



## POSITION DESCRIPTION

### THE ORGANISATION

Canberra Imaging Group (CIG) has provided comprehensive diagnostic imaging services to the ACT community and the surrounding NSW region for over 60 years. CIG is a Sonic Healthcare owned entity, an international healthcare provider with specialist operations in pathology, radiology, general practice medicine and corporate medical services.

CIG is committed to providing the highest quality medical imaging services to the community through employment and development of exceptional staff, investment in technology, and demonstrated clinical expertise. CIG operates 10 radiology sites throughout the Australian Capital Territory and southern New South Wales.

CIG provides a wide range of diagnostic imaging services including:

- Digital X-ray
- Ultrasound
- CT
- CBCT
- MRI
- PET
- 3D Mammography
- Nuclear Medicine
- Interventional Radiology in a dedicated Day Hospital

More information can be found on our website: [www.canberraimaging.com.au](http://www.canberraimaging.com.au)

### VALUES

**Respect | Teamwork | Education | Expertise | Service to clients | Profitability**

### POSITION DESCRIPTION

<b>Title:</b>	<b>Manager Administration</b>
<b>Responsible to:</b>	<b>General Manager</b>
<b>Direct reports:</b>	<b>Office Managers RIS Administrator HR Assistant</b>
<b>Responsible for:</b>	<b>Administrative workforce</b>
<b>Remuneration:</b>	Remuneration is commensurate with qualifications and experience



## RESPONSIBILITIES:

### Administration Operations Management

- Manage and oversee Administration Service delivery ensuring:
  - Consistent high quality service delivery across all CIG sites
  - Efficient and productive operations including
    - Optimising human resource utilisation
    - Optimising equipment and consumable utilisation
- Oversee administration workflow management in liaison with RIS and Workflow Administrator including:
  - Design and implementation of new administration workflows
  - Review and optimisation of existing administration workflows
  - Change management relating to administration workflow changes
- Oversee training and development for administration staff in liaison with RIS and Workflow Administrator including
  - Training of new administration staff
  - Ongoing and regular training and development of administration staff
- Advise and liaise with the General Manager on all administration operational matters including
  - Development and implementation of new operational initiatives
  - Strategic and resource planning
  - Significant issues that may arise

### Human Resource Management

- Ensure that all CIG HR policy and procedure complies with the current CIG Enterprise Agreement and all relevant Industrial Relations laws and / or regulations.
- Ensure that all CIG HR management of administration staff complies with the current CIG Enterprise Agreement, CIG policy and procedure and relevant workplace laws.
- Manage administration recruitment and staff retention including:
  - Management and co-ordination of administration staff recruitment
  - Monitoring of administration staff wellbeing and ongoing professional development
- Manage administration staff performance including:
  - Overseeing and monitoring of the performance appraisal process for administration staff
  - Managing the performance appraisal process for all directly reporting staff
- Manage Administration staff under performance including
  - Design, implementation and management of administration staff performance management plans
- Provide advisory service and support to Office Managers on Human Resource issues, including disciplinary procedures and Workers' Compensation issues.
- Advise and liaise with the General Manager on all administration HR matters including
  - Development and implementation of HR initiatives
  - HR strategic and resource planning
  - Significant HR issues that may arise
- Oversee the provision of the Employee Assistance Program (EAP) including
  - Ensure that all staff are able to access a suitable EAP
  - Liaising with external service provider as required to ensure the CIG EAP is appropriately supported



## RESPONSIBILITIES continued:

### Work Health and Safety (WHS) Management

- Oversight of WHS practices for the administrative workforce, including contribution to risk assessments, use of reporting processes, appropriate resourcing and participation in relevant training.
- Manage Administration staff workers' compensation processes including
  - Liaising with CIG workers' compensation insurer in relation to notification and claims
  - Manage all active workers' compensation cases including return to work programs
- Advise and liaise with the General Manager on all WHS matters including
  - The recommendation of WHS risk mitigation strategies
  - Significant issues that may arise

### Communication

- Proactively engage and communicate with Executive Team including within regular team meetings.
- Establish open and clear communication pathways with administrative workforce.
- Coordinate and Chair administrative team meetings, ensuring full participation by relevant workforce members and relevant documentation is maintained and distributed.
- Prepare reports for and participate in Clinical Risk, Work Safety and other relevant organisation wide meetings and forums.
- Prepare reports for governance committees as requested by the General Manager and CEO.
- Facilitate good working relationships with specialist radiologists, managers, technical, office and administration staff at all levels.
- Prepare high level correspondence, reports and file documentation.

### Executive

- Provide strategic advice to the General Manager and Executive Team on administrative operational and workforce matters.
- Support the General Manager and Executive Team to achieve CIG's strategic goals.
- Collaborate with the Executive Team and General Manager to develop projects that will support the organisation's growth and achieve a high standard of service provision.
- Work closely with the Chief Financial Officer and the General Manager to control expenditure and meet financial targets particularly for growth.

### Behaviours on which all members of Executive are assessed

- A co-operative and supportive member of the Team
  - Example – supporting other Executive members; following through on Executive decisions
- Loyalty to the organisation and the Executive team
  - Example – actively supporting the decisions of the Board
- Respect for other Executive members
  - Example - listening to the opinion of others
- Ensuring that the confidentiality of information and discussions is maintained
  - Example – treating information in accordance with CIG confidentiality policy
- Actively supporting and promoting CIG's vision mission and values both internally and externally
- Ensuring a safe, healthy and enjoyable workplace for patients, staff and visitors attending Canberra Imaging Group



## SELECTION CRITERIA:

### Eligibility (must be met):

- Minimum 8 years working in Administration in a diagnostic imaging practice, or medical or health administration role.
- Qualifications in a field of human resource management, business management or health/health administration.

### Key Criteria:

- Demonstrated experience in successfully managing staff with a management style that promotes collaboration and consultation with all staff, ensuring a harmonious work environment.
- Demonstrated ability in promoting a client focused service.
- Excellent interpersonal and communication skills and ability to and work with a range of stakeholders.
- Demonstrated human resource management experience including recruitment and implementation of staff retention strategies.
- Capacity to collaborate with the Executive Team and contribute to strategic planning.

## KEY PERFORMANCE INDICATORS:

1. Maintain low overall staff turnover rate (administrative workforce)
2. Increase average length of employment (administrative workforce)
3. Implement recruitment strategies to attract high quality staff
4. Maintain low levels of administration related customer service complaints
5. Improve and maintain accuracy of data entry and quality of administrative practices
6. Maintain and improve administrative team culture
7. Develop and maintain trusted working relationships across the organisation
8. Active engagement with Executive Team to support decision-making and collaborate on projects