



North Metropolitan Health Service
Job Description Form

HSS Registered September 2019

Telecommunications Supervisor

Health Salaried Officers Agreement: G-3

Position Number: 000274

Procurement Infrastructure and Contract Management - Telecommunications

North Metropolitan Health Service

Reporting Relationships

Area Telecommunications & Mail Coordinator
HSO Level: G-7
Position Number: 008336



Telecommunications Coordinator
HSO Level: G-4
Position Number: 004515



This Position



Also reporting to this supervisor:

- Nil

Directly reporting to this position:

Title	Classification	FTE
Telecommunications Officer	HSO G-2	20.8

Other positions under control

- Nil

Prime Function / Key Responsibilities

Supervise the daily activities of the Telecommunications Centre and associated staff.

Brief Summary of Duties

1. Operational Duties

- 1.1 Monitor's and control's the activities of the Telecommunication Centre that operates on a 24 hour per day, 7 days a week basis.
- 1.2 Supervises the activities of the staff to ensure compliance with policies, practices and relevant legislation which impact on service.
- 1.3 Assists with any staff related issues on a daily basis and reports to the Telecommunications Coordinator on the progression towards the resolution of any issues raised.
- 1.4 Assists with staff rosters, monthly rosters for casual staff and Level 2 rosters. Arranges casual staff for leave cover on a daily basis when required.
- 1.5 Participates in the recruitment process and provides training and support for staff where required.
- 1.6 Maintains the paging system with regard to emergency groups and messages. Maintains records on location of hospital pagers as well as managing pagers to and from repairers.
- 1.7 Participates in regular site system testing e.g. generator testing and PA testing across all North Metropolitan Health Service managed hospital sites.
- 1.8 Ensures emergency procedures are in place and adhered to by staff within the Telecommunications Centre.
- 1.9 Maintains knowledge of the electricity standby generation equipment and how it is activated and returned to normal once commercial electricity supplies are restored.
- 1.10 Actions the handover sheet in respect to the doctor's rosters on Roster Viewer and updates amendments as required. Ensures completion of doctors leave dates onto the Directory for all North Metropolitan Health Service managed hospital sites.
- 1.11 Conducts doctors change over including directory, Roster Viewer, paging, daily roster and after hours contact details for medical staff on all North Metropolitan Health Service managed hospital sites
- 1.12 Liaises with other health professionals and administrative staff as required.
- 1.13 Undertakes switchboard duties as required.

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 2.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Other duties as required.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated experience in utilising a range of telecommunications technology, including PABX, telephones, mobiles and paging systems and/or related activities in a large and complex service environment.
2. Demonstrated team Leadership and supervisory skills experience.
3. Well-developed interpersonal, verbal and written communications skills with the ability to establish effective working relationships with clients and customers.
4. Demonstrated organising, time-management and problem solving skills.
5. Well-developed computer skills with experience across the Microsoft office suite.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Telecommunications experience in a hospital environment.
2. Knowledge of quality improvement principles and practical application.

SPECIAL CONDITIONS: This position is required to work various shift works on a 24hours, 7 days per week basis.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment .Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date: