

Line Manager Capability Professional Development Pathway

Appendix 1: Course Guide

South West Sydney Local Health District

Version 4.0 | 2019






SOUTH WESTERN SYDNEY
*Centre for Education
& Workforce Development*





Health
South Western Sydney
Local Health District

Stage 1: Emerging Leaders into the Line Manager role (Acting position) Requirements

Course	Skillset	Delivery Method	Time (approx.)	Provider
Activity Based Funding	Budget Management	Online	30 mins	HETI
Building Individual Resilience	Ownership	Online	45 mins	HETI
Care Coordination	Patient Safety Quality Communication	Online	20 mins	HETI
Complaints Management at Point of Service	Communication Ownership Reporting Risk Management	Online	20 mins	HETI
Conflict Resolution	Communication Managing Staff – HR Matters Ownership	Online	20 mins	HETI
Documentation and activity based funding for clinicians	Budget Management	Online	30 mins	HETI
Effective Workplace Conversations	Communication Managing Staff – HR Matters Ownership	Online	30 mins	HETI
Emotional Intelligence	Communication Managing Staff – HR Matters Staff profile	Online	40 mins	HETI
Enterprise-wide Risk Management for Managers	Managing Staff – HR Matters Reporting Risk Management Systems Work Health & Safety	Online	30mins	HETI
Facilitating Effective Performance	Communication Managing Staff – HR Matters Reporting Risk Management	Online	45 mins	HETI
HETI Resource Management Training Self-Assessment Tool	Budget Management	Online	15 mins	HETI

Course	Skillset	Delivery Method	Time (approx.)	Provider
IIMS Notifier training 	Patient Safety Quality Risk Management Reporting Systems Work Health & Safety	Online	30 mins	HETI
Implementing Performance Development	Communication Managing Staff – HR Matters Reporting Risk Management	Online	30 mins	HETI
Injury management	Patient Safety Quality Risk Management Reporting Systems Work Health & Safety	Online	30 mins	HETI
Interprofessional Communication	Communication	Online	20 mins	HETI
Introduction to Mentoring	Communication Managing Staff – HR Matters Ownership	Online	30 mins	HETI
Introduction to Work Health and Safety 	Patient Safety Quality Risk Management Reporting Work Health & Safety	Online	20 mins	HETI
Introduction to Work Health and Safety for Managers 	Patient Safety Quality Risk Management Reporting Work Health & Safety	Online	30 mins	HETI
Key Principles of Smooth Patient Flow	Patient Flow Patient Safety Quality	Online	30mins	HETI


Course	Skillset	Delivery Method	Time (approx.)	Provider
	Risk Management Systems			
Manage Conflict	Communication Managing Staff – HR Matters Ownership Reporting Risk Management	Face to Face	1 day	SWSCEWD
Managing Health Resources – A Foundation – Understanding Cost Centres	Budget Management	Online	30 mins	HETI
Open Disclosure	Communication	Online	25 mins	HETI
Performance Development and Review – Masterclass for Managers	Communication Managing Staff – HR Matters Ownership Risk Management	Face to face	Two hours	SWSCEWD
Privacy Module 1 – know your boundaries 🚩	Communication Managing Staff – HR Matters Ownership Risk Management	Online	20 mins	HETI
Purposeful Meetings	Communication Managing Staff – HR Matters Ownership Reporting	Face to Face	1 day	HETI
Security	Communication Patient Safety Risk Management Reporting	Online	20 mins	HETI
MAN1272 - Transforming Your Experience Foundational Leadership Program (TYEFLP)	Communication Managing Staff – HR Matters Ownership	Face to Face	3 days	SWSCEWD
MAN1270 - Recruitment with Behavioural Interviewing	Communication Managing Staff – HR Matters Ownership	Face to Face	4 hours	SWSCEWD
Violence Prevention and Management in the Workplace-Awareness 🚩	Communication	Online	30 mins	HETI

Course	Skillset	Delivery Method	Time (approx.)	Provider
	Patient Safety Quality Risk Management Work Health & Safety			
Violence Prevention and Management- Promoting acceptable behaviour in the workplace 	Communication Patient Safety Quality Risk Management Work Health & Safety	Online	30 mins	HETI
Waste Management 	Patient Safety Quality Risk Management Reporting Work Health & Safety	Online	30 mins	HETI
Working in Culturally Diverse Contexts	Communication Managing Staff – HR Matters Ownership Quality Reporting Risk Management	Online	45 mins	HETI
Working with consumers and communities	Communication Quality Reporting Risk Management	Online	20 mins	HETI
HealthRoster Modules:				
<ol style="list-style-type: none"> 1. HealthRoster Casual Online Availability for HealthShare 2. HealthRoster Casual Staff Management for Roster Creation 3. HealthRoster Casual Staff Management for Roster Management 4. HealthRoster Casual Staff Management for Staffing Office 5. HealthRoster Employee Online (EOL) Pay Period Confirmation 6. HealthRoster Employee Online (EOL) View Only 7. HealthRoster Employee Online for Casuals 	Computer Literacy Managing Staff – HR Matters Reporting Rostering Staff Profile Systems	Online	Varying durations	HETI

