

POSITION DESCRIPTION

ISLHD - Deputy Director of Nursing /Operations Manager

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Nurse Mgr Gde 4
State Award	Public Health System Nurses & Midwives (State) Award
Category	Nursing & Midwifery Nurse Manager
Website	www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

The vision for Illawarra Shoalhaven Local health District (ISLHD) is 'Excellent services, quality partnerships, healthy communities; ISLHD is committed to provide best practice health care and programs that promote the health and wellbeing of people in the Illawarra Shoalhaven.'

The Deputy Director of Nursing / Operations Manager is a member of the Shellharbour Hospital (SHH) Executive and works in partnership with other senior managers across the site. The role provides executive leadership in directing the operational management of the services delivered at SHH.

The position will provide the clinical, operational and professional nursing leadership to facilitate effective, efficient and safe operational management of the services. This will be achieved by working in partnership with the Medical & Nursing Co-Director, to lead the delivery of clinical services for SHH

The position is responsible for working with the Nurse Managers/ Nursing Unit Managers and senior nursing leads to ensure high quality safe nursing care services are delivered effectively and efficiently and that the divisional strategic plans and goals are implemented throughout the hospital. The DDONM is responsible for the on-site leadership in collaboration with the Executive team, to ensure the provision of safe, compassionate and high-quality person centred care and service delivery. The position models and promotes the CORE Values of ISLHD to ensure the hospital delivers patient/client focused services in an adaptive, responsive manner.

The position will:

- Provide clinical leadership and support implementation of clinical policies and guidelines within services.
- Support and implement evidence-based clinical policies, procedures and guidelines.
- Implement and monitor strategies to minimise clinical risk and ensure quality and safety protocols are maintained across the services.
- Provide leadership and accountability for clinical governance within the portfolio.
- Provide professional leadership of nurses and fostering an environment that promotes personal and professional growth and the achievement of ISLHD organisational objectives.
- Manage Nursing provision, allocation and workload Award compliance.
- Enhance organisational performance through collaboration with other health facilities
- Recognise and respond rapidly and appropriately to potential or actual adverse or other unexpected events that impact at site level on patient safety
- Support the implementation and delivery of clinical services plans, models of care and workforce plans for services in collaboration with Nursing Co-directors.

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- Engage in and support workforce planning to embed responsive and effective workforce management that enhances recruitment and retention, professional development, and succession planning.
- Model the CORE values of Collaboration, Openness, Respect and Empowerment, demonstrating behaviour consistent with the Code of Conduct and working within prescribed boundaries, including policies, standards, procedures & legislative requirements.
- Manage the day-to-day operations of the portfolio, including but not limited to, staffing, incidents
- Participate in the IHG 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 that impedes on the mask seal and may be required to be clean shaven. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

KEY ACCOUNTABILITIES

Clinical & Strategic leadership

Monitor and implement processes to ensure care delivery is safe, timely, appropriate, effective & efficient & undertaken in accordance with professional standards & supported by best available evidence.

Engage & collaborate with stakeholders to develop joint solutions, fostering a culture of achievement, accountability, and quality outcomes.

Participate in and contribute to decisions regarding matters relating to the management of the Nursing and Midwifery Service.

Assist the Director of Nursing and Midwifery (DOM) with the planning and implementation of nursing strategies to support the delivery of a high standard of care for patients and consumers.

Lead key projects identified with the strategic priorities of the organisations, including the oversight and management of key patient safety initiatives.

Provides nursing leadership & accountability for effective clinical and corporate governance, organisational management, medico-legal risk & broad quality service delivery, in collaboration with multidisciplinary team.

Facilitate communications that involve understanding & responding to multiple & divergent views.

Ensure policy implementation & compliance across SHH

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Maintain a physical presence in clinical areas to raise the profile of the leadership team; provide the opportunity to meet with patients and families, staff, carers, students and volunteers to gauge and support activity, morale and the standard of care and service.

