

POSITION DESCRIPTION

WSLHD – Operations Manager Older Persons & Adult Community Mental Health

Organisation	NSW Health
Local Health District / Agency	Western Sydney Local Health District
Position Classification	Health Mgr Lvl 5
State Award	Health Managers (State) Award
Category	Management Operation Support
Vaccination Category	Category B
Website	www.wslhd.health.nsw.gov.au/

PRIMARY PURPOSE

The Operations Manager, Older Persons & Adult Community Mental Health (OPAC) is responsible for the operational management, leadership and governance of the service and partnerships. Reporting to the Director OPAC, the role will ensure the delivery of high-quality person-centered recovery-based care through the provision of clinical excellence and best practice across the service for patients returning to, or in the community.

The Operations Manager OPAC is a senior role within the WSLHD Mental Health Service, working to ensure management and accountability of the Community Mental Health Services and Priority and Living Well programs across WSLHD in collaboration with internal and external agencies. The position will be required to participate in the executive on-call roster.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

Checks: National Police Check

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KEY ACCOUNTABILITIES

- Provide expert advice to the Director Older Persons and Adult Community and the WSLHD Mental Health Service executive on the strategic planning, financial performance, policy, governance, and workforce matters.
- Lead the day-to-day operations of the OPAC Mental Health Service with the Director OPAC to ensure the application of NSW Ministry of Health and JHFMHN policy and guidelines, and drive strategy and service development in the Older Persons and Adult Community Mental Health sector.
- Partner with the Director OPAC, to monitor, report and implement strategy, to support and improve the Mental Health Service, objectives and service Level indicators.
- Establish, maintain and represent the Mental Health Service in key strategic and operational partnerships, such as Local Health Districts, Ministry of Health, NDIA, NGOs, PHN, DCJ and DoE.
- Working with key stakeholders to enable integrated care approaches, across the lifespan and continuum of care, developing partnerships in order to improve services to the consumers, families and carers.
- Providing strategic advice, operational leadership and governance for delegated key Mental Health reform priorities and portfolios including contributing to the development and maintenance of service level agreements with internal and external partners consistent with the strategic direction of state and national policy in consultation with the Mental Health Service, such as Pathways to Community Living Initiative, Towards Zero Suicides and Priority and Living Well programs.
- Promoting clinician involvement in high level service development, planning, clinical effectiveness, quality improvement and leadership across the MHS. Ensuring that services are underpinned by a clinical governance framework to meet all relevant standards (including accreditation, incident monitoring, complaints and WH&S).
- Develop an integrated approach to service delivery in partnership with acute and community services, particularly in the delivery of the interfaces with emergency departments and acute facilities. Providing a strong focus on patient experience and their journey through WSLHD services.

KEY CHALLENGES

- Ensuring effective function of the Mental Health Services Governance structure, providing high level management and support for staff across different departments.
- Devising innovative approaches to improve quality of care, effectiveness, and efficiency of WSLHD Mental Health Services.
 - Health Services.
- Developing and maintaining strong working relationships with key partners and stakeholders including senior medical and nursing staff, nursing, allied health executive and community mental health services
 - and partnerships.

KEY RELATIONSHIPS

Who	Why
Director Older Persons and Adult Community Mental Health Services	Direct Reporting line
Mental Health Executive & WSLHD Executive	Implementation of clinical governance activities, planning, organising, implementing, and evaluating service delivery, participating in service governance, strategic direction formation, human resource management and operational issues

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Direct Reports; Adult Community Mental Health, OPMH Community, and other MH reform & associated projects	Responsible for all human, financial and physical resources
Primary Health Network and NGOs	Formulation of strategy and deliverables in line with the WSLHD Service Level Agreement and Strategic Priorities
Other government sectors including Police, Ambulance, Housing, Community Services, Disability, NDIA	Formulation of strategy and deliverables in line with the WSLHD Service Level Agreement and Strategic Priorities

SELECTION CRITERIA

1. Relevant tertiary qualifications in a health discipline and /or relevant experience in a management related field relevant to the position
2. Demonstrated experience working effectively at senior management level to improve mental or general health services, manage change and implement quality services
3. Demonstrated knowledge of health systems and contemporary issues within the NSW and National health care agenda, including in development of mental health services and their governance
4. Demonstrated high level leadership skills and experience in effectively negotiating, motivating and developing staff demonstrating the ability to motivate and engage a multi-disciplinary team to achieve stated outcomes
5. Demonstrated extensive experience in health operational planning, change management, policy development and financial management.
6. Demonstrated experience in achieving financial, planning and performance targets
7. Demonstrated experience in developing complex correspondence, including ministerial briefs, business cases, models of care, service agreements, strategic plans and policy.
8. Effective interpersonal, communication, consultation and negotiations skills that demonstrate ability to develop and maintain strategic relationships internal and external to WSLHD and to negotiate agreements with internal and external service partners

Job Demands for: WSLHD - Operations Manager, Older Persons & Adult Community Mental Health

Physical Demands

<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>

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<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>
<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Frequent</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Occasional</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Not Applicable</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Not Applicable</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Occasional</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Not Applicable</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>

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Driving - Operating any motor powered vehicle Occasional	
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Sensory Demands

Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens) Constant	Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries) Constant
Smell - use of smell is an integral part of work performance (e.g. working with chemicals) Frequent	Taste - use of taste is an integral part of work performance (e.g. food preparation) Constant
Touch - use of touch is an integral part of work performance Frequent	

Psychosocial Demands

Distressed People - e.g. emergency or grief situations Frequent	Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness Occasional
Unpredictable People - e.g. dementia, mental illness, head injuries Occasional	Restraining - involvement in physical containment of patients/clients Infrequent
Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies Infrequent	

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Environmental Demands	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>
<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Occasional</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Occasional</p>