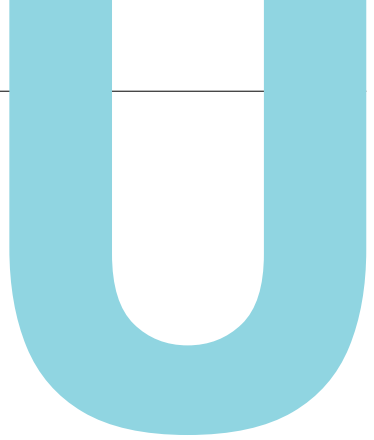

**SYDNEY
EDUCATION**

Think. Learn. Grow.



Getting Started for Managers program guide



Sydney
Local Health District

Think. Learn. Grow.

Message from the Chief Executive

Congratulations on your new role as a manager in Sydney Local Health District.

The District is recognised leader in a healthcare and is committed to excellence in health for all.

As a manager, you are key to our success and one of our most important resources. We support and value your contribution to our District. You help us build healthy teams, look after our staff, lead performance and grow a workplace in which everyone is proud to belong. You have the capacity to drive change and shape our future.

Being a manager is not always easy, but it is rewarding. We recognise there is a lot to learn about your new role and how it connects with the organisation. This guide and associated Getting Started for Managers checklist are designed to support you on your journey.

Warm regards,

A handwritten signature in black ink, appearing to read 'Teresa Anderson', with a large, stylized flourish at the end.

Dr Teresa Anderson AM
Chief Executive
Sydney Local Health District

Being a manager in Sydney Local Health District

In our District, a manager is defined as any person who has responsibility for staff and/or the use of resources. This might be a supervisor, manager, department head or director.

A management role provides a unique opportunity to determine how our organisation operates, to inspire and influence staff and drive excellence in patient and family centred care.

Our patients. Our people. Our culture.

The *Management Accountability Framework*, **available on our intranet**, outlines our management philosophy, key expectations of managers, and how this translates to everyday practice.



Be present



Engage others



Drive excellence



Love what you do

Program resources

The *Getting Started for Managers program* is designed to help you become familiar with the District, your facility, department and role. It is based on the **Management Accountability Framework** and is an addition to, and aligns with, the **Corporate Getting Started Program**.

The resources you will need for the program include this guide, and accompanying *Getting Started for Managers checklist*. They signpost key areas of knowledge you will need to cover to navigate your new managerial role.

As a manager, you may be new to the District or new to your permanent or temporary role. You may or may not have direct reports. You should complete the relevant sections of the checklist to correlate with your role requirements. If you have been appointed to a temporary role then you may not necessarily require the full program, but the resources may still be helpful, and you should know how to access them.

We hope you find the *Getting Started for Managers program* valuable as you start this exciting new chapter of your career.

Program checklist

The *Getting Started for Managers checklist* will help you become familiar with your new role as a District manager. You should aim to complete the checklist within the **first three months** of starting your new role.

The checklist includes a comprehensive list of the key District priorities, stakeholders and areas with which you should become familiar in your first three months in your new role, including:

- Line Manager Briefing
- Systems access, applications and training
- Policies and procedures
- *Virtual Orientation Program* on the *My Health Learning* platform which includes:
 - Virtual Key Stakeholder Briefings
 - Sydney Education Virtual Sessions

In consultation with your line manager, and as part of your orientation process, please add anything specific to your department or service to your copy of the checklist.

Line Manager Briefing

Your line manager will be familiar with the *Getting Started for Managers program*, process and resource documents. While they will work through relevant sections of the checklist with you, and provide guidance and support, completion of the checklist remains your responsibility.

You'll see in the checklist there is a reference to check-ins with your line manager at the end of Week Two, Week Six and Week 10 to discuss your progress through the *Getting Started for Managers program*. These check-ins may occur in addition to, or in lieu of, any business-as-usual meetings between you and your line Manager.

Systems access, applications and training

As part of your role as a manager, you will need to access multiple systems and applications.

The *checklist* includes the more common systems that managers need to be able to use, but the list is not exhaustive.

You and your line manager should work together to identify and secure access to the systems and training you need. The majority of areas have a variety of tools and resources to support your learning.