Clinical risk, quality and safety

Ensure processes are followed to identify, respond & mitigate potential/actual clinical risks ensuring accountability for professional practice and patient safety escalation where required.
Develop clinical risk management approaches to ensure accountability for professional practice and promoting a culture of safety and continuous quality improvement.
Lead as required, quality standards in terms of national accreditation standards, ensuring clinical review activities are undertaken as part of the Quality Improvement Programme.
Ensure compliance with IMS+ & appropriate management of incidents, in accordance with NSW MoH, District & site policies including the follow-up of actions & outcomes.

Clinical service planning

Contribute to and implement Clinical Service Plans (CSP) in consultation with Nursing & Medical Co-Directors, Professional Leads & consumer partners.
Contribute to planning for new or enhanced services alongside Divisions/Services, Illawarra Hospital Group executive
Implement Clinical Service Plans (CSP) as defined by the Nursing & Medical Co-Directors, Professional Leads & consumer partners.
Contribute to the development of plans that improve the health outcomes for Aboriginal & Torres Strait Islanders and ensure timely and sustainable implementation.

Workforce planning and development

Work collaboratively with the DONM to support recruitment strategies and improve staff retention.
Work in partnership with the District Nursing and Midwifery Directorate, the Medical and Midwifery/Nursing Co-Directors to develop healthful cultures across SHH
Develop and maintain collaborative relationships with Executive and clinical teams across IHG to support a cohesive and valued workforce.

Financial Management

Seek opportunities to enhance financial efficiencies
Work with direct reports to manage FTE establishment and budget.
Monitor compliance with approved budget and initiate timely and appropriate corrective measures in liaison with direct reports and executive.
Ensure effective and efficient practices to maintain staffing levels within budgeted resource allocation including deployment and casual staff utilisation.

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RELATIONSHIPS

Who	Why
Director of Nursing /Operational Manager	Operational and Professional lead. Direct Report. Maintain open and collaborative communication on matters pertaining to nursing services within the facility and information related to performance against targets and Ministry of Health service level agreement measures.
Emergency Department Manager	Ensure hospital meets Ministry KPIs by engaging staff in "front end" of hospital
Divisional Co-Directors	Maintaining a strategic vision across the district and local implementation and sustainability

SELECTION CRITERIA

1. Current registration with Australian Health Practitioner Regulation (APHRA) as a Registered Nurse and a minimum of 5 years post registration experience
2. Relevant tertiary qualification or working towards same and/or substantial recent experience at a senior management level.
3. Evidence of operational management experience in an acute care facility encompassing administration, human resource management, financial management and health service delivery.
4. Demonstrated leadership and management skills with the ability to motivate, inspire and enable staff to achieve positive clinical and professional outcomes in the current contemporary healthcare setting.
5. Demonstrated understanding of contemporary issues in health service delivery and experience in effectively leading and managing change. This includes the implementation of innovative and effective models of clinical practice and initiatives to improve staff experience.
6. Demonstrated capacity to utilize high level problem solving, communication, financial management and analytical skills in the evaluation of clinical service delivery.
7. An extensive knowledge of and commitment to health system safety, quality, risk management, improvement systems and professional development.
8. Current unrestricted Class C NSW Drivers License and willingness to utilize as part of position where required.

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Job Demands for: ISLHD - Deputy Director of Nursing /Operations Manager

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Frequent</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>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Infrequent</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>

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<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Not Applicable</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Not Applicable</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</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>Infrequent</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Occasional</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Frequent</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>
<p>Driving - Operating any motor powered vehicle</p> <p>Not Applicable</p>	

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Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Frequent</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Frequent</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Not Applicable</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Infrequent</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

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<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Infrequent</p>	
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<p align="center">Environmental Demands</p>	
<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>Not Applicable</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>

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<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Not Applicable</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Not Applicable</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>Not Applicable</p>

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