountabilities

- Providing administrative support to facilitate a timely and professional JMO rotation process. This includes keeping up to date and communicating rotation details to external JMO units and HealthShare (via rotation spreadsheet or other established systems).
- Data entry and publishing of JMO rosters in HealthRoster in a timely and accurate manner, adhering to the relevant award requirements and established procedures. Liaise within the Workforce Customer Services team to ensure HealthRoster demand templates are accurate.
- Daily maintenance of rosters in HealthRoster including roster changes, leave adjustments, overtime, relief and call backs to meet payroll processing deadlines with a high level of accuracy. Rosters in HealthRoster are finalised according to authorised and approved timesheets.
- Providing the first point of contact for SCHN JMO pay, rostering and leave related enquiries, escalating as required. Ensuring a quality customer service support to SCHN staff, in a professional and timely manner.
- Timely distribution of rosters to switchboard services and other relevant departments.
- Exercising initiative to resolve discrepancies and follow up any incomplete or incorrect rosters in a timely manner.
- Ensuring pay, rostering and leave related issues, including over and under payments, raised by JMOs are resolved promptly and correctly, or escalated appropriately.
- Processing secondment recovery invoices in a timely and accurate manner.
- Provide diary management and administrative support to the CRMOs and Network JMO Manager Co-Lead.
- Provide administrative support to coordinate and administer JMO orientations throughout the year and escalate issues to the JMO Workforce Coordinator as required.
- Working as part of a team to support activities relating to annual JMO recruitment.
- Assist with the co-ordination of interviews and record keeping systems (including electronic systems).
- Provide advice to managers, selection panel convenors/members and applicants on the recruitment and selection processes relevant to tasks and responsibilities.
- Under the guidance of the JMO Workforce Coordinator, provide advice to managers, selection panel convenors/members and applicants on the processes, timeframes and conditions for recruiting and selection of overseas applicants.
- Assist with preparation of JMO employment contracts outside of the bulk recruitment process as required.
- Assist with the distribution of the employment contracts to the successful applicant/s together with the New Starter Pack and/or relevant appointment documents.
- Assist with management of acceptances and employment enquiries.
- Following established processes, review Medical Registration Checks advising of expiration for JMOs as requested.
- Following established processes, review Visa Status Checks advising of expiration for JMOs as requested.
- Maintain appropriate confidentiality and discretion of work surrounding personal information and information relating to your work.
- Be involved in quality initiatives that support high level and consistent service to SCHN customers.
- Modelling, promoting and encouraging a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assisting team members as required and promoting team work within
<table>
<thead>
<tr>
<th>Workforce Services championing the CORE values of NSW Health and the SCHN.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Maintaining the manual filing and electronic databases, including the scanning of terminated files.</td>
</tr>
<tr>
<td>• Supporting the staff in Medical Workforce and Transactional Services Teams with efficient and effective day to day operations.</td>
</tr>
<tr>
<td>• Liaising with managers, HealthShare and hospital staff members to facilitate the processing of employee transactional service related activities promptly and efficiently.</td>
</tr>
<tr>
<td>• Be involved in quality initiatives that support high level and consistent service to SCHN customers.</td>
</tr>
</tbody>
</table>

**HUMAN RESOURCE MANAGEMENT**

**Equal Employment Opportunity**

Employees:
Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

**Occupational Health Safety & Rehabilitation**

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head’s and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

**Child Safety & Protection**

The SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:
- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:
Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.
LEARNING AND DEVELOPMENT

Personal and Professional

Organisational Requirements
I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.

RISK MANAGEMENT:

Accountabilities

- All employees at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.

- Department Heads and Supervisors must: Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

CONTINUOUS IMPROVEMENT, PATIENT SAFETY & PARTNERING WITH CONSUMERS

Department Head and Supervisors:
Promote and coordinate continuous improvement and patient-and family-centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

