

Role Title: HNELHD – General Manager - HNEKids Health

Cluster	NSW Health
Local Health District / Agency	Hunter New England Local Health District
State Award	<i>Health Managers (State) Award</i>
Position Classification	<i>Health Manager Lvl 5</i>

Primary Purpose

To provide leadership and management in the overall planning, development, implementation and evaluation of HNEKids Health to ensure the efficient, effective and timely delivery of health care services.

Hold overall responsibility and accountability for the operational management of HNEKids Health and for providing leadership and direction to ensure services are delivered consistently to every patient every time.

Promote the general health of the population and is fully accountable for the overall management, strategic direction, quality and safety and performance policies and planning of the facility.

Key Accountabilities

- Provide leadership, guidance, support and feedback to 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 Excellence and Closing the Gap strategy.
- Create and sustain a culture of Continuous Quality Improvement (CQI) and Excellence within HNEKids Health.
- Lead, manage and support primary health collaborative models of care at appropriate local Network, District and State levels, including the implementation of reform processes and service improvement.
- Establish, manage and control the HNEKids Health 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.
- Oversee the development and implementation of appropriate integrated information technology management information and reporting systems to ensure their effectiveness in supporting operations of HNEKids Health.
- Implement a sustainable framework to ensure the involvement of clinicians in decision making.
- Maintain an ongoing relationship between the communities, Hospitals, and Community Health Services. Plan, develop, and implement strategies in partnership within Acute Network, to deliver services within the framework of HNE Health strategic directions.
- Ensure that all clinical activities across HNEKids Health are prioritised toward the achievement of the Service Agreement performance measures.
- Liaise with stakeholders to ensure all special purpose, capital and maintenance grants are utilised in accordance with predetermined priorities for development and maintenance of facilities and equipment.

Mandatory Key Accountabilities:

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

Challenge 1:

Ensuring consistent best practice, efficient workforce usage and coordinated services across HNEKids Health, while meeting financial and other KPIs.

Challenge 2:

Meeting group targets - activity, quality, and safety targets as set by the District within resources available.

Challenge 3:

Ensuring the implementation of the health reform agenda and adapting to its impact on staff and services.

Key Relationships

Who	Why
Internal	
Executive Leadership Team	For participation in all aspects of Sector service planning as part of the executive team, escalate Issues, receive guidance and update on care priorities.
District Senior Managers	For collaboration regarding operational and/or strategic direction of health services delivery.
Facility staff	To ensure compliance with policy and delivery of service.
External	
Non-Government 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. This also includes: <ul style="list-style-type: none">• Local Health Committees• Aboriginal and Torres Strait Islander Advisory Committees
Government Organisations	To ensure strong communication and engagement.

Essential Requirements

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.

Selection Criteria

1. Experience in executive level management of health services with a significant background in health service administration including development and change management at a senior level.
2. Demonstrated effective consulting, negotiating and collaborative skills to engage with internal and external stakeholders at all levels, including community.
3. Proven understanding of financial management, Workforce, Activity Based Funding (ABF), Clinical Governance principles and Australian Health Care systems and regulations.
4. Demonstrated capability and competence in a Continuous Quality Improvement approach to service delivery, initiating and managing change and negotiating with and gaining support from key stakeholders across the organisation in implementing changes to service delivery.
5. Transformational leadership skills and a demonstrated ability to create enthusiasm and commitment to goals and build a shared sense of direction.
6. Demonstrated high level written communication skills, in a range of styles and formats, with the capacity to produce comprehensive reports, plans and briefings.

Job Demands Checklist

Job Demands Frequency Key	
Infrequent	intermittent activity exists for a short time on a very infrequent basis
Occasional	activity exists up to 1/3 of the time when performing the job
Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
Constant	activity exists for more than 2/3 of the time when performing the job
Repetitive	activity involved repetitive movements
Not Applicable	activity is not required to perform the job

	Job Demands Frequency Key
PHYSICAL DEMANDS	FREQUENCY
RESPIRATOR USE – Wearing a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials (NOT APPLICABLE CANNOT BE SELECTED)	Occasional
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	Frequent
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	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Infrequent
Lifting/Carrying – light lifting and carrying (0 to 9kg)	Frequent
Lifting/Carrying – moderate lifting and carrying (10 to 15kg)	Occasional
Lifting/Carrying – light lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward to raise above shoulder	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Frequent
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulations – gripping, holding, clasping with fingers or hands	Frequent
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.)	Infrequent
SENSORY DEMANDS	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	Repetitive
PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People – e.g. emergency or grief situations	Infrequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patient/clients	Not Applicable
Exposure to Distressing Situations – child abuse, viewing dead/mutilated bodies	Not Applicable
ENVIRONMENTAL DEMANDS	FREQUENCY
Dust – exposure to atmospheric dust	Infrequent
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)	Occasional
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	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Occasional
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	Occasional
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Not Applicable