

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Team Leader – Hospital Aides
Position Number:	518079
Classification:	General Stream Band 5
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South – RHH Integrated Operations Centre
Position Type:	Permanent/Full Time
Location:	South
Reports to:	Nurse Unit Manager (NUM) Nurse Bank and Recruitment
Effective Date:	July 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	Nil.

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:

In collaboration with the NUM - Nurse Bank and Recruitment, the Team Leader - Hospital Aides (HA) is required to:

- Oversee, coordinate, and supervise the HA Pool staff, including the recruitment of new staff as required.
- Establish and maintain collaborative relationships with staff, management and other internal and external clients and stakeholders, ensuring effective, high quality services relating to HA staffing for the Royal Hobart Hospital (RHH) campus.
- Review current education and training processes and lead the implementation of collaborative improvement plans for HA across the RHH campus in conjunction with NUMs and the NUM - Nurse Bank and Recruitment.
- Participate in projects as required.

Duties:

1. Provide leadership, direction, and supervision for HA staff, including developing and delivering training where necessary to all HA staff, promoting continuous service improvement initiatives and opportunities for ongoing education for all levels of staff.
2. Using analytical skills, provide specialist advice and guidance to managers across RHH on HA rostering issues, including the development and analysis of reports associated with staffing methodologies and utilisation.
3. Monitor and ensure high quality data integrity and security of information is maintained within the ProAct System concerning HA staff information and rostering.
4. Apply policies, regulations and guidelines, including Awards/Agreements and other legislative provisions, and undertake investigations, as required, on complex rostering issues, identified data errors/anomalies and prepare relevant correspondence and/or provide authoritative advice to managers and staff regarding outcomes and resolutions concerning HA staffing.
5. In consultation with the NUM - Nurse Bank and Recruitment, review current business processes, inclusive of participating in policy development and quality control processes regarding HA services and lead the implementation of collaborative improvement plans to meet or enhance service delivery and operational requirements.
6. Oversee and/or initiate the generation of reports for managers to enhance decision-making.
7. Work collaboratively with managers across the RHH in endeavouring to provide HA staffing levels that will assist in maximising bed utilisation and service delivery.
8. Provide expert advice and guidance to all staff on matters relating to all HA Pool staff and discuss and refer issues, that fall outside established policies and guidelines, to the NUM - Nurse Bank and Recruitment.
9. Provide routine and ad hoc corporate and management reports relating to HA rostering across the RHH campus as required.
10. Actively participate in projects, in consultation with the NUM - Nurse Bank and Recruitment, which impact on HA services as required.
11. 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 and related training.
12. 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 – HA is expected to operate with a significant degree of autonomy, a high level of proficiency and works under the broad direction and guidance of the NUM - Nurse Bank and Recruitment.

The occupant will:

- Provide day-to-day practical guidance, leadership, supervision, and direction to HA Pool staff, including coordinating team activities and ensuring staff professional development is maintained, acting as a role model and mentor.

- Ensure the delivery of high-quality HA Pool staff services to clients, including providing specialist advice and guidance to managers, employees, and other stakeholders.
- Use a high degree of initiative and independent judgement to identify issues and provide solutions to meet service delivery requirements, applying initiative and discretion in resolving non-standard issues.
- Exercise flexibility and innovation in the performance of tasks, as well as, providing alternative options, recommendations, and solutions to resolve operational issues to achieve service delivery objectives.
- Work collaboratively with the NUM - Nurse Bank and Recruitment to assist in the development of operational policies, procedure documentation and quality control processes.
- Be expected to meet individual and team benchmarks and performance targets.
- 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.

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. Knowledge, understanding and experience in rostering/productivity and/or Human Resource and Payroll Information Systems and associated technology, or the ability to quickly acquire this knowledge.
2. Demonstrated knowledge, and understanding of, recruitment systems and processes within a complex environment, including their application in the Tasmanian State Service context.
3. Well-developed computer skills, including experience and competency in the use of database applications, with the demonstrated ability to train staff and facilitate ongoing education by implementing and providing educational programs.

4. High-level communication and interpersonal skills, including negotiation and conflict resolution skills, with a proven ability to supervise staff efficiently and effectively and interact and liaise with other relevant internal and external clients and stakeholders.
5. Demonstrated capacity to use initiative and apply sound strategic, analytical, and creative skills to contribute to the development of solutions and promote an environment conducive to continuous service improvement.
6. Sound knowledge and understanding of Federal and State employment legislation and industrial Awards/Agreements, 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](#).