

Role Description

Team Leader

Reference:	TV363749	Position ID:	30477139
Role title:	Team Leader	Classification:	AO4
Employment status:	Permanent Full-time	Salary:	\$2974.60 to \$3277.20 per fortnight
Unit/ Branch:	Surgical Outpatients Surgical Service Group	Contact Name:	Nicole Jenkinson
		Contact Number:	07 4433 5393
Location:	Townsville University Hospital	Closing Date:	Sunday 14 March 2021

The Opportunity

Ensure our patients and visitors experience a positive experience by providing leadership and management of the administration services and the people who provide them.

This role contributes to creating an exceptional place to work by consistently aligning workplace behaviours to organisational values.

Reporting line, staffing, and budget responsibilities

- This position reports operationally as per the Organisational Structure Chart.
- Direct reports: as per the Organisational Structure Chart.
- Financial delegation: As per the THHS Delegations Manual.

The role

Responsibilities:

- Supervise and manage administrative support staff responsible to this position including preparation of rosters, management of workloads, organisation of relief where appropriate and ensuring patient flow operates efficiently and effectively.
- Establish and maintain valuable working relationships with other managers and staff to support and improve relevant operations associated with administrative procedures and ensure support provided is conducive to Queensland Health and any other relevant policy standards.
- Provide procedural advice and find resolutions to day to day problems encountered by departmental staff within supervisory delegation and together with you manager identify strategies to improve the efficiency of administration tasks performed by the team.
- Actively monitor the quality of services delivered and report on set priorities and performance measures, supervise workflows and implement remedial strategies if required.
- Prepare, monitor and manage rosters and workloads, in addition to managing recreation leave and rostered day off balances for administrative staff in line with relevant policy and local business rules to ensure all activities are completed efficiently and within timeframes.

- Oversight and comply with vacancy management processes, support organisational recruitment practices and apply effective onboarding strategies.
- Manage and improve individual and team performance by utilising contemporary employee performance development strategies including the conduct of effective Performance Appraisal and Development (PA&D) processes to identify relevant professional development and mandatory training for all administrative staff within responsibility.
- Be able to provide support to your team, where required, in the performance of their core duties by maintaining a sound knowledge of their respective task lists, hospital information systems and of the organisational priorities and strategies relevant to the role's operating environment.
- Have the ability to adapt to changing environments and support organisational change, contribute to quality improvement activities and participate in a work team to deliver effective service outcomes.
- Develop a positive culture which encourages and recognises high performance, builds leadership capabilities and supports staff to maximise their health and wellbeing.
- Maintain well-developed skills in the use of Microsoft Office applications and other hospital specific software, which assist with the provision of administrative support to patient services as well as reporting on relevant performance indicators.

Additional:

- Fulfil the responsibilities of this role primarily in accordance with the Townsville Hospital and Health Service (HHS) core values, as outlined below, and in accordance with the [values outlined for the public service](#) with the Queensland Government.
- Ensure that service standards, safety and quality are maintained through adherence to defined service quality standards and relevant occupational health and safety policies, procedures and work practices.
- No formal qualifications are required for this position however business, administrative or health management qualifications would be well regarded.
- Some roles within Queensland Health are designated as Vaccination Preventable Disease (VPD) risk roles. **This is a VPD risk role.**

Work Health and Safety

Townsville HHS is committed to providing a safe workplace for all employees. This commitment includes a dedicated *People Focussed Safety* culture.

A *People Focussed Safety* culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Townsville HHS is everyone's responsibility.

Safety and Quality

Relevant to the position, participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to *The National Safety and Quality Health Services Standards* and the *Australian Council on Healthcare Standards (ACHS) Evaluation and Quality Improvement Program (EQulP)*.

For more information in regards to Work Health and Safety Accountabilities within the Townsville HHS please review [Workplace Health and Safety Act 2011](#) - **Part 2, Health and Safety Duties**.

Mandatory qualifications/ professional registration/ other requirements

- **Vaccine Preventable Disease (VPD):** Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids are required to provide evidence of vaccinations or proof that they are not susceptible (due to prior exposure to the disease and therefore have natural immunity) to the following VPD's Hepatitis B, Measles, Mumps, Rubella, Varicella and Pertussis (diphtheria, tetanus and pertussis containing vaccine) according to the Queensland Health Policy.

