

## POSITION DESCRIPTION

# Illawarra Hospitals Group Director of Operations



**Health**  
Illawarra Shoalhaven  
Local Health District

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District /Agency</b>	Illawarra Shoalhaven Local Health District
<b>Position Number</b>	xxxx
<b>Cost Centre</b>	175153
<b>Position Classification</b>	Health Manager Level 5/ Nurse Manager 6
<b>State Award</b>	Health Managers (State) Award/ Public Health System Nurses and Midwives (State) Award
<b>Reporting to</b>	General Manager, Illawarra Hospitals Group
<b>Does this role manage or supervise others?</b>	Yes
<b>Vaccination Category</b>	B
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

This position is a member of the IHG Executive Team and is required to lead the implementation of strategies, plans, systems and procedures to minimise risk exposure, improve organisational performance and ensure compliance with statutory, industrial requirements and Government policy. This position will manage the Safe and Timely Access to Care and the Disaster Response and Management Portfolio (including Business continuity Management) across the Illawarra Hospitals Group (IHG) and operations of the Port Kembla Hospital. The position will have direct line management for the Wollongong Hospital Patient Flow Manager, the Shellharbour Hospital Patient Flow Manager and the IHG Operations Manager Cancer and Ambulatory Care.

The position will:

- Oversee safe and timely access and flow across the IHG and contribute to the whole of ISLHD access and flow strategies. Responsible for the attainment of Emergency Treatment Performance (ETP), Emergency Surgery Access Performance (ESAP) and Transfer of Care (TOC) KPIs and all initiatives within the hub Whole of Hospital Program and Patient Flow
- Lead the development, coordination and implementation of the IHG Disaster Response and Business Continuity Response in collaboration with the whole of ISLHD Disaster Response as applicable.
- Provide line management and operational support to the IHG Operations Manager Cancer and Ambulatory Care.
- Provide operational management to the Port Kembla Hospital.
- Lead and participate in the implementation of key organisational and service initiatives relevant to the portfolio that contribute to meeting organisation performance indicators and key priorities.
- Oversee financial management of the portfolio using systems, budgets and reporting tools that integrate with the organisations financial data systems.
- Evaluate and report on identification, escalation and mitigation of clinical risks within the portfolio in alignment with National Standards, Clinical and Patient Safety Programs and organisational data collection systems.
- Participate in the IHG Executive On – Call Roster
- Participate in the ISLHD Health Services Functional Area Coordinator (HSFAC) 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 leadership**

- Monitor and implement processes to ensure care delivery is safe, timely, appropriate, effective and efficient and is undertaken in accordance with professional standards and supported by best available evidence.
- Engage and collaborate with stakeholders to develop joint solutions, fostering a culture of achievement, accountability, and quality outcomes.
- Ensure policy implementation and compliance across IHG
- 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 activity, morale and the standard of care and service.

### **Clinical risk, quality and research**

- Ensure processes are followed to identify, respond and mitigate potential/actual clinical risks relevant to the portfolio, ensuring accountability for professional practice and patient safety escalating where required.
- Develop clinical risk management approaches to ensure accountability for professional practice and patient safety, promoting a culture of safety and continuous quality improvement, including the use of enterprise risk systems, and the review of adequacy and effectiveness of risk controls and treatment
- Promote and coordinate quality improvement and person-centred care. Include quality improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting.
- Lead as required, quality standards in terms of national accreditation standards
- Implement strategies to meet agreed performance targets
- Provide reports on the strategies as required.
- Provide reports and briefings and participate in performance reviews as required.

### **Clinical service planning**

- Contribute to planning for new or enhanced services and business continuity processes alongside Divisions/Services, GM, DMS, Workforce and Finance.
- Implement Clinical Service Plans (CSP) as defined by the Nursing and 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 appropriate access to care and services.

### **Workforce planning and development**

- Work collaboratively with the IHG GM to support recruitment strategies and improve staff retention across the portfolio.
- Collaborate with key stakeholders to develop relevant education and training programs for the team.
- 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

### **Teamwork**

- Demonstrate relational leadership behaviours which shape a workplace culture embodying CORE values and continuous learning together with mutual respect, having a disposition of mindfulness in all actions with an awareness and application of the Code of Conduct.
- Ensure that all team members receive regular performance feedback, coaching for performance and formal review. Provide all team members with the opportunity to discuss and agree on a Work Plan and a Development Plan which identifies areas for personal and professional development for the next 12 months.
- Facilitate strategies to support succession planning across the IHG portfolio to maximise efficiencies across disciplines and improve development opportunities and retention of staff.