Employees:
Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.
| **Challenges / Problem Solving** | • Prioritising work in accordance with fluctuating demands and schedules.  
• Establishing, fostering and maintaining a strong customer focussed approach within a busy and high demand environment.  
• Managing competing demands in an effective and efficient manner.  
• Ability to recognise a situation requiring escalation, and escalating appropriately. |
| **Communication** | • Workforce Transactional Services Team  
• JMO Workforce Coordinator  
• Chief Resident Medical Officers  
• SCHN JMOs  
• Prospective Employees  
• HealthShare  
• Any other key external and internal stakeholders |
| **Decision Making** | • Day to day decisions relating to own work priorities and assisting colleagues within the team environment.  
• Ability to adhere to complex process requirements relating to administrative support tasks with JMO appointments.  
• Ability to identify issues within day to day work, and escalate to appropriate line managers when required. |
| **Selection Criteria** | 1. Previous administration experience working for a large, complex organisation.  
2. Demonstrated customer service focus with a responsive approach to enquiries whilst maintaining confidentiality.  
3. Proficient administrative skills, with an excellent eye for detail whilst meeting strict deadlines.  
4. Excellent communication skills (both verbal and written) and proven ability to establish positive working relationships with staff at all levels and external parties.  
5. Proven ability to work in a high volume and demanding environment with the capacity to manage multiple tasks simultaneously.  
6. Ability to investigate regulations, instructions or procedural guidelines relating to processing and credentialing.  
7. Ability to carry out a variety of functions which may require the use of judgment to modify requirements according to different situations.  
8. Demonstrated proficient computer skills with experience using MS Office programs and HRIS systems. |
<p>| <strong>Staffing</strong> | NIL |
| <strong>Budget</strong> | NIL |
| <strong>Financial Delegation</strong> | Financial delegation is in accordance with the Delegations Manual. |</p>
<table>
<thead>
<tr>
<th><strong>Position Description – Senior Recruitment and Establishment Officer – JMO</strong></th>
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</table>
| *** Reference Number:** | “Recruitment Reference Number”
This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |
| *** Recruitment Type** | ☑ General Recruitment |
| *** Position Number** |  |
| *** Position Title:** | Senior Recruitment and Establishment Officer - JMO |
| *** Cost Centre:** |  |
| *** Organisation Unit** | Sydney Children’s Hospitals Network (SCHN) |
| *** Location:** | Westmead |
| *** Facility:** | Network |

You may be required to work in any facility within the Sydney Children’s Hospitals Network. Should this occur, reasonable notice will be provided.
**Award:**
Health Employees’ Administrative Staff (State) Award

**Classification:**
Administration Officer Level 5

**Treasury Code:**
Leave this field blank. Staff Services will enter the required information.

### Registration / Licence Requirements
Nil

### Specialty Code/s:

<table>
<thead>
<tr>
<th>Professional Category</th>
<th>Primary Function</th>
<th>Client Group</th>
<th>Speciality Code</th>
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<tbody>
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</tbody>
</table>

### Vaccination Category:
Category B:

### Pre Employment Screening Check
What pre-employment screening check is required for this position:
- National Criminal Record Check

### Responsible To:
Recruitment and Establishment Manager

### Responsible For (staff):
Recruitment and Establishment Officer - JMO
| Purpose of Position | The Senior Recruitment and Establishment Officer - JMO is the first point of contact for all JMO recruitment and establishment activities and works collaboratively with the SCHN Medical Workforce Teams to ensure all Network JMO positions are approved and advertised. The position holder provides a range of administrative services to enable timely, reliable and accurate JMO recruitment and establishment services. The Senior Recruitment and Establishment Officer – JMO will be able to work independently within the appropriate legal, policy and procedural guidelines and make decisions within the scope of duties and set own work priorities to ensure delivery of efficient and effective client focused services. Note: JMO includes Residents, Registrars, Provisional Fellows, Career Medical Officers, Honorary Junior Medical Officers, Clinical Placements and Observers. |
| Key Accountabilities | • Provide support and day to day supervision to the Recruitment and Establishment Officer – JMO and refer unresolved issues to the Recruitment and Establishment Manager as appropriate. • Liaise with the SCHN Medical Workforce Teams, CRMOs and managers to develop advertisements for external media placements and the e-recruitment system. • Review Approval to Recruit (ATR) requests to ensure positions requested are in accordance with the established FTE, SCHN delegation and NSW Health requirements. • Create recruitment and selection files and maintain record keeping systems (including electronic systems). • Provide advice to managers, selection panel convenors/members and applicants on the recruitment and selection processes relevant to tasks and responsibilities. • Provide advice to managers, selection panel convenors/members and applicants on the processes, timeframes and conditions for recruiting and selection of overseas applicants. • Process pre-employment screening including credential verification, National Criminal Record Check, Working with Children Check, Service Check Register, vaccination status and right to work in Australia. • Prepare unsuccessful and eligibility letters. • Distribute the employment contracts to the successful applicant/s together with the New Starter Pack and/or relevant appointment documents. • Management of acceptances and employment enquiries. • Process visa, registration and college applications for overseas appointments. • Timely and accurate notifications of appointment including the establishment of employment details in the payroll, rostering and IT systems. • Review JMO registration checks advising of expiration and report to the Recruitment and Establishment Manager any non-compliance issues. • Process temporary contract renewals and liaise with managers to resolve issues to ensure contract renewal process is actioned in a timely and accurate manner • Review and action JMO employment change requests to ensure accurate and up to date employment details are reflected in Workforce systems. • Provide administrative support and make decisions within the process scope to ensure the deadlines for JMO bulk annual recruitment are met in a timely, accurate and efficient manner. • Review Visa Status Checks advising of expiration and report to the Recruitment and Establishment Coordinator any non-compliance issues. • Maintain appropriate confidentiality and discretion of work surrounding personal information and information relating to your work. • Continually review and improve processes in collaboration with the JMO Workforce Coordinators and Recruitment and Establishment Manager. |
• Be involved in quality initiatives that support high level and consistent service to SCHN customers.
• Modelling, promoting and encouraging a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
• Assisting team members as required and promoting team work within Workforce Customer Services championing the CORE values of NSW Health and the SCHN.