Course	Skillset	Delivery Method	Time (approx.)	Provider
<ul style="list-style-type: none"> 8. HealthRoster Medical Roster Unit Module (RUM) 9. HealthRoster Module 2 - Introduction - View Roster Screen 10. HealthRoster Nursing Hours Per Patient Day (NHPPD) Module 11. HealthRoster Prewrite - Basic Navigation & View Rosters 12. HealthRoster Training - Online Learning Evaluation 13. HealthRoster Video: Introducing HealthRoster 14. HealthRoster Video: Search for Casual Availability 				
<p>Roster Capability Framework Modules:</p> <ul style="list-style-type: none"> 1. RCF - Annual Leave Planning 2. RCF - Approve and Publish a Roster 3. RCF - Check a Roster Prior to Publishing 4. RCF - Key Rostering Principles and Concepts 5. RCF Finalise A Roster For Payroll 6. RCF Maintain A Roster 7. RCF Manage Overtime and Time in Lieu 8. RCF Manage Retrospective Adjustments 9. RCF Manage Roster Requests 10. RCF Manage Sick Leave 11. RCF Manage TIRA 12. RCF Managing Shift Swaps 13. RCF Rostering Measures of Success 14. RCF Vacancy Management 	Computer Literacy Managing Staff – HR Matters Reporting Rostering Staff Profile Systems	Online	Varying durations	HETI
<p>Enterprise Risk Training:</p> <ul style="list-style-type: none"> 1. Bow Tie Analysis (BTA) Tool: An Introduction 2. Bow Tie Analysis (BTA) Tool: An Introduction & Application 3. Enterprise-wide Risk Management for Managers 4. Enterprise Risk Management - an overview 	Patient Safety Quality Risk Management Reporting	Face to Face Face to Face Online Online	2 hours 3 hours 20 mins 30 mins	SWSLHD
<p>HCM ROB Training:</p> <ul style="list-style-type: none"> 1. 01.HCM ROB Introduction to ROB: Recruitment & Onboarding (236127621) 2. 02.HCM ROB ATF: How to Complete & Submit (236125837) 3. 03.HCM ROB ATF: How to Monitor, Review and Approve (236126655) 	Computer Literacy Managing Staff – HR Matters Reporting Rostering	Online	Varying durations	HETI


Course	Skillset	Delivery Method	Time (approx.)	Provider
4. 04.HCM ROB ATF: How to Action a Returned ATF for Correction (236125366)	Staff Profile Systems			
5. 09.HCM ROB Selection: Completing Data Validation at Interview (236129714)				
6. 12.HCM ROB Recommendation: How to Monitor, Review and Approve the Report (236128986)				

Stage 1: Emerging Leaders into the Line Manager role (Acting position) Additional Development

Course	Skillset	Delivery Method	Time (approx.)	Provider
Addressing workplace concerns – your guide to grievance resolution	Communication Managing Staff – HR Matters Ownership Staff profile	Online	30 mins	HETI
Breaking Bad News	Communication	Online	30 mins	HETI
Building Effective Teams	Communication Managing Staff – HR Matters Staff profile	Online	20 mins	HETI
Certificate IV in Leadership and Management 	Communication Managing Staff – HR Matters Ownership Staff profile	Face to Face	10 days	SWSCPWD
Clinical documentation – getting it right!	Quality Reporting Systems	Online	30 mins	HETI
Easy guide to writing	Business Writing Skills	Online	20 mins	HETI
Emotional Intelligence & Myers Briggs Type Indicator	Communication Managing Staff – HR Matters Staff profile	Face to Face	1 day	SWSCPWD
Expressing opinions competently and conflict resolution	Communication Managing Staff – HR Matters Staff profile	Online	60 mins	HETI
Fatigue: Minimising the impact at work	Ownership	Online	30 mins	HETI

Course	Skillset	Delivery Method	Time (approx.)	Provider
First Contact - Customer Service	Communication	Online	20 mins	HETI
I Procurement Basic	Computer Literacy	Online	45 mins	HETI
Lean thinking	Quality	Online	40 mins	HETI
Making meetings work	Communication Managing Staff – HR Matters Staff profile	Online	20 mins	HETI
MAN 1262 Workplace Mentoring	Communication Managing Staff – HR Matters Ownership Staff profile	Face to Face	1 day	SWSCEWD
Managing Your Time	Ownership	Online	30 mins	HETI
Preceptor Program	Communication Ownership	Face to Face	1 day	SWSCEWD

Key:

 Mandatory education

 CE Directive

 Course/Unit is nationally recognised. Participants are required to complete and submit assessment work to obtain the unit of competency/qualification.

