

Role description

Cairns and Hinterland Hospital and Health Service

Role details

Job ad reference	CAH572803	Classification	AO5
Role title	Business Support Coordinator	Contact name	Jane Bentley
Status (temp/perm)	Fixed Term Temporary Full Time for 6 months	Contact number	07 4226 2779
Unit/Branch	Forensic Mental Health Services	Closing date	Wednesday, 3 July 2024
Directorate/ Hospital and Health Service	Mental Health and Alcohol, Tobacco and Other Drugs Service Cairns and Hinterland Hospital and Health Service	Salary	\$3928.50 - \$4274.40 per fortnight (plus superannuation and leave loading benefits)
Location	Cairns		

Queensland Health's vision

By 2026 Queenslanders will be among the healthiest people in the world.

Our vision

Excellence in healthcare, wellbeing, research and education in Far North Queensland.

Our purpose

We work together, with our community, providing healthcare services to improve health and wellbeing in Far North Queensland.

More information on the strategic direction of Cairns and Hinterland Hospital and Health Service visit: [Cairns and Hinterland Hospital and Health Service Strategic Plan 2023-2027](#)

Please visit our website for additional information about Cairns and Hinterland Hospital and Health Service www.health.qld.gov.au/cairns_hinterland



Our values

The staff and patients at Cairns and Hinterland Hospital and Health Service have helped develop a set of shared values that guide our behaviours and decision making in our workplaces. These values underpin our daily work, the strategies of our Health Service and help deliver Queensland Health's vision.



COMPASSION

At CHHHS, we demonstrate that we care about the challenges facing our patients and colleagues by taking time to walk in their shoes. Compassion is delivered with a warm hello, a smile, by genuinely listening and following through on concerns.



ACCOUNTABILITY

At CHHHS, we value accountability at all levels as it builds trust in our organisation, our people and our services. When we live up to our responsibilities, we earn respect from the people and communities we have made a commitment to.



RESPECT

At CHHHS, we value a respectful approach to our work and care as it builds strong relationships and trust. We encourage you to treat others as you'd like to be treated.



INTEGRITY

At CHHHS, we rely on our integrity to guide us when the choice isn't an easy one to make. It ensures we are making decisions that are transparent, truthful and for the greater good of our patients, colleagues and communities.

Your employer— Cairns and Hinterland Hospital and Health Service

- The Cairns and Hinterland Hospital and Health Service strives to provide excellence in health care, wellbeing, research and education in Far North Queensland.
- The Health Service is the primary provider of health services to residents of the Cairns, Tablelands and Cassowary Coast regions with a population of over 250,000 people, as well as providing specialist services to the Torres Strait and Cape York region. Cairns Hospital is the primary referral hospital for Far North Queensland.
- We provide an extensive range of health services at more than 30 regional, rural and remote facilities across a geographical area of 142,900 square kilometres.
- The Health Service is 95 percent self-sufficient with only a small number of high-level acute services being provided in Townsville and Brisbane.
- Our staff are a part of the community we serve, and we strongly believe that health outcomes are enhanced by involving our community in the planning and evaluation of local health services.

Mental Health and Alcohol, Tobacco and Other Drugs Service

Alcohol Tobacco and Other Drugs Service (ATODS) offers a comprehensive range of services across hospital, community and diversionary settings to respond to and assist in preventing harms related to the use of alcohol, tobacco and other drugs. The service operates multidisciplinary teams that aim to provide a comprehensive evidence-based approach to assist in addressing the issues arising at an individual and community level from the use of alcohol, tobacco and other drugs.

The ATODS Cairns Service has sites in Cairns, Mossman, Mareeba and Innisfail. The Cairns ATOD Service comprises two sites: 8 Aplin Street, Cairns (Community & Health Prevention / Opiate Substitution Treatment Program) and Alcohol Diversion Program (Cairns North Community Health).

ATODS Cairns service provides a range of programs and services including:

- Alcohol and Other Drugs Treatment
- Opiate Treatment Program
- Intensive Treatment Program
- Diversionary Programs
- Hospital Liaison
- Brief Intervention
- Harm Reduction (Needle and Syringe Program) and Early Intervention
- Group Therapy
- Education

Your opportunity

The Business Support Coordinator is responsible for providing strategic direction, leadership, and co-ordination of Administration Services to meet the current and future clinical support needs to enable ATODS & Forensic Service to meet service demands and challenges. Provides the strategic development, refinement, implementation, and evaluation of continuous quality service improvement strategies for ATODS and Forensic Services. In addition, the position provides high level administration advice on human resource management, industrial relations and workforce change management, as well as monitoring and reporting on the stream's FTE and Financial budget.