HUMAN RESOURCE MANAGEMENT

Equal Employment Opportunity

Employees:
Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

Occupational Health Safety & Rehabilitation

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head’s and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

Child Safety & Protection

The SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:
• Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
• Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:
Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT
Personal and Professional Organisational Requirements

I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.

RISK MANAGEMENT:

Accountabilities

- **All employees** at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.

- **Department Heads and Supervisors must**: Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

CONTINUOUS IMPROVEMENT, PATIENT SAFETY & PARTNERING WITH CONSUMERS

Department Head and Supervisors:
Promote and coordinate continuous improvement and patient-and family-centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

Employees:
Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.
| *Challenges / Problem Solving | - Work with little formal guidelines, usually under limited direction as to work priorities and the detailed conduct of the task.  
- Establishing, fostering and maintaining a strong customer focussed approach within a busy and high demand environment.  
- Ability to manage conflict of priorities in an effective and efficient manner.  
- Escalating issues to the Recruitment and Establishment Manager where appropriate. |
| *Communication | - Workforce Customer Services Team  
- JMO Workforce Coordinators  
- Department Managers/Clinical Program Directors  
- SCHN JMOs  
- Prospective Employees  
- HealthShare  
- External JMO Units  
- Any other key external and internal stakeholders |
| *Decision Making | - Ability to review operational processes and systems and provide advice and feedback to the Recruitment and Establishment Manager  
- Exercise independent judgement, initiative and problem solve, in accordance with guidelines.  
- Ability to adhere to complex process requirements relating to administrative support tasks with nursing appointments.  
- Independent actions are exercised within the scope of position as determined by the Recruitment and Establishment Manager. |
| *Selection Criteria | 1. Relevant administrative experience working in Human Resources or transactional service environment, preferably in a large complex organisation.  
2. Strong customer service skills with a focussed and responsive approach to managing enquiries whilst maintaining confidentiality.  
3. Demonstrated sound organisational and administrative skills with a high attention to detail and the ability to manage concurrent activities whilst meeting strict deadlines.  
4. Excellent communication skills (both verbal and written) and proven ability to establish positive working relationships with staff at all levels and external parties.  
5. Ability to investigate regulations, instructions or procedural guidelines relevant to bulk recruitment processing, on-boarding and credentialing of employees.  
6. Ability to manage resources to ensure the delivery of services including the review of operational systems relevant to bulk recruitment processing and on-boarding.  
7. Demonstrated ability to work independently across a variety of functions which may be complex in nature and make decisions to modify requirements according to different situations.  
8. Demonstrated proficient computer skills with experience using MS Office programs and HRIS systems. |
| *Staffing | 0.5 FTE |
| *Budget | NIL |
| Financial Delegation | Financial delegation is in accordance with the Delegations Manual. |
| * Reference Number: | “Recruitment Reference Number”
This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |
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<tr>
<td>* Position Number</td>
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<tr>
<td>* Position Title:</td>
<td>Recruitment and Establishment Officer - JMO</td>
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<tr>
<td>* Cost Centre:</td>
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<tr>
<td>* Organisation Unit</td>
<td>Sydney Children’s Hospitals Network (SCHN)</td>
</tr>
<tr>
<td>* Location:</td>
<td>Westmead</td>
</tr>
</tbody>
</table>
| * Facility:         | Network
You may be required to work in any facility within the Sydney Children’s Hospitals Network. Should this occur, reasonable notice will be provided. |
| * Award:            | Health Employees’ Administrative Staff (State) Award |
**Classification:** Administration Officer Level 4

**Treasury Code:** Leave this field blank. Staff Services will enter the required information.

**Registration / Licence Requirements**
Nil

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<th>Specialty Code/s:</th>
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**Vaccination Category:** Category B:

**Pre Employment Screening Check**
What pre-employment screening check is required for this position:
- National Criminal Record Check

**Responsible To:** Recruitment and Establishment Manager via the Senior Recruitment and Establishment Officer - JMO

**Responsible For (staff):** Nil

**Purpose of Position**
The Recruitment and Establishment Officer – JMO provides a range of administrative support services relating to JMO appointments, while managing work priorities and workflow within allocated resources to ensure delivery of efficient and effective client focused services.