Stage 2: Less than two years' experience (in the Line Manager role) Requirements


Course	Skillset	Delivery Method	Time (approx.)	Provider
Activity Based Management for Better Care	Budget Management	Online	45 mins	HETI
Approving Requisitions	Computer Literacy Systems	Online	5 mins	HETI
MAN1270 - Recruitment with Behavioural Interviewing	Communication Managing Staff – HR Matters Ownership	Face to Face	4 hours	SWSCEWD
Chem Alert - For Stock Controllers, Managers and Administrators	Quality Risk management Reporting Systems Work Health & Safety	Online	50 mins	HETI
Coaching for Performance	Communication Managing Staff – HR Matters Reporting Risk Management	Online	40 mins	HETI
Easy guide to writing	Business Writing Skills Communication	Online	30 mins	HETI
Effective Business Case Design	Business Writing Skills Communication	Online	30 mins	HETI
Emotional Intelligence in Practice	Communication Managing Staff – HR Matters Staff Profile	Face to Face	1 day	HETI
Financial Management Essentials (FME) two-day workshops	Budget Management Reporting Systems	Face to Face	+ 2 days	HETI
Grievance Management: Managers	Communication Managing Staff – HR Matters Ownership Staff profile	Face to Face	4 hours	SWSCEWD
Introduction to Motivational Interviewing	Communication	Online	30 mins	HETI

Course	Skillset	Delivery Method	Time (approx.)	Provider
	Managing Staff – HR Matters Staff profile			
Introduction to Work, Health and Safety for Managers 	Patient Safety Quality Risk Management Reporting Work Health & Safety	Face to Face	30 mins	SWSCWD
Making Meetings Work	Communication	Online	20 mins	HETI
Managing Grievance Early	Communication Managing Staff – HR Matters Ownership Staff profile	Online	30 mins	HETI
Performance Development and Review – Masterclass for Managers	Managing Staff – HR Matters Ownership Staff profile Reporting	Face to Face	2 hours	SWSCWD
Promoting Attendance and Managing Leave	Managing Staff – HR Matters Ownership Staff profile Reporting	Online	30 mins	HETI
Safety and Quality Advanced	Quality Risk management Reporting Systems Work Health & Safety	Online	30 mins	HETI
SMR Service Smart View on Workforce	Computer Literacy Systems	Online	20 mins	HETI
SMR Service Smart View on Workforce: Explore Functionalities	Computer Literacy Systems	Online	30 mins	HETI
SMR Service Standard Financial Reports	Computer Literacy Systems	Online	30 mins	HETI
Team Work- Personalities & Flexible Team Interactions	Communication Managing Staff – HR Matters	Online	45 mins	HETI

Course	Skillset	Delivery Method	Time (approx.)	Provider
	Staff profile			
Team Work- Team Processes	Communication Managing Staff – HR Matters Staff profile	Online	30 mins	HETI
Violence Prevention and Management for Managers	Communication Patient Safety Quality Risk Management Work Health & Safety	Online	30 mins	HETI
WHS Incident investigation for Managers	Quality Risk management Reporting Systems Work Health & Safety	Online	20 mins	HETI
Workplace Mentoring	Communication Managing Staff – HR Matters Ownership Staff profile	Face to Face	1 day	SWSCEWD
HealthRoster Modules: 1. HealthRoster Casual Staff Management for Staffing Office 2. HealthRoster Medical (Hours Apportionment, Negotiated Rates, Locations) Module 3. HealthRoster Nursing Hours Per Patient Day (NHPPD) Module 4. HealthRoster Workers Compensation Module	Computer Literacy Managing Staff – HR Matters Reporting Rostering Staff Profile Systems	Online	Varying durations	HETI
Enterprise Risk Training: 7. Bow Tie Analysis (BTA) Tool: An Introduction 8. Bow Tie Analysis (BTA) Tool: An Introduction & Application	Patient Safety Quality Risk Management Reporting	Face to Face Face to Face	2 hours 3 hours	SWSLHD
HCM ROB Training: 1. 01.HCM ROB Introduction to ROB: Recruitment & Onboarding (236127621) 2. 02.HCM ROB ATF: How to Complete & Submit (236125837)	Computer Literacy Managing Staff – HR Matters Reporting	Online	Varying durations	HETI

