

# Role Description

## Team Leader

Cluster	NSW Health
Agency	Ministry of Health
Division/Branch/Unit	Health Professional Councils Authority (administrative unit of HAC)
Location	Sydney
Classification/Grade/Band	Grade 7/8
Role Number	51544, 51540, 657261, 51511, 51512, 51548, 679479, 700535 & 700588
ANZSCO Code	511112
PCAT Code	1331173
Date of Approval	September 2019
Agency Website	<a href="http://www.health.nsw.gov.au">www.health.nsw.gov.au</a>

### Agency overview

The Health Professional Councils Authority (HPCA) is an administrative body of the Health Administration Corporation and is an executive agency of the Ministry for Health. The HPCA provides regulatory services and the administrative and functional support to each of the 14 New South Wales Health Professional Councils, in their primary role to protect the public. The HPCA is a rewarding organisation offering cultural diversity and flexible working conditions whilst continually promoting NSW Health CORE values.

For more information go to [www.health.nsw.gov.au](http://www.health.nsw.gov.au) and [www.hpca.nsw.gov.au](http://www.hpca.nsw.gov.au).

### Primary purpose of the role

Team Leader roles manage regulatory programs for one or more Councils, and the administrative and support services that enable the Councils to perform their statutory role in regulating registered health practitioners and enrolled students in NSW.

The roles have a leadership role in one or more of the Councils' programs:

- Health program which oversees managing health practitioners whose health is impaired
- Performance program which manages health practitioners whose professional performance is unsatisfactory
- Conduct program which processes complaints received by the Councils about health practitioners' conduct or behaviour
- Monitoring and inspection programs that ensure practitioners comply with standards and restrictions (conditions and suspensions) imposed on their registration

### Key accountabilities

- Lead and manage the day to day work of the team to ensure effective, efficient processes and a high level of client service. Oversee the preparation of correspondence, reports and briefs. Manage a small portfolio of the most complex cases, and advise and guide the team about other complex and high risk matters
- Manage the staff in the team, including training and developing the performance of the staff and the team.
- Maintain process documentation, developing and implementing improvements as needed. Help to develop program policies, procedures and resources, consulting and communicating with affected teams and stakeholders as needed.

- Ensure compliance with relevant legislation, in particular the *Health Practitioner Regulation National Law (NSW)*, managing complaints about practitioners and restrictions on their registration in accordance with the legislation and relevant processes
- Coordinate submissions and recommendations and provide expert advice to Council/Committees about regulatory processes to ensure quality decision making
- Liaise with Council/Committee Chairs about agendas and meetings, and coordinate administrative services as needed including secretariat, agendas, and timely, accurate and compliant record keeping and follow-up of decisions
- Sponsor research projects about the programs as needed including coordinating statistical data
- Prepare management reports and statistics on the program including information for the annual report

### Key challenges

- Working to constant, often competing deadlines and priorities including change projects and escalating potentially high risk cases to Council/Committees for possible immediate action
- Mentoring the team while managing a demanding workload
- Managing relationships and expectations of multiple internal and external stakeholders (complainants, practitioners, Councils/Committees, managers, etc.)

### Key relationships

Who	Why
<b>Internal</b>	
Key HPCA Staff	<ul style="list-style-type: none"> <li>• Exchange information, seek direction, provide feedback and discuss issues</li> </ul>
Members of Council/Committees	<ul style="list-style-type: none"> <li>• Maintain collaborative relationships; provide advice on a range of complex and contentious health professional and regulatory issues</li> </ul>
<b>External</b>	
Health Care Complaints Commission and the Australian Health Practitioner Regulatory Agency	<ul style="list-style-type: none"> <li>• Maintain collaborative relationships; provide and seek advice on a range of complex and contentious health professional and regulatory issues</li> </ul>
Public, complainants and health practitioners	<ul style="list-style-type: none"> <li>• Respond to inquiries on a range of matters</li> <li>• Advice about</li> </ul>
Members, legal representatives, health practitioners	<ul style="list-style-type: none"> <li>• Arrange attendance and documentation, provide advice on administrative processes and discuss likely outcomes</li> </ul>
Employers including public and private health organisations, universities and other bodies	<ul style="list-style-type: none"> <li>• Consult in relation to the management of practitioners who may be impaired or whose professional performance may be unsatisfactory; provide advice on regulatory issues</li> </ul>

### Role dimensions

#### Decision making

Decisions which can be made by the role include:

- Write and sign off correspondence
- Prepare agendas and supporting documentation for Councils/Committees
- Provide advice and information to Council/Committee members and others as needed
- Day to day supervision and management of the team
- Provide advice within guidelines and requirements
- Negotiate revisions to documented processes with affected teams/parties

The role makes recommendations to the supervisor, Councils/Committees about:

- Urgent matters that may impact the health and safety of the public or the registration of a health professional
- Improvements to policies and procedures to respond to emerging and recurring issues

Decisions referred to a supervisor include:

- Issues which may have implications for other teams or where there may be political/media ramifications
- Issues which are outside policy or guidelines

### **Reporting line**

Principal, Case Management / Executive Officer / Principal, AIIM

### **Direct reports**

4- 7 direct reports

### **Budget/Expenditure**

Nil

### **Essential Criteria**

- Well developed organisational skills and proven ability to manage high volume workloads, to work autonomously and be proactive
- Demonstrated experience in providing high quality administrative support to committees and delegates within a regulatory environment
- High level of understanding of confidentiality and privacy requirements; ability to be sensitive and discreet in a range of situations
- Experience in the review / development of operational policies and procedures






### **Capabilities for the role**

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework).

### **Capability summary**

The full list of capabilities and the level required for this role are set out below. The focus capabilities appear in bold. Refer to the next section for further information about the focus capabilities.

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>
 People Management	<b>Manage and Develop People</b>	<b>Intermediate</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Prepare accurate documentation to support cost or resource estimates</li> <li>• Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate any possible variance from project plans</li> </ul>
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"> <li>• Ensure that roles and responsibilities are clearly communicated</li> <li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Develop team capability and recognise and develop potential in people</li> <li>• Be constructive and build on strengths when giving feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li> </ul>