Note: Junior Medical Officer (JMO) includes Residents, Registrars, Provisional Fellows, Career Medical Officers, Honorary Junior Medical Officers, Clinical Placements and Observers.
* Key Accountabilities

- Assist in the development of JMO recruitment advertisements and placements on the e-recruitment system.
- Create recruitment and selection files and maintain record keeping systems (including electronic systems).
- Co-ordination of interviews including selection panel members, applicant management, venues and AV bookings.
- Provide advice to managers, selection panel convenors/members and applicants on the recruitment and selection processes relevant to tasks and responsibilities.
- Under the guidance of the Recruitment and Establishment Manager and the Senior Recruitment and Establishment Officer - JMO, provide advice to managers, selection panel convenors/members and applicants on the processes, timeframes and conditions for recruiting and selection of overseas applicants.
- Process pre-employment screening including credential verification, National Criminal Record Check, Working with Children Check, Service Check Register, vaccination status and right to work in Australia.
- Timely and accurate preparation of permanent and temporary employment contracts following appropriate approval.
- Prepare unsuccessful and eligibility letters.
- Distribute the employment contracts to the successful applicant/s together with the New Starter Pack and/or relevant appointment documents.
- Assist with the management of acceptances and employment enquiries.
- Following established processes, process visa, registration and college applications for overseas appointments under the guidance of the Recruitment and Establishment Manager and the Senior Recruitment and Establishment Officer – JMO.
- Timely and accurate notifications of appointment including the establishment of employment details in the payroll, rostering and IT systems.
- Following established processes, review Medical Registration Checks advising of expiration for senior medical staff as requested.
- Following established processes, review Visa Status Checks advising of expiration for senior medical staff as requested.
- Support the administrative processes to ensure the regular appraisal and development of JMOs.
- Maintain appropriate confidentiality and discretion of work surrounding personal information and information relating to your work.
- Be involved in quality initiatives that support high level and consistent service to SCHN customers.
- Modelling, promoting and encouraging a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assisting team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

HUMAN RESOURCE MANAGEMENT

Equal Employment Opportunity

Employees:

Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

Occupational Health Safety & Rehabilitation
Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head's and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

Child Safety & Protection

The SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:

- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:
Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT

Personal and Professional

Organisational Requirements
I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training ‘required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.

RISK MANAGEMENT:

Accountabilities

- All employees at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk
management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.

- **Department Heads and Supervisors must:** Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious workplace by educating and supporting staff in proactively identifying, reporting and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

**CONTINUOUS IMPROVEMENT, PATIENT SAFETY & PARTNERING WITH CONSUMERS**

Department Head and Supervisors:

Promote and coordinate continuous improvement and patient- and family- centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

Employees:

Understand and practice patient- and family- centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.

### *Challenges / Problem Solving*

- Prioritising work in accordance with fluctuating demands and schedules.
- Establishing, fostering and maintaining a strong customer focussed approach within a busy and high demand environment.
- Managing competing demands in an effective and efficient manner.
- Ability to recognise a situation requiring escalation, and escalating appropriately.

### *Communication*

- Workforce Transactional Services Team
- JMO Workforce Teams
- Department Managers/Clinical Program Directors
- SCHN junior medical staff
- Prospective Employees
- HealthShare
- Any other key external and internal stakeholders