Course	Skillset	Delivery Method	Time (approx.)	Provider
3. 03.HCM ROB ATF: How to Monitor, Review and Approve (236126655)	Rostering Staff Profile Systems			
4. 04.HCM ROB ATF: How to Action a Returned ATF for Correction (236125366)				
5. 09.HCM ROB Selection: Completing Data Validation at Interview (236129714)				
6. 12.HCM ROB Recommendation: How to Monitor, Review and Approve the Report (236128986)				


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 Mandatory education




 CE Directive

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Stage 2: Less than two years' experience (in the Line Manager role) Additional Development

Course	Skillset	Delivery Method	Time (approx.)	Provider
Build financial statement generator reports	Budget Management Reporting Systems	Online	20 mins	HETI
Business Planning for wards and departments Effective Business Case Design	Business Writing Skills Communication Reporting Staff Profile Systems	Online Online	30 mins 60 mins	HETI HETI
Coaching Skills	Communication Managing Staff – HR Matters Ownership Staff profile	Face to Face	1 day	SWSCEWD
Diploma of Leadership and Management 	Communication Managing Staff – HR Matters Ownership Staff profile	Face to Face	11 days	SWSCEWD
Effective Workplace Conversations	Communication Managing Staff – HR Matters Ownership Staff profile	Online	40 mins	HETI
Financial inquiry	Budget Management Reporting Systems	Online	50 mins	HETI
Fixed Asset Management	Budget Management Reporting Systems	Online	1.5 hrs.	HETI
Introduction to Advanced Care Planning	Communication Patient Safety	Online	30 mins	HETI
Introduction to Motivational Interviewing	Communication Managing Staff – HR Matters	Online	30 mins	HETI


Course	Skillset	Delivery Method	Time (approx.)	Provider
Post-graduate options				
Project Management in a Nutshell	Business Writing Skills Ownership	Online	20 mins	HETI
Safety improvement Program – Root Cause Analysis	Quality Risk management Reporting Systems Work Health & Safety	Face to Face	1 day	SWSCEWD

<p>Key:</p> <p> Mandatory education</p> <p> CE Directive</p> <p> Course/Unit is nationally recognised. Participants are required to complete and submit assessment work to obtain the unit of competency/qualification.</p>

Stage 3: Two - Five years' experience (in the Line Manager role) Requirements




Course	Skillset	Delivery Method	Time (approx.)	Provider
Accelerated Implementation Methodology (AIM)	Communication Quality Risk Management Reporting Systems	Face to Face	2 days	SWSCEWD
Coaching Skills	Communication Managing Staff – HR Matters Ownership Staff profile	Face to Face	1 day	SWSCEWD
Effective Workplace Conversations	Communication Managing Staff – HR Matters Ownership Staff profile	Online	40 mins	HETI
Facilitating Effective Performance	Communication Managing Staff – HR Matters Reporting Risk Management	Online	45 mins	HETI
Interprofessional communication	Communication	Online	50 mins	HETI
Working with consumers and communities	Communication Quality Risk Management Reporting	Online	20 mins	HETI
Workplace Mentoring	Communication Managing Staff – HR Matters Ownership Staff profile	Face to Face	1 day	SWSCEWD

Stage 3: Two - Five years' experience (in the Line Manager role) Additional Development

Course	Skillset	Delivery Method	Time (approx.)	Provider
Diploma of Project Management 	Budget Management Business Writing Skills Computer Literacy Communication Ownership Patient Flow Quality Reporting Risk management Systems	Face to Face	11 days	SWSCEWD
Fraud and corruption	Communication Reporting	Online	30 mins	HETI
Interprofessional Practice	Communication	Online	20 mins	HETI
iProcurement Advanced	Computer Literacy	Online	80 mins	HETI
Major Incident Medical Management and Support (MIMMS) disaster deployment	Communication Patient Safety Quality Risk Management Work Health & Safety	Face to Face	1 day	SWSCEWD
Open Disclosure Advisor	Communication	Online	2 hrs.	HETI
Own source revenue and your hospital	Budget Management Computer Literacy Reporting Systems	Online	30 mins	HETI
Post graduate education options				
R 12 Global changes	Computer Literacy Communication Systems Reporting	Online	30 mins	HETI

Course	Skillset	Delivery Method	Time (approx.)	Provider
Run the NSW BAS tax worksheet report in Oracle R12	Budget Management Computer Literacy Reporting Systems	Online	10 mins	HETI
Supporting the Learner	Communication	Online	30 mins	HETI
Working in Culturally Diverse Contexts	Communication Managing Staff – HR Matters Ownership Quality Reporting Risk Management	Online	30 mins	SWSCEWD

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-  CE Directive
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Additional education programs may be accessible via HETI's webpage at this [location](#).