


## POSITION DESCRIPTION

# Operations Manager – Cancer & Ambulatory Care – Illawarra Hospital Group



<b>Our CORE Values</b>	Collaboration Openness Respect Empowerment	
<b>Organisation</b>	NSW Health	
<b>Local Health District /Agency</b>	Illawarra Shoalhaven Local Health District	
<b>Position Number</b>		
<b>Cost Centre</b>	175153	
<b>Position Classification</b>	Nurse Manager Grade 6	
<b>State Award</b>	Public Health System Nurses & Midwives (State) Award	
<b>Reporting to</b>	Director of Nursing and Midwifery, Wollongong Hospital	
<b>Does this role manage or supervise others?</b>	Yes	
<b>Vaccination Category</b>	A	
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">http://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 Operations Manager will provide the clinical, operational and professional Nursing leadership to the Cancer & Ambulatory Care Services across Illawarra Hospital Group (IHG) 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 Cancer and Medicine to lead the delivery of clinical services for Illawarra Hospital Group (IHG) Cancer & Ambulatory Care Services.

The position will:

- Balance flow and work across more than one facility
- Provide clinical leadership and support implementation of clinical policies and guidelines within Cancer & Ambulatory Care
- 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.
- Support the implementation and delivery of clinical services plans, models of care and workforce plans for Cancer & Ambulatory Care Services.
- Engage in and support workforce planning to embed responsive and effective workforce management that enhances recruitment and retention, professional development, and succession planning.
- Manage the day-to-day operations of the portfolio.

- Participate in the IHG Executive On – Call Roster
- 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.

## 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.

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## KEY ACCOUNTABILITIES

### Clinical leadership

Monitor and implement processes to ensure care delivery is safe, timely, appropriate, effective and efficient and 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 Cancer and Ambulatory Care Services

Provide clinical mentorship and professional advice to Cancer and Ambulatory Care Teams

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.

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

Facilitate and lead activities to support staff development and succession planning

### 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 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 and site policies including the follow-up of actions & outcomes.

Promote & support quality and safety within Cancer & Ambulatory Care Services.

### Clinical service planning

Contribute to planning for new or enhanced services and business continuity alongside Divisions/Services,

Illawarra Hospital Group executive

Implement Clinical Service Plans (CSP) as defined by the Nursing & Medical Co-Directors, Professional Leads and 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 IHG Director Operations, DONM WH and SHH to support recruitment strategies and improve staff retention across Cancer and Ambulatory Care Services.

Work collaboratively with the IHG Director Operations, DONMs, Clinical Nurse Educators (CNE) and Nurse Educator (NE) and CNCs to develop robust education and training programs for the service

Work in partnership with the Medical and Nursing Co-Directors to develop healthful cultures across Cancer and Ambulatory Care Services across the IHG

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 and funding.
- 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 Cancer & Ambulatory Services.

## KEY RELATIONSHIPS

Who	Why
Illawarra Hospital group Director Operations	Operational direct Report. Maintain open and collaborative communication on matters pertaining to services across IHG and information related to performance against targets and Ministry of Health service level agreement measures.
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.
Co-Directors of Cancer & Medical Services	Professional relationship. Support a multidisciplinary delivery of patient care and the provision of clinical leadership and management for inpatient and specified services.
WH DONM	Professional lead - Maintain open and collaborative communication on matters pertaining to nursing and midwifery services within the facilities and information related to performance against targets and Ministry of Health service level agreement measures.
Nurse Manager, Workforce	Professional relationships.

**Job Demands for:** Operations Manager, Cancer & Outpatient Services – Wollongong Hospital

Physical Demands	
<b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous  Frequent	<b>Sitting</b> - remaining in a seated position to perform tasks  Frequent
<b>Standing</b> - remaining standing without moving about to perform tasks  Frequent	<b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes  Frequent
<b>Running</b> - floor type: even/uneven/slippery, 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
<b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps  Infrequent	<b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)  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  Frequent	

#### Sensory Demands

<b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)  Constant	<b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)  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  Constant	
<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  Not Applicable
<b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries  Not Applicable	<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  Infrequent	<b>Gases</b> - working with explosive or flammable gases requiring precautionary measures  Infrequent
<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

<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>
<p><b>Slippery or Uneven Surfaces</b> - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping</b> - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p>
<p><b>Working At Heights</b> - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p><b>Biological Hazards</b> - exposure to body fluids, bacteria, infectious diseases</p> <p>Infrequent</p>