### *Decision Making*

- Day to day decisions relating to own work priorities and assisting colleagues within the team environment.
- Ability to adhere to process requirements relating to administrative support tasks with senior medical staff appointments.
- Ability to identify issues within day to day work, and escalate to appropriate line managers when required.
| * Selection Criteria                                                                 | 1. Previous administration experience working for a large, complex organisation.  
2. Demonstrated customer service focus with a responsive approach to enquiries, whilst maintaining confidentiality.  
3. Proficient administrative skills, with an excellent eye for detail whilst meeting strict deadlines.  
4. Excellent communication skills (both verbal and written) and proven ability to establish positive working relationships with staff at all levels and external parties.  
5. Proven ability to work in a high volume and demanding environment with the capacity to manage multiple tasks simultaneously.  
6. Ability to investigate regulations, instructions or procedural guidelines relating to processing and credentialing.  
7. Ability to carry out a variety of functions which may require the use of judgement to modify requirements according to different situations.  
8. Demonstrated proficient computer skills with experience using MS Office programs and HRIS systems. |
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<td>* Budget</td>
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<td>* Financial Delegation</td>
<td>Financial delegation is in accordance with the Delegations Manual.</td>
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<td>☐ Junior Medical Officer</td>
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<td><em>Position Title:</em></td>
<td>Network Coordinator Senior Medical Workforce</td>
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<td><em>Cost Centre:</em></td>
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<td><em>Facility:</em></td>
<td>You may be required to work in any facility within the Sydney Children’s Hospitals Network.</td>
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**Registration / Licence Requirements**

**Specialty Code/s:**

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<th>* Vaccination Category:</th>
<th>Category B: No contact with clients or blood or body substances. Select <strong>one category only</strong> by ticking the relevant box ‘A’ or ‘B’</th>
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<tr>
<td></td>
<td>☐ Working with Children Background Check</td>
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<td></td>
<td>☐ Working with Aged Care Check</td>
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| * Responsible To: | Network Manager Medical Administration |

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<tr>
<th>* Responsible For (staff):</th>
<th>Senior Workforce Officer</th>
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<tr>
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<td>Administrative Officer – Medical Workforce</td>
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</table>
| **Purpose of Position** | This position supports the Director of Clinical Governance and Medical Administration and the Associate Director Workforce Operational Services in the implementation, and efficient and effective delivery of specialised business and service objectives relating to governance, credentialing, appointment, and contracting of senior medical staff, consistent with NSW Ministry of Health and the Sydney Children’s Hospitals Network (SCHN) policy directives and initiatives.  

The role oversees all aspects of senior medical staff recruitment, selection and appointment, including the coordination of registration and visa applications for senior medical staff recruited from overseas.  

The position holder will maintain positive relationships with internal and external stakeholders including the Network Manager Medical Administration, Director/Deputy of Clinical Governance and Medical Administration, Clinical Program Directors, Medical Department Heads, other health organisations as well as facilitating communication with various external agencies. |
|---|---|
| **Key Accountabilities** | **Team Management**  
• Managing and mentoring the SCHN Senior Medical Workforce Team to ensure improvements are made within their day to day activities and workloads.  
• Ensuring that team tasks are processed within defined timeframes. Additionally, ensuring NSW Health legislation, policies and procedures are followed, and communication within the Team are maintained at optimal standards.  
• Providing appropriate feedback to team members as well as identifying, developing and implementing strategies to improve the knowledge and skills of the individual team members and the team as a cohort.  
• Setting, achieving and improving KPIs for the Team to ensure a seamless provision of service.  
• Managing complex issues escalated by the Team and assisting them to resolve these in an appropriate and effective manner.  
• Conducting performance appraisals to facilitate professional and personal growth and development. |
|  | **Senior Medical Workforce**  
• Working in collaboration with the Network Manager Medical Administration to ensure efficient and effective recruitment, appointment and ongoing employment of senior medical staff including Visiting Medical Officers (VMOs), Medical Department Heads and Honorary Medical Officers (HMOs) by implementing staffing strategies and policies that meet the employment and retention workforce needs of the SCHN.  
• Manage the assessment and analysis of senior medical staff employment matters to ensure prompt responses and solutions.  
• Assist Clinical Program Directors and Medical Department Heads to review senior medical staffing requirements, position descriptions and selection criteria.  
• Ensure SCHN, NSW Health and EQuIP mandatory employment screening /credentialing requirements are met prior to commencement.  
• Provide advice on selection committee composition and short listing processes when required. Manage the coordination of interviews and panel members.  
• Manage and improve the process for appropriate, timely and accurate notifications of appointment following the Medical and Dental Appointments Advisory Committee Meeting (MDAAC) including the establishment of employment details in the payroll, rostering and IT systems.  
• Oversee the registration and visa processes for international senior medical staff |
appointments in line with SCHN, NSW Health and government requirements.
- Develop, monitor and report on performance measures across the senior medical workforce portfolio, analysing and suggesting improvements where appropriate.
- Develop, review and maintain relevant policies, procedures, processes and systems.
- Plan and implement the triennium/quinquennium VMO appointment processes including triennium/quinquennium re-appointments.
- Assessment and analysis of contentious Training, Education, Study Leave (TESL) applications providing a prompt response and solution to ensure consistency and compliance with policy, awards and associated industrial instruments.
- Oversee the coordination and action of annual Rights of Private Practice election of Staff Specialists liaising with Finance and ensuring Finance, Payroll, and TESL system reflects efficiently any election changes.