How you will be assessed

You will be assessed on your ability to demonstrate the following key requirements, knowledge and experience which is outlined under 'The role'. The ideal applicant will be someone who has proven ability and can demonstrate the following:

- Proven ability to operationally manage a medium to large administration team within a complex and diverse multidisciplinary environment, including a demonstrated ability to provide confident leadership and supervision skills.
- Proven ability to maintain and monitor performance measures, whilst setting realistic goals, objectives and priorities and take remedial action where necessary.
- Ability to develop and implement processes to streamline workplace practices creating efficiencies within limited resources.
- Demonstrated high level communication, negotiation and consultative skills in a challenging multidisciplinary environment.
- Proven ability to use initiative, prioritise, problem solve, manage multiple tasks and meet deadlines while working autonomously.
- High level knowledge of, or an ability to quickly acquire knowledge of, systems, procedures, policies and regulations applicable to a health delivery setting within a large public-sector organisation together with an ability to apply such knowledge, this will include manipulate, interpret and present high quality reports utilising pivot tables, graphs etc.

Your Application

Please provide the following information to the panel to assess your suitability:

- Your current CV or resume, including referees. You must seek approval prior to nominating a person as a referee. Referees should have a thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.
- A short response (maximum of two pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account the key responsibilities and key attributes of the position.
- Applications will remain current for 12 months after they have been submitted.
- Future vacancies of a similar nature throughout the Townsville Hospital and Health Service may also be filled through this recruitment process.

Once completed, your application should be submitted online via a Queensland Government computer – visit <https://smartjobs.govnet.qld.gov.au> . If you have difficulties, please contact Recruitment Services on 1300 193 156

About the Townsville Hospital and Health Service

The Townsville Hospital and Health Service (HHS) is responsible for the delivery of healthcare services, education and research to a population of approximately 250,000 people. The Townsville HHS provides a large continuum of healthcare services, from advanced highly specialised tertiary-level healthcare at Townsville University Hospital, to secondary and primary-level hospital and community healthcare across the region. The Townsville HHS comprises 20 health facilities, including Townsville University Hospital, which serves as the tertiary referral hospital for the whole of northern Queensland.

The Townsville HHS is the largest tertiary health service in northern Australia. The Townsville University Hospital provides, complex, high level services across a wide range of specialities including cardiothoracic, neurosurgery, adult and paediatric ICU, general surgery, medicine, radiation and medical oncology, transplant haematology, paediatrics, obstetrics and neonatology to the North Queensland region. Uniquely, Townsville University Hospital is the only tertiary facility in Queensland to offer all of these services within the one hospital.

In addition to Townsville University Hospital, the Townsville HHS delivers clinical services in eight locations over 149 500 square kilometres. Our services include rural hospitals, health centres, multi-purpose health services, mental health rehabilitation, clinics and aged cared, supported by our innovative telehealth services.

The Townsville University Hospital facility is located adjacent to one of Queensland's leading tertiary education facilities, James Cook University. We are a major provider of undergraduate/postgraduate clinical placements and education across all health services and disciplines. James Cook University and Townsville Hospital and Health Service collaborate to conduct research within the organisation making a substantial contribution to the development of research and education policy.

Our Vision: To be the leader in health care, research and education for regional Australia

Our Purpose: To deliver excellent care, research and education to improve the health of people and communities of northern Queensland

Our Values:



Integrity



Compassion



Accountability



Respect



Engagement

Please visit our website for additional information about the [Townsville Hospital and Health Service](#)

Additional Information

- Pre-employment screening, including criminal history, aged care checks, and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services to children will require a 'working with children check' from the Blue Card Services Department of Justice and Attorney-General prior to appointment, unless otherwise exempt.
- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details [Lobbyist Disclosure](#)
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the [Workers' Compensation and Rehabilitation Act 2003](#)
- In accordance with Government requirements and Queensland Health's commitment to a healthier workplace the Queensland Health Smoking Management Policy supports a smoke-free environment. Smoking is prohibited at all Queensland public hospitals and health facilities and for five (5) metres beyond their boundaries. Queensland Health employees may obtain assistance to quit smoking through staff program *Quit Smoking for Life* program. Information is available at [Quit smoking.....for life!](#)

Organisational Chart

