

## POSITION DESCRIPTION

# ISLHD - Operations Manager Medicine and Surgery Shellharbour Hospital -IHG

Our CORE values  
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Midwife Mgr Gde 3, Nurse Mgr Gde 3
State Award	Public Health System Nurses & Midwives (State) Award
Category	Management   Operation Support
Website	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## 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 position is a member of the Shellharbour Executive team and works in partnership with other senior managers in IHG. The role provides operational leadership and management of services delivered in Shellharbour Hospital within the portfolio.

The position is responsible for working with the Heads of Department Co-Directors of Services to ensure high quality safe clinical services are delivered effectively and efficiently and that the divisional strategic plans and goals are implemented throughout the hospital. The position models and promotes the CORE Values of ISLHD to ensure the hospital delivers patient/client focused services in an adaptive, responsive and performance-oriented manner.

The position will manage the day-to-day operations of the portfolio, including but not limited to, staffing, incidents

The position will participate in the Shellharbour Hospital 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.

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## 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

Effective liaison with the Heads of Department Co-Directors of Services for the provision of safe and evidence based clinical services.

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

Ensure policy implementation and compliance across the portfolio

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

Create a culture of safety, kindness, and continuous improvement by setting the standard for team behaviours and modelling the CORE values.

### Clinical risk, quality and safety

Ensure processes are followed to identify, respond and 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 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 Program.

Implement strategies to meet agreed performance targets.

Provide reporting on strategies when required.

Ensure compliance with IMS+ and appropriate management of incidents, in accordance with NSW MoH, District & site policies including the follow-up of actions & outcomes.

Promote & support quality and safety within the portfolio

### Clinical Service Planning

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

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### Workforce planning and development

Work collaboratively with the DON/Site manager SHH to support recruitment strategies and improve staff retention and succession planning across the portfolio.

Work in partnership with the Medical and Nursing Co-Directors to develop healthy cultures across the portfolio.

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

## 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 extensive operational management experience in a healthcare 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 utilise high level problem solving, communication, financial management and analytical skills in the evaluation of clinical service delivery.
7. Demonstrated capacity to integrate the principles of clinical governance, quality improvement, evidence-based practice, person-centred care and practice development into the delivery of contemporary nursing and midwifery services.
8. An extensive knowledge of and commitment to health system safety, quality, risk management, improvement systems and professional development

## KEY CHALLENGES

- Provision of high-quality services within allocated resources.
- Creating a positive environment for our clinical workforce from attracting and retaining nurses and midwives to supporting the development of junior staff; ensuring a culture of collaboration, continuous quality improvement, reflective practice and positivity.
- Ensuring consistency of practice across different disciplines within the portfolio

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#### KEY RELATIONSHIPS

Who	Why
Director of Nursing /Site Manager SHH	Direct operational and professional reporting line to the Director of Nursing /Site Manager SHH.
Heads of Department and Co – Directors relevant to the portfolio	Collaborative working relationship for establishing and implementing a robust clinical governance system for patient safety and clinical quality.
Nurse Unit Managers	Professional reporting relationship for nursing workforce planning, professional practice and industrial matters, nursing education and research activities.
The Illawarra Group General Manager & 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.

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**Job Demands for:** ISLHD - Operations Manager Medicine and Surgery SHH - IHG

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

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<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Repetitive</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Repetitive</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Repetitive</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Not Applicable</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Infrequent</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Occasional</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Not Applicable</p>	

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Health  
Illawarra Shoalhaven  
Local Health District

#### Sensory Demands

<b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)  Frequent	<b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)  Frequent
<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	

#### Psychosocial Demands

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

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child abuse, viewing dead/mutilated bodies	
Infrequent	

#### Environmental Demands

<b>Dust</b> - exposure to atmospheric dust  Not Applicable	<b>Gases</b> - working with explosive or flammable gases requiring precautionary measures  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



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<b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b>  Not Applicable	<b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b>  Not Applicable
<b>Working At Heights -</b> ladders/stepladders/scaffolding are required to perform tasks  Not Applicable	<b>Biological Hazards -</b> exposure to body fluids, bacteria, infectious diseases  Not Applicable