



North Metropolitan Health Service
Job Description Form

HSS REGISTERED

Telecommunications Switchboard Supervisor

Health Salaried Officers Agreement: G-3

Position Number: 0000274

**Procurement Infrastructure and Contract Management- Telecommunications
North Metropolitan Health Service**

Reporting Relationships

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



Telecommunications Coordinator
(RV)
HSO Level: G-4
Position Number: 04515,008017



This Position



Directly reporting to this position:

Title	Classification	FTE
Telecommunications Switchboard Operator	G1/2	26.59

Prime Function / Key Responsibilities

Provides professional and operational leadership in supervising the daily activities of the Telecommunications Switchboard 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. Arranges 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. Fire testing, generator testing, duress testing and public address 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 Participates in the maintenance of a safe work environment
- 2.2 Participates in an annual performance development review
- 2.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance 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 relevant experience in the effective supervision of a large number of staff providing customer/patient services in a large organisation.
2. Demonstrated ability to effectively coordinate, supervise, train, mentor and coach staff within budget and to achieve agreed Key Performance Indicators.
3. Well-developed interpersonal, verbal and written communications skills with the ability to establish effective working relationships with clients and customers.
4. Well-developed computer skills with experience across the Microsoft office suite.
5. Commitment to the provision of a customer focussed service through knowledge and understanding of continuous quality improvement principles and their practical application.
6. Current knowledge of legislative and regulatory requirements in the areas of Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment, people management and service delivery.

Desirable Selection Criteria

1. Telecommunications experience in a hospital environment.

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: