

## POSITION DESCRIPTION

# HNELHD - Integrated Care New England Northwest Service Manager

Our CORE values  
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Hunter New England Local Health District
Position Classification	Health Mgr Lvl 5
State Award	Health Managers (State) Award
Category	Management   Operation Director
Website	<a href="http://www.hnehealth.nsw.gov.au">www.hnehealth.nsw.gov.au</a>

## PRIMARY PURPOSE

The Integrated Care New England Northwest Service Manager is responsible for the leadership and operational management of Community Health Services across the New England Northwest region to ensure the efficient, effective, and timely delivery of health care services to the community.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

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.

## 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.

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## ESSENTIAL CRITERIA

- Eligibility to drive in NSW.

## KEY ACCOUNTABILITIES

- Provide leadership, guidance, support, and feedback to Community Health staff to ensure professional, high quality and timely patient care is provided to clients/customers underpinned by a commitment to ensuring work is conducted in a manner that demonstrates values of cultural respect in accordance with HNE Health's Closing the Gap strategy.
- Promote an integrated network of clinical services across the New England Northwest region, and ensure the region has appropriate access and engagement with HNE Clinical Networks and Streams and other District Services to deliver evidence-based practice.
- Maintain an ongoing relationship between Community Health and Acute Services to ensure there is a strong continuity of clinical care.
- In collaboration with the General Manager, Integrated Care, Networks & Partnerships, establish, manage, and control the operating and capital expenditure budgets and business plan to ensure costs of operation are monitored and activity and revenue targets are met within an Activity Based Funding Model.
- Contribute to the implementation of organisational change to enhance the quality of service delivery and patient/client outcomes.
- Model and actively promote workplace behaviour that reflects the HNE Health Values Charter and NSW Health Code of Conduct; drive, lead and model behaviours to staff and patients that reflect the Excellence Framework (Every Patient, Every Time), including 90 day action plans; accountability meetings; leader and service rounding and ensure work is conducted in a manner that demonstrates values of cultural respect in accordance with HNE Health's Closing the Gap strategy.
- Comply with and implement the NSW Health Work Health and Safety Better Practice Procedures and relevant District procedures by identifying, assessing, eliminating / controlling and monitoring hazards and risks within the workplace, to the extent of delegated authority for the role and escalating to the appropriate Management level if the issue exceeds the extent of delegated authority for the role.

## KEY CHALLENGES

- Develop and maintain effective communication links and relationships with the operational managers, clinical leaders, and staff across a diverse and complex service setting.
- Lead the Community Health Services in response to a changing health environment and community demands ensuring the provision of a consistent best practice and coordinated service.
- Ensuring consistent best practice, efficient workforce usage and coordinated Community Health Services across the District while meeting financial and Key Performance Indicators.

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KEY RELATIONSHIPS	
Who	Why
General Manager, Integrated Care Services, Networks and Partnerships	For operational management, professional leadership and support.
Community Health Managers and staff	To lead, mentor and role model expected professional clinical service delivery. To ensure client care is delivered effectively and monitored appropriately.
Service Managers and staff across the New England Northwest region	To enable collaborative seamless service provision across the region.
Clients/patients and carers	Provision of services and advocates regarding care.
Key industry stakeholders, educational institutions, professional associations, relevant private/public sector groups and community stakeholders	To ensure efficiency and efficacy of service provision.

## SELECTION CRITERIA

1. Tertiary qualifications in health-related discipline and/or demonstrated recent frontline service management experience.
2. High level communication skills and demonstrated effective consulting, negotiating and collaborative skills to engage with internal and external stakeholders at all levels.
3. Demonstrated ability to manage conflicts and overcome resistance when initiating and implementing change strategies within a team.
4. Demonstrated innovative problem-solving ability applied to managing conflicting priorities and developing timely recommendations and advice on improvement strategies and solutions.
5. Transformational leadership skills and a demonstrated ability to create enthusiasm and commitment to goals and build a shared sense of direction.
6. Proven understanding of Financial Management, Activity Based Funding (ABF) Workforce, Clinical Governance principles and Australian Health Care systems and regulations.
7. Demonstrated capability and competence to implement continuous quality improvement in service delivery, including managing change and negotiating with and gaining support from key stakeholders.

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**Job Demands for:** HNELHD - Integrated Care New England Northwest Service Manager

Physical Demands	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</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/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Frequent</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>Infrequent</p>

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<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Infrequent</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Infrequent</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Infrequent</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Infrequent</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Constant</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Infrequent</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Infrequent</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Frequent</p>	

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

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Frequent</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Infrequent</p>

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<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Infrequent</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Infrequent</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<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>Infrequent</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Infrequent</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Infrequent</p>

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