

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Team Leader - Quality, Workforce Capability and Training
Position Number:	527824
Classification:	General Stream Band 6
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals and Primary Care – Outpatient Transformation Project
Position Type:	Fixed-Term, Full Time
Location:	South, North, North West
Reports to:	Nursing Director - Outpatient Services
Effective Date:	February 2023
Check Type:	Annulled
Check Frequency:	Pre-employment
Position Features:	Intrastate travel is a requirement of this role

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Provide effective leadership and advice in relation to outpatient administration staff capability and training processes, data quality and compliance.

Seek to identify opportunities to drive improvement in training and performance for all outpatient's administration staff to ensure high standards of data quality, efficiency and customer service functions are provided.

Provide support and advice to the Nursing Director - Outpatient Services in relation to quality improvement and training ensuring best practice and statewide conformity of data quality and training processes by monitoring outcomes.

Duties:

1. Build administrative workforce capability through education and training frameworks in partnership with relevant stakeholders to improve the safety, quality, and effective delivery of high-quality outpatient care in Tasmania.
2. Provide the Nursing Director - Outpatient Services and regional Outpatient Managers with high level compliance support, quality improvement and high-level professional advice in relation to statewide outpatient administrative workforce development, and education and training.
3. Lead and support the development, implementation and continual review of the Outpatient Administration Staff training framework, training plans and associated policies, protocols, and procedures.
4. Assist with workforce development activities to facilitate a high skill level across all Outpatient areas that is consistent with education and training best practices.
5. Lead and undertake projects for the development of statewide education, training and workforce, and which support and enhance recruitment and retention strategies.
6. Coordinate, support and participate in tasks and projects in relation to quality, compliance and continuous improvement practices focusing on business improvement within the Outpatient Transformation Project.
7. Develop inter-sectorial workforce and professional links and represent Outpatients at forums and initiatives as directed.
8. Provide accurate workforce-related information for inclusion in key activity and performance indicator reports, including senior leadership team reports and position papers, correspondence and briefings as required.
9. Establish and implement key workforce development initiatives including developing a strategic statewide training framework and regional training plans.
10. Establish, maintain, evaluate, and review systems and processes that assure compliance with best practice outpatient administrative processes and data integrity.
11. Respond to quality and compliance related queries and provide timely and accurate high-level advice to stakeholders, managers, support staff and external stakeholder organisations (as applicable).
12. Responsible for oversight of statewide outpatient data quality and compliance, including digital outpatient electronic management systems, systematically conducting reviews of current practices against best practice requirements, and identifying strengths, rectification, and continuous improvement actions, including ongoing support and advice to ensure practices are compliant and continually improved.
13. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

The Team Leader - Quality, Workforce Capability and Training is responsible and accountable for providing senior leadership under the direction from the Nursing Director - Outpatient Services. This role works autonomously and with a significant degree of independence and is responsible for the following:

- Exercising initiative and professional judgment across the spectrum of responsibilities, as well as to judge when to seek advice or further direction from the Nursing Director - Outpatient Services.
- Maintaining the highest standards of quality, accuracy and timeliness of information and advice and determining their own work plan.
- Leading and supporting a culture of continuous quality improvement in alignment with the strategic direction of the Outpatient Transformation Project.
- Acting as a positive role model and mentor for staff, and developing effective relationships with, and between, internal and external stakeholders.
- Being aware of and working within all Department of Health policies, procedures and legislation affecting the duties of the position, and for addressing inconsistencies between practice and policy.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Demonstrated knowledge and experience in the development of workforce capability, education, and training.
2. Significant expertise in a compliance role including a proven ability to take a lead role in workplace inspections, audits, and targeted compliance programs, and providing authoritative and comprehensive advice to resolve complex issues.
3. Demonstrated leadership skills with the ability to lead and work as part of a small team including undertaking a number of projects with competing priorities in an environment of change.
4. Well-developed interpersonal and conflict resolution skills with high level written and oral communication skills.
5. Proven ability to develop and maintain productive professional networks with both internal and external stakeholders.
6. Demonstrated knowledge and understanding of the importance of compliance in a health setting and the current workforce issues impacting on health services in Tasmania, or the ability to quickly acquire this knowledge.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).