Your role

- Fulfil the responsibilities of this role in accordance with CHHHS values as outlined above.
- Follow defined service quality standards, occupational health and work policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.

Management

- Strategically and operationally recruit to and manage a diverse group of administrative officers by developing, implementing, maintaining, and reviewing strategies to manage and continually improve support and complex administrative services whilst meeting the objectives of organisational requirements, across CHHHS ATODS and Forensic Services.
- Manage and coordinate staffing requirements within the administration team across CHHHS ATODS and Forensic Services.

- Identify/report on and implement strategies to resolve issues that negatively impact on effective processing and workflows in order to maintain consistent quality outcomes. Implement and direct change management, strategies, and activities, as required by the Management group.
- Manage regularly and liaise with staff to set agreed outcomes on the quality of services delivered and ensure that such services are regularly monitored and evaluated.
- Coordinate, manage and provide expert advice and assistance to administrative staff in the completion of administrative duties and resolution of problems encountered.
- Represent ATODS & Forensic Services on various committees and working parties relative to administration services, as determined by the Director of ATODS & Forensic Services.

Administration

- Take responsibility for the development of a quality administration service delivery within ATODS. In particular take accountability for Administration services involvement in Individual Development Performance, performance monitoring, quality, mandatory training compliance, consistent processes and procedures.
- Manage and monitor monthly FTE budgets, overtime and sick leave usage for administration staff and develop strategies for cost effectiveness.
- Provide high quality and timely written and oral advice to executive management on contentious and emerging issues.
- Actively participate with the Director, Business Manager and Finance Department in annual budget build for CHHHS MH&ATOD Service.
- Take responsibility for certifying financial documents across CHHHS MH&ATODS. Manage the provision of accurate financial reporting including records and controls ensuring the accounting functions comply with Financial Management Practice Manual.

Human Resource Management

- Promote quality improvement activities throughout the service through the analysis, review (and where necessary improvement) of existing work practices and processes and the fostering and facilitation of quality initiatives amongst subordinate staff.
- Foster effective working relationships with line managers and administration staff to promote service quality, responsiveness, and compliance with established procedures and policies.
- Provide high level knowledge on all matters relating to human resource management, industrial relations, training, development and learning for the administration stream.

Mandatory qualifications/Professional registration/Other requirements

- Experience within Mental Health and ATOD Service is desirable.
- This position requires the incumbent to operate a class C motor vehicle and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.
- **Vaccine Preventable Diseases (VPD)** evidence as required for your employment in accordance with legislation/government policy and Directives.
- It is a condition of employment for the employee in this role to be, and remain, vaccinated against or non-susceptible to the following Vaccine Preventable Diseases (VPDs) during their employment: **Measles, Mumps, Rubella (MMR), Varicella (chicken pox) and Pertussis (whooping cough)**. *Existing*

staff engaged prior to 1 July 2016 (and have not had a break in service) are not subject to this new condition of employment unless they are moving from one Hospital and Health Service to another Hospital and Health Service within Queensland). Existing staff that have previously submitted this evidence since 1 July 2016 will not be required to resubmit.

- It is a condition of employment for the employee in this role to be vaccinated against or not susceptible to **Hepatitis B**. Proof of vaccination or non-susceptibility is a condition of employment for all staff (new and existing) who have direct contact with patients or who in the course of their work may be exposed to blood/body fluids or contaminated sharps.
 - It is strongly recommended that you complete the **VPD Evidence Form** and prepare your documents prior to meeting with the selection panel; however, you will only be required to supply the evidence if you are the preferred applicant. If you are the preferred applicant, your application for employment will not be successful unless you comply with this Queensland Health policy. Further information and Evidence Forms can be found at <https://www.health.qld.gov.au/employment/work-for-us/dept-of-health/pre-employment/vaccinations/providing-evidence>
 - A [Tuberculosis risk assessment form](#) is to be completed prior to commencement.

How you will be assessed?