Operational Management:
- Champion a strong customer service focus for all interactions – with a ‘Children First and Foremost’ mentality to our internal clients. Develop quality initiatives, programs and provisions that support high level and consistent service to SCHN customers.
- Support the Network Manager Medical Administration with ongoing projects as required.
- Identify needs of the Network to improve service expectations and provide recommendation to the Network Manager Medical Administration on improvement strategies.
- Model, promote and encourage a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assist team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

**HUMAN RESOURCE MANAGEMENT**

**Equal Employment Opportunity**

**Employees:**
Are required to be familiar with and comply with EEO policies. Staff who become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

**Occupational Health Safety & Rehabilitation**

**Employees:**
Take care for the health and safety of yourself and others at work. Cooperate with Department Head’s and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

**CHILD SAFETY & PROTECTION**
CHW believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:

- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:

Be familiar with CHW Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT

PERSONAL AND PROFESSIONAL

Organisational Requirements

I undertake to:

- Be orientated to the Hospital via the Formal Orientation Program (Part A) and a Department Program (Part B) within two months of employment.
- Attend Fire Training yearly.
- Attend ALL Child Protection Training required for this position.
- Professional updates at regular intervals
- Adhere to SCHN and Ministry of Health policies, procedures and guidelines.
- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.

Risk Management:

Accountabilities

- All employees at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.
- Department Heads and Supervisors must: Accept accountability for identifying, minimising and managing organisational risks by applying risk management principles outlined in the Risk Management Policy. Develop a risk conscious work-place by educating and supporting staff in proactively identifying, reporting
and mitigating risks. Ensure that plans are developed to identify, assess and treat risks. Contribute to the development, maintenance and monitoring of the SCHN Risk Register.

**CONTINUOUS IMPROVEMENT, PATIENT SAFETY & PARTNERING WITH CONSUMERS**

**Department Head and Supervisors:**

Promote and coordinate continuous improvement and patient-and family-centred care within the department, facility and network. Develop key performance indicators that provide outcome measures. Include continuous improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns.

**Employees:**

Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.

| *Challenges / Problem Solving* | • Establishing, fostering and maintaining a strong focussed people culture in the delivery of Workforce Services, programs and initiatives which meet customer service needs.  
| | • Demonstrating resilience and persistence in balancing the needs of competing demands within a complex, high work volume environment.  
| | • Contribute to the development and implementation of organisational change strategies.  
| | • Leading a team for the provision of competent human resource services within the competing priorities of a busy clinical environment.  
| | • Developing strong working relationships with external agencies (Australian Health Practitioner Regulation Agency (AHPRA), Department of Immigration and Border Protection, to achieve the goal of employing the best possible employees. |

| *Communication* | • Workforce Transactional Services Team  
| | • Clinical Program Directors  
| | • Medical Department Heads  
| | • Senior Medical Staff  
| | • HealthShare  
| | • Other external agencies and stakeholders |

| *Decision Making* | • The Network Coordinator Senior Medical Workforce has an influence in the day to day exercise of Human Resources decision making, consistent with the Network’s Delegations Manual and policies.  
| | • The position makes recommendations to the Network Manager Medical Administration on matters including but not limited to: significant change to processes; change management initiatives; policies and procedures; and performance against service level agreements and key performance indicators.  
| | • The Network Coordinator Senior Medical Workforce exercises analytical, decision making and problem solving skills in relation to Human Resources issues arising.  
| | • The position makes operational decisions relating to priorities and workload management for the Team and includes reviewing systems such as procedures, resource materials and work flow. |
### *Selection Criteria*

1. Relevant tertiary qualifications in human resources management or other relevant field and/or experience in human resources management in a large diverse service industry organisation.
2. Demonstrated successful customer services leadership experience in balancing the demands of a busy environment.
3. Experience in managing teams to achieve best practice results in a timely, efficient and accurate manner.
4. Demonstrated ability to interpret and apply the legislative and regulative requirements relevant to the scope of the position.
5. Demonstrated effective communication and interpersonal skills (both verbal and written) with proven ability to interact professionally with a range of internal and external stakeholders.
6. Proven skills in monitoring contemporary business practices and trends and applying appropriate changes to meet best practices and outcomes.
7. Demonstrated sound problem solving skills and ability to provide first line support in complex and sensitive Human Resources / Employee Relations advice and consultancy services.
8. Proven ability to utilise high level MS Office and computer skills.