## SELECTION CRITERIA

1. Relevant post graduate tertiary qualifications or relevant equivalent work experience in health services management with a substantial and senior level clinical background and extensive senior management experience in clinical operations.
2. Demonstrated ability to develop, direct, lead and motivate a team in the achievement of organisational goals.
3. Proven recent experience in developing, implementing and monitoring recommendations and providing high level advice on policies, strategies and solutions across complex areas.
4. Demonstrated high level conceptual and innovative problem-solving skills for managing conflicting priorities across diverse and complex health services.
5. Demonstrated and highly developed ability to manage human, financial and physical resources effectively and efficiently to ensure budget and performance targets are met.
6. Demonstrated knowledge and experience in change management and managing projects with multiple groups of stakeholders
7. Proven experience in facility and clinical service planning, with a strong focus on patient flow management

## KEY CHALLENGES

- Allocating resources to meet competing needs and expectations of patient groups and expectations whilst maintaining patient and staff safety and positive health outcomes.
- Managing time and prioritising issues.
- Supporting the implementation of IHG and broader ISLHD initiatives to meet key performance indicators (KPIs) relating to the IHG sites under the Service Level Agreement for Emergency Treatment Performance (ETP), Emergency Surgery Access Performance (ESAP) and Transfer of Care (TOC). Initiatives include the Whole of Hospital Program and Patient Flow.
- Consultation with internal and external stakeholders often where there is competing needs/objectives
- Make decisions and working autonomously in relation to day-to-day operations and clinical care of patients. This position has substantial autonomy in the management of staff and other resources including managing the performance of others to achieve work objectives
- Communication. The position is required to develop appropriate internal networks and effective relationships with staff across the organisation central to patient care and team functioning. - The position will be required to develop and maintain effective relationships with numerous external organisations such as NSW Ministry of Health, Colleges, General Practitioners, in addition to other health facilities and organisations.

## KEY RELATIONSHIPS

Who	Why
General Manager	Operational Line Manager. Collaboration regarding the operational and/or strategic direction of health service delivery
IHG Operations Manager Cancer and Ambulatory Care	Direct reporting line to the position.
The Illawarra Hospital Group Executive Leadership Team	Professional relationship. Support a multidisciplinary delivery of patient care and the provision of clinical leadership and management for inpatient and specified services.
WH Patient Flow Manager SHH Patent Flow Manager	Direct reporting line to the position.
ISLHD Whole of Health Manager	Professional relationships.
Ministry of Health and other LHD Services	Professional relationships.

## Job Demands for: IHG Director Of Operations

Physical Demands	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous</p> <p>Frequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Frequent</p>	<p><b>Walking</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Frequent</p>
<p><b>Running</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>
<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p>

Infrequent	Frequent
<b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)  Not Applicable	<b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)  Not Applicable
<b>Reaching</b> - arms fully extended forward or raised above shoulder  Infrequent	<b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body  Infrequent
<b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)  Not Applicable	<b>Hand and Arm Movements</b> - repetitive movements of hands and arms  Infrequent
<b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands  Occasional	<b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work  Not Applicable
<b>Driving</b> - Operating any motor-powered vehicle  Infrequent	

### Sensory Demands

<b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	<b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)
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Constant	Constant
<b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)  Not Applicable	<b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)  Not Applicable
<b>Touch</b> - use of touch is an integral part of work performance  Not Applicable	
<b>Psychosocial Demands</b>	
<b>Distressed People</b> - e.g. emergency or grief situations  Occasional	<b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness  Occasional
<b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries  Occasional	<b>Restraining</b> - involvement in physical containment of patients/clients  Not Applicable
<b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies  Not Applicable	
<b>Environmental Demands</b>	
<b>Dust</b> - exposure to atmospheric dust	<b>Gases</b> - working with explosive or flammable gases requiring precautionary measures

Not Applicable	Not Applicable
<b>Fumes</b> - exposure to noxious or toxic fumes  Not Applicable	<b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE  Not Applicable
<b>Hazardous Substances</b> - e.g. dry chemicals, glues  Not Applicable	<b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard  Not Applicable
<b>Inadequate Lighting</b> - risk of trips, falls or eyestrain  Not Applicable	<b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight  Not Applicable
<b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C  Not Applicable	<b>Confined Spaces</b> - areas where only one egress (escape route) exists  Not Applicable

<b>Slippery or Uneven Surfaces</b> - greasy or wet floor surfaces, ramps, uneven ground  Infrequent	<b>Inadequate Housekeeping</b> - obstructions to walkways and work areas cause trips and falls  Infrequent
<b>Working At Heights</b> - ladders/stepladders/scaffolding are required to perform tasks	<b>Biological Hazards</b> - exposure to body fluids, bacteria, infectious diseases



Not Applicable

Not Applicable

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