POSITION TITLE	**Operations Manager**
AWARD	Does this role require Multiple Awards? ☐Yes ☒No
	Award: Health Managers (State) Award
	Classification: Health Manager, Level 5
SUPERVISORY	Does this role manage or supervise others? ☒Yes ☐No
STAFFLINK ID:	Click here to enter text.

PRIMARY PURPOSE	• The HNEMH Operations Manager, working collaboratively with the HNEMH Executive Team and Service Managers is responsible for the leadership and operational delivery of high quality, locally responsive and consumer focused services.

STANDARD KEY ACCOUNTABILITIES	• Lead and manage the delivery of Mental Health Services to ensure consumers, carers and their families receive high quality services according to need and within an environment of Excellence and safety, with a commitment to the values of diversity and cultural respect in accordance with HNE Health's Closing the Gap strategy. • Accountability for the management and operational service delivery for services including the proactive identification of clinical service delivery issues at a local and district level, the ability to develop change initiatives and lead the implementation of the solutions to deliver sustainable, safe, high quality, accessible, consumer centred clinical services. • Accountability for the management of operational budgets and clinical services operational plans to ensure the costs of operations are monitored, prioritised activities are completed and high quality efficient and effective clinical services are provided. • Demonstrate high level independent and transparent decision making in respect of the delivery of clinical services with increased accountability and emphasis on quality, efficiency, appropriate distribution, and effectiveness of clinical services. • Build management capability to ensure that HNEMH attracts and retains quality staff and ensure they are appropriately skilled to achieve their position objectives and are accountable for actions taken. • Provision of operational clinical services advice to the General Manager and Executive Director of Mental Health and contribution to priorities and initiatives through participation in various committees and working parties. • The Clinical Services Operations Manager has delegated authority to make decisions regarding assigned clinical services operations within agreed budget parameters and strategic and operational priorities of NSW Ministry of Health and Local Health Districts. • Establish and maintain positive and constructive relationships with internal and external stakeholders, and proactively identify and pursue approaches and opportunities to engage health service stakeholders, resolve issues and facilitate improved service delivery 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 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	• Ensuring the effective provision of Mental Health Services across a large, geographically, culturally and socially diverse district. • Providing strategic management to achieve performance indicators including activity, financial, quality, and safety targets within available resources. • Lead, innovate and engage staff in service improvement and redesign in a dynamic and rapidly changing legislative and resource environment.

WHO YOU ARE WORKING WITH	WHO	WHY
KEY RELATIONSHIPS	General Manager Mental Health Executive Director Mental Health	Escalate and provide high level advice to the GM/ED about the effective and efficient delivery of clinical operations across HNE. Implement Strategic, Clinical Service and Operational plans. Monitor and report on operational performance including KPI's, performance against strategic and operational priorities.
	Mental Health Executive	For participation in all aspects of service planning. As part of the executive team, escalate issues, receive guidance and updates on care priorities.
	Mental Health Managers	Provide leadership; support and collaborate to enable delivery of best practice patient-focused care. Establish and maintain effective communication and relationships to ensure the delivery of locally responsible and consultative services of the highest standard.
	Non-Government Organisations, Community Managed Organisations and Community	To work in collaboration with key stakeholders to engage and communicate to ensure the health care needs of the community are met.
	Government Organisations	To ensure strong communication and engagement.
FINANCIAL DELEGATION	☒As per delegation manual	☐Other $ Click here to enter text. *Please specify the monetary value of the financial delegation (ex: 5000.00).*
ESSENTIAL REQUIREMENTS	• Unencumbered current drivers licence and the willingness to travel.	
SELECTION CRITERIA	1. Tertiary qualifications in health administration, in business or related degree with a health related focus and/or relevant equivalent extensive senior management experience in line with the position.	

2. Demonstrated knowledge and understanding of contemporary issues in the delivery of mental health services and the ability to understand and apply relevant National, State and District plans, policies and standards.

3. A demonstrated understanding and commitment to co-design, consumer engagement, diversity and cultural respect with a commitment to Closing The Gap.

4. Demonstrated senior leadership skills and demonstrated ability to manage human, financial and physical resources effectively and efficiently to ensure the achievement of budget and performance targets whilst delivering high quality and safe Mental Health services.

5. Proven ability to exhibit high level problem-solving skills and identify, understand and translate clinical, workflow and business requirements and develop innovative and/or practical recommendations that improve clinical services delivery.

6. Demonstrated advanced interpersonal, verbal and written communication, consultation and negotiation skills to build and maintain collaborative relationships with a diverse range of stakeholders.

7. Demonstrated ability to build effective management teams, motivate, mentor and engage staff in different working groups. Including the ability to lead, implement and champion change and redesign.

JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position.