### *Staffing*

2.4 FTE

### *Budget*

N/A

### *Financial Delegation*

Financial delegation is in accordance with the Delegations Manual.

### Appendices

- Appendix 1: Competency Framework – Option to attach
- Appendix 2: Organisational Profile – Option to attach
- Appendix 3: Organisational Chart – Option to attach
- Appendix 4: Medical Board Information – Option to attach
## Position Description – Senior Medical Workforce Officer

| * Reference Number: | “Recruitment Reference Number”
This is automatically generated once you submit an Approval to Recruit via Mercury – also becomes the online recruitment reference number for the position being advertised. |
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>* Recruitment Type</td>
<td>□ General Recruitment</td>
</tr>
<tr>
<td>* Position Number</td>
<td></td>
</tr>
<tr>
<td>* Position Title:</td>
<td>Senior Medical Workforce Officer</td>
</tr>
<tr>
<td>* Cost Centre:</td>
<td></td>
</tr>
<tr>
<td>* Organisation Unit</td>
<td>Sydney Children’s Hospitals Network (SCHN)</td>
</tr>
</tbody>
</table>
| * Location:         | Westmead – 1 FTE
Randwick – 0.6 FTE                                                                               |
| * Facility:         | Westmead or Randwick
You may be required to work in any facility within the Sydney Children’s Hospitals Network. Should this occur, reasonable notice will be provided. |
| * Award:            | Health Employees’ Administrative Staff (State) Award                                               |
* Classification: Administration Officer Level 5

* Treasury Code: Leave this field blank. Staff Services will enter the required information.

Registration / Licence Requirements Nil

Specialty Code/s: Professional Category Primary Function Client Group Speciality Code

- 01 – Medical
- 02 – Nursing

Leave this field blank. Staff Services will enter the required information.

- 1 – Adult
- 2 – Paediatric
- 3 - Mixed

Leave this field blank. Staff Services will enter the required information.

* Vaccination Category: Category B:

* Pre Employment Screening Check What pre-employment screening check is required for this position:

- National Criminal Record Check

* Responsible To: Network Coordinator Senior Medical Workforce

* Responsible For (staff): Nil

* Purpose of Position

The Senior Medical Workforce Officer is the first point of contact for senior medical staff within the Sydney Children’s Hospitals Network (SCHN). The position holder provides a range of administrative services to enable the Senior Medical Workforce Team to achieve their objectives in a timely, reliable and accurate manner.

The SMO Senior Workforce Officer will work with little formal guidelines and make decisions within the scope of duties and work priorities to ensure delivery of efficient and effective client focused services.
Note: Senior medical staff includes Staff Specialists, Visiting Medical Officers (VMOs), Visiting Dental Officers (VDOs), Clinical Academics, Honorary Medical Officers (HMOs), Post Graduate Fellows (PGF), Observers.

* Key Accountabilities

- Liaise with managers to develop advertisements for external media placements and the e-recruitment system.
- Create recruitment and selection files and maintain record keeping systems (including electronic systems).
- Co-ordination of interviews including selection panel members, applicant management, venues and AV bookings
- Provide advice to managers, selection panel convenors/members and applicants on the recruitment and selection processes relevant to tasks and responsibilities.
- Provide advice to managers, selection panel convenors/members and applicants on the processes, timeframes and conditions for recruiting and selection of overseas applicants.
- Process pre-employment screening including credential verification, National Criminal Record Check, Working with Children Check, Service Check Register, vaccination status and right to work in Australia.
- Prepare Medical and Dental Appointments Advisory Committee (MDAAC) associated papers including checking mandatory documentation for review by the SMO Workforce Coordinator prior to submission.
- Timely and accurate preparation of permanent and temporary employment contracts following MDAAC and Chief Executive approval.
- Prepare unsuccessful and eligibility letters.
- Distribute the employment contracts to the successful applicant/s together with the New Starter Pack and/or relevant appointment documents.
- Management of acceptances and employment enquiries.
- Process visa, registration and college applications for overseas appointments.
- Timely and accurate notifications of appointment including the establishment of employment details in the payroll, rostering and IT systems.
- Review Medical Registration Checks advising of expiration and report to the SMO Workforce Coordinator any non-compliance issues.
- Review Visa Status Checks advising of expiration and report to the SMO Workforce Coordinator any non-compliance issues.
- Assist with Conference and Study Leave applications processing.
- Support the administrative processes to ensure the regular appraisal and development of senior medical staff
- Maintain appropriate confidentiality and discretion of work surrounding personal information and information relating to your work.
- Be involved in quality initiatives that support high level and consistent service to SCHN customers.
- Modelling, promoting and encouraging a culture that embraces the values of SCHN, a positive customer service focussed attitude and approach in interactions with internal staff and managers, customers and other stakeholders.
- Assisting team members as required and promoting team work within Workforce Services championing the CORE values of NSW Health and the SCHN.