Your line manager will need to request, or approve your request for, your access to most of these systems. We recommend you initiate this process as soon as you can. Links to most systems and applications are **available on our intranet**: slhd-intranet.sswahs.nsw.gov.au/SLHDintranet/tools.html

Policies and procedures

Policies and procedures form an important part of the District roadmap for day-to-day operations. They help District staff comply with laws and regulations, manage behavioural and performance standards, guide decision-making, streamline internal processes and ensure process consistency.

As a manager, it is very important you are familiar with District policies and procedures. The checklist details some key policies and procedures you will need to understand and implement.

Key stakeholder briefings

Meeting and understanding the role of key stakeholders connected to your role is crucial to your success as a manager.

The stakeholder briefings component of the *Getting Started for Managers program* consists of an online virtual session with each key department/business unit and a one-on-one meeting with your local representative.

Virtual sessions

As part of your program, you are required to enrol in (via *My Health Learning*) and attend a Virtual briefing session presented by each of the key stakeholders. The virtual sessions offer a general overview of the stakeholder service — who they are, what they do, and how they partner with managers in the District.

How to book a key stakeholder briefing virtual session

Go to **My Health Learning**, available through the District staff intranet, and enrol in the *Getting Started for Managers Learning Pathway* (code 375034611).

Once you're enrolled in the pathway, you will be allocated the key stakeholder sessions in the Virtual Education Program.

You need to **book to attend each session**.

Each stakeholder session is held every four to six weeks to provide flexibility, and you should aim to complete them all within the first three months of your new role as a manager. Talk to your line manager if you're unsure how to enrol in the pathway.

One-on-one meetings

You are also required to meet with your local representative. This one-on-one meeting offers a more tailored opportunity for you to personally connect with your local representative and ask questions specific to your department. The *Getting Started for Managers program checklist* has some key points to discuss (as relevant to your team/service) with your representative at your one-on-one stakeholder meetings.

Key stakeholders within the District include, but are not limited to:

- Clinical Governance
- Finance

- Performance monitoring, systems improvement and innovation
- Sydney Education (formerly Centre for Education and Workforce Development CEWD)
- Work Health and Safety
- Workforce
- Procurement, Contracts and Supply Service

Building strong relationships will give you access to a wealth of knowledge and resources that you can draw on to be a highly effective manager.

Virtual Education Program for new managers

Sydney Education is our District workforce learning and education system and uses the My Health Learning platform so staff can register, attend and keep their workforce learning up to date. Modules and courses are offered online, as virtual education, and in person.

My Health Learning, available through the District staff intranet, has a *Getting Started for Managers Learning Pathway* (code 375034611). New managers need to enrol in this pathway, to have their required learning and sessions allocated to them.

Recommended learning modules

The checklist has recommendations on additional virtual Sydney Education sessions to complete. Please note: the majority of these sessions are an abridged version of a longer course delivered through Sydney Education. You are encouraged to attend the full course to support your ongoing professional development.

Additional learning modules

Sydney Education and the Health Education and Training Institute (HETI) through My Health Learning offer an extensive catalogue of in-person and online education sessions in multiple subject areas such as leadership, management, Work Health and Safety, Quality and Safety, and more.

Other Resources

The **Management Toolkit** offers resources directly linked to the Management Accountability Framework along with additional guides, factsheets and templates to support you in your role.

slhd-intranet.sswahs.nsw.gov.au/SLHD/ManagerToolkit.html

Program timeline

There is a lot of information in the *Getting Started for Managers program*, but there is no expectation you will complete it all in your first week.

The tasks outlined in the checklist will help you identify District resources, access systems and build important relationships with stakeholders.

You should aim to complete all the tasks on the checklist within your first three months in the role. We recommend you aim to complete some of the tasks each week and have provided an indicative timeline so you can plan ahead.

Week	1	2	3	4	5	6	7	8	9	10	11	12
Line Manager Briefing	█	█										
Systems access, applications and training	█	█	█									
Policies and procedures	█	█	█									
Getting Started for Managers Virtual Orientation Program		█	█	█	█	█	█	█	█	█	█	█
Local Stakeholder Meetings			█	█	█	█	█	█	█	█	█	█
Orientation progress review with Manager		█				█				█		
Checklist sign-off with Manager												█