Job Demands Frequency Key

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 of the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

PHYSICAL DEMANDS – description (Comment)	FREQUENCY
	Job Demands Frequency Key
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining in a standing without moving about to perform tasks	Infrequent
Walking – floor type; even/uneven/slippery, indoors/outdoors, slopes	Infrequent
Running – floor type; even/uneven/slippery, indoors/outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist – Forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to performance tasks	Occasional
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg/Foot Movement – use of leg and or foot to operate machinery	Frequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Occasional
Lifting/Carrying – light lifting and carrying (0 to 9kg)	Infrequent
Lifting/Carrying – moderate lifting and carrying (10 to 15kg)	Not Applicable
Lifting/Carrying – light lifting and carrying (16kg and above)	Not Applicable

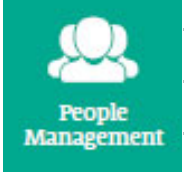|	
Reaching – arms fully extended forward to raise above shoulder	Not Applicable
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Infrequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Frequent
Hand and Arm Movements – repetitive movements of hands and arms	Constant
Grasping/Fine Manipulations – gripping, holding, clasping with fingers or hands	Constant
Working at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle.)	Frequent
SENSORY DEMANDS – Description (comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-rays, computer screen)	Constant
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Constant
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Not Applicable
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Not Applicable
PSYCHOSOCIAL DEMANDS – Description (comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Infrequent
Restraining – involvement in physical containment of patient/clients	Not Applicable
Exposure to Distressing Situations – child abuse, viewing dead/mutilated bodies	Not Applicable
ENVIRONMENTAL DEMANDS – Description (comment)	FREQUENCY
Dust – exposure to atmospheric dust	Not Applicable
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Not Applicable
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trip, falls or eyestrain	Not Applicable
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Not Applicable
Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Not Applicable

CAPABILITIES FOR THE ROLE

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities. Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role.

If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Click here to read more about Capability Framework or for assistance contact OD&L

Capability Group	Focus?	Capability Name	Level
Personal Attributes	☐	Display Resilience and Courage	Advanced
	☒	**Act with Integrity**	**Highly Advanced**
	☐	Manage self	Advanced
	☐	Value Diversity	Advanced
Relationships	☐	Communicate Effectively	Advanced
	☒	**Commit to Customer Service**	**Highly Advanced**
	☒	**Work Collaboratively**	**Highly Advanced**
	☐	Influence and Negotiate	Advanced
Results	☐	Deliver Results	Advanced
	☒	**Plan and Prioritise**	**Highly Advanced**
	☐	Think and Solve Problems	Advanced
	☐	Demonstrate Accountability	Advanced
Business Enablers	☒	**Finance**	**Highly Advanced**
	☐	Technology	Adept
	☐	Procurement and Contract Management	Adept
	☐	Project Management	Adept
People Management	☒	**Manage and Develop People**	**Highly Advanced**
	☐	Inspire Direction and Purpose	Advanced
	☐	Optimise Business Outcomes	Advanced
	☐	Manage Reform and Change	Advanced

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Highly Advanced	• Champion and act as an advocate for the highest standards of ethical and professional behaviour • Drive a culture of integrity and professionalism across the organisation, and in dealings cross-government, cross-jurisdiction and outside of government • Define, communicate and evaluate ethical practices, standards and systems and reinforce their use • Create and promote a climate in which staff feel able to report apparent breaches of rules, policies and guidelines and act promptly and visibly in response to such reports
Relationships Commit to Customer Service	Highly Advanced	• Create a culture which embraces high quality customer service across the organisation, ensuring that management systems and processes drive service delivery outcomes • Engage and negotiate with stakeholders on strategic issues related to government policy, standards of customer service and accessibility, and provide expert, influential advice • Ensure that responsiveness to customer needs is central to the organisation's strategic planning processes • Set overall performance standards for service delivery across the organisation and monitor compliance
Relationships Work Collaboratively	Highly Advanced	• Establish a culture and supporting systems that facilitate information sharing, communication and learning across the sector • Publicly celebrate the successful outcomes of collaboration • Seek out and facilitate opportunities to engage and collaborate with stakeholders to develop organisational, whole-of-government and cross-jurisdictional solutions • Identify and overcome barriers to collaboration with internal and external stakeholders
Results Plan and Prioritise	Highly Advanced	• Establish broad organisational objectives, ensure that these are the focus for all planning activities and communicate to staff • Understand the organisation's current and potential future role within government and the community, and plan appropriately • Ensure effective governance frameworks and guidance enable high quality strategic, corporate, business and operational planning • Consider emerging trends, identify long-term opportunities and align organisational requirements with desired whole-of-government outcomes • Drive initiatives in an environment of ongoing, widespread change, including whole-of-government policy directions

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Finance	Highly Advanced	• Apply strategic management of financial and budgetary compliance and governance responsibilities within the organisation • Define organisational directions and set priorities and business plans with reference to key financial indicators • Anticipate operational and capital needs, and identify the most appropriate financing and funding strategies to meet them, through direct provision or purchase of services • Ensure that the organisation informs strategic decisions with appropriate advice from finance professionals • Establish effective governance to ensure the ethical and honest use of financial resources across the organisation • Actively pursue financial risk minimisation strategies, plans and outcomes for the organisation
People Management Manage and Develop People	Highly Advanced	• Ensure performance development frameworks are in place to manage staff performance, drive development of organisational capability and undertake succession planning • Drive executive capability development and ensure effective succession management practices • Implement effective approaches to identify and develop talent across the organisation • Model and encourage a culture of continuous learning and leadership, which values high levels of constructive feedback, and exposure to new experiences • Instil a sense of urgency around addressing and resolving team and individual performance issues and ensure that this is cascaded throughout the organisation