HUMAN RESOURCE MANAGEMENT

Equal Employment Opportunity

Employees:
Are required to be familiar with and comply with EEO policies. Staff who
become aware of or suspect any inequity in the Hospital either in employment or service delivery, are requested to report the matter to their manager and/or supervisor or the Aboriginal Employment and EEO Coordinator.

Occupational Health Safety & Rehabilitation

Employees:
Take care for the health and safety of yourself and others at work. Cooperate with Department Head's and supervisors in their efforts to provide a safe working environment. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Report to managers and/or supervisors any hazards in the workplace or any unsafe work practices. Comply with the NSW Health Work Health and Safety Policy (as amended from time to time).

Child Safety & Protection

The SCHN believes children should be as safe in Hospital as their own home. We employ a range of methods to ensure that child safety is reviewed and acted upon at every level of the Hospital. Our safety reviews are to create a safe child culture in an environment of learning and improvement.

As an employee you are expected to:
- Report safety concerns via the “Safety at Kids” electronic reporting system, which is located on your computer in the Novell application start up screen.
- Work in a spirit of partnership and open communication with the parents, their families, and our staff so that, when things go wrong, we can work together to prevent similar events from re-occurring.

Employees:
Be familiar with SCHN Child Protection Policy and Procedures. Report all allegations of suspected child abuse and neglect by a health employee. Be familiar with the process of assessing and reporting suspected cases of child abuse and neglect to the Department of Community Services.

LEARNING AND DEVELOPMENT

Personal and Professional

Organisational Requirements
I undertake to:
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- Abide by NSW Health CORE values, Code of Conduct and Workplace Culture Framework, demonstrating effective teamwork, maintaining respectful staff relations and promoting a positive work environment.
RISK MANAGEMENT:

Accountabilities

- **All employees** at all levels have a role to play in managing risk. The SCHN encourages and supports the active involvement of staff in the risk management process. Employees are expected to proactively contribute to the identification, reporting and minimisation of risks.

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Department Head and Supervisors:
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Employees:
Understand and practice patient-and family-centred care. Participate in continuous improvement activities. Work in partnership with consumers on improving and evaluating the delivery of services. Ensure timely and accurate reporting of near or actual, incidents or patient safety concerns.

* Challenges / Problem Solving

- Work with little formal guidelines, usually under limited direction as to work priorities and the detailed conduct of the task.
- Establishing, fostering and maintaining a strong customer focussed approach within a busy and high demand environment.
- Ability to manage conflict of priorities in an effective and efficient manner.
- Escalating issues to the Network Coordinator Senior Medical Workforce where appropriate.

* Communication

- Workforce Transactional Services Team
- Department Managers/Clinical Program Directors
- SCHN Senior Medical Staff
- Prospective Employees
- HealthShare
- Any other key external and internal stakeholders

* Decision Making

- Ability to review operational processes and systems and provide advice and feedback to the Network Coordinator Senior Medical Workforce
- Exercise independent judgement, initiative and problem solve, in accordance with guidelines.
- Ability to adhere to complex process requirements relating to administrative support tasks with senior medical appointments.
- Independent actions are exercised within the scope of position as determined by the Network Coordinator Senior Medical Workforce.

### *Selection Criteria*

1. Relevant administrative experience working in Human Resources or transactional service environment, preferably in a large complex organisation.
2. Strong customer service skills with a focussed and responsive approach to managing enquiries whilst maintaining confidentiality.
3. Possess organisational and administrative skills with excellent attention to detail and ability to meet strict deadlines.
4. Excellent communication skills (both verbal and written) and proven ability to establish positive working relationships with staff at all levels and external parties.
5. Proven ability to work in a high volume and demanding environment with proven capacity to manage concurrent activities of a diverse nature.
6. Ability to manage resources to ensure the delivery of services including the review of operational systems relevant to senior medical recruitment processing, on-boarding and credentialing of employees.
7. Demonstrated ability to work independently across a variety of functions which may be complex in nature and make decisions to modify requirements according to different situations.
8. Demonstrated proficient computer skills with experience using MS Office programs and HRIS systems.

### *Staffing*

NIL

### *Budget*

NIL

### *Financial Delegation*

Financial delegation is in accordance with the Delegations Manual.