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'Your role', the ideal applicant will be someone who can demonstrate the following:

- Ability to act as a positive role model and adhere to corporate values.
- Understands their own strengths and weaknesses, can demonstrate awareness and resilience in challenging situations.
- Ability to lead with confidence and integrity to maintain an effective and motivated team.
- An ability to strategically and operationally manage an administrative support service within a complex and diverse multidisciplinary environment, including demonstrated ability to provide professional supervision, development and guidance to administrative support staff.
- A knowledge of, or the ability to quickly acquire knowledge of Queensland Health common office software programs, DSS Panorama, S4Hanna, MyHR, and clinical patient information systems in order to fully utilise these systems to improve resource management.
- A knowledge of, or the ability to quickly acquire knowledge of Queensland Health Policies and Procedures in relation to Human resource management, industrial relations and change management.
- Demonstrated high level negotiation and consultative skills in a multidisciplinary environment as well as the ability to produce quality written submissions/reports to senior management in a timely manner.
- Demonstrated change management skills and ability to initiate new strategies in a continuous Quality Improvement / Best Practice Environment for administrative issues.
- A commitment to client service and the ability to work efficiently in a self-directed manner and to direct others in a team environment to ensure the achievement of work unit goals.
- An ability to actively participate in a working environment support quality human resource management practices including equal employment opportunity, anti-discrimination, occupational health and safety and ethical behaviour.

Your application

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

- Your current CV or resume, including the names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor.
- A short statement (maximum 1-2 pages) on how your experience, abilities and knowledge would enable you to achieve the key responsibilities and meet the key attributes.

How to apply

- Queensland Health encourages applicants to apply on-line for our vacancies through www.smartjobs.qld.gov.au
- To do this, access the 'apply online' facility on the Smartjobs and careers website.
- Online applications have special requirements:
- You need to create a 'My SmartJob' account before submitting your online application. Details are available through the Queensland Government SmartJobs and Careers website at www.smartjobs.qld.gov.au;
- You can 'save and submit later', allowing you to organise your attachments for submission at a later time, but before the closing date of applications.
- By applying online, you can track your application through the process, maintain your personal details through registration and withdraw your application if required.
- Do not attach photographs, certificates, references or other large graphics to your application.
- Any documents attached to SmartJobs should be in Microsoft Word, or .jpg, .gif, .bmp, .png, .rtf, .txt, .doc or docx. Do not upload zipped files, pdf documents created through Microsoft Word 2007, tagged pdfs or protected documents.
- Late applications cannot be submitted via the SmartJobs website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the Recruitment Services team to arrange this.
- If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68).
- Hand delivered applications will not be accepted.
- All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.
- If you require any other assistance, please contact Recruitment Services on 07 4226 3752.

Additional information

- Applications will remain current for 12 months.
- Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a blue card, unless otherwise exempt.

- Applicants are required to disclose any pre-existing illness or injury which may impact on their ability to perform the role as per [section 571 of the Workers' Compensation and Rehabilitation Act 2003](#).
- Under the [Public Sector Act 2022](#), applicants are required to disclose any previous serious discipline history taken against them.
- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- All Queensland Health staff, who in the course of their duties formulate a reasonable suspicion that a child has suffered, is suffering, or is at unacceptable risk of suffering significant harm in their home/community environment and may not have a parent able and willing to protect the child from harm. have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- Some roles within Queensland Health are designated as 'Vaccination Preventable Disease (VPD) risk roles. A VPD risk role is a role in which the incumbent may be exposed to the risk of acquisition and/or transmission of a VPD. If you are applying for a role that has been designated as a VPD risk role you must be able to provide evidence that you either have been vaccinated against the VPD's listed in the role description; or you are not susceptible to the VPD's listed in the role description.

You will be asked by the recruiting manager to supply this evidence if you are the preferred candidate for the role. Any job offer would be subject to the supply of evidence related to VPD in addition to other required employment screening. The majority of our frontline clinical roles require at a minimum vaccination against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and Hepatitis B. The following tools will assist if you are required to provide evidence of VPD vaccination:

- VPD Evidence guide
- VPD evidence form – Doctor
- VPD evidence form – Self

Please head to our [Vaccinations Homepage](#) for more information on how to provide your evidence.

- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at <https://www.qld.gov.au/gov/system/files/documents/lobbyist-disclosure-policy.pdf?v=1454302064>
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote [human rights](#) and [diversity](#).

Organisational Chart

