

Manager, Community & Allied Health Services HNEKids Health

Cluster	NSW Health
Local Health District / Agency	Hunter New England Local Health District
State Award	<i>Health Manager (State) Award</i>
Position Classification	<i>Health Mgr Lvl 4</i>

Primary Purpose

As a member of the HNEKids Executive, the position will lead and manage the operations of Community & Allied Health Services within HNEKids Health. The position will be responsible for the safe, effective and efficient service delivery across all Community and Allied Health Services. The position will provide high level strategic advice and direction for Community & Allied Health Services in conjunction with other HNEKids Health Executive members.

Key Accountabilities

1. Lead and manage the Community & Allied Health management team to assess, plan, implement and evaluate service delivery outcomes in the context of quality, efficiency, and effectiveness as well as meeting families' needs.
2. Actively contribute to developing the strategic and operational plans and outcomes for Community & Allied Health Services and coordinate the processes for organizational change across these services.
3. Manage the resources of Community & Allied Health services to achieve both budget and service delivery targets whilst maximizing service delivery outcomes for families and manage workforce functions, including recruitment, induction, professional development, performance reviews and performance management.
4. Lead the development, implementation and evaluation of continuous improvement activities for the services promoting contemporary models of care, encouraging partnerships between staff and parents/carers, engaging with consumers, connecting with other agencies and engaging in health promotion and education.
5. Promote an integrated network of clinical services across John Hunter Children's Hospital and Community based health services that provides appropriate access which is seamless and family centred.
6. Provide leadership, guidance, support and feedback to staff to ensure professional high quality patient care is provide underpinned by a commitment to ensuring work is conducted in a manner that demonstrates values of cultural respect in accordance with HNE Health's Close the Gap Strategy.

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:

Identifying opportunities and implementing innovative solutions for Community & Allied Health Services within a limited resource context, and supporting innovation across the portfolio.

Challenge 2:

Developing and maintaining effective communication and relationships with stakeholders that may be cross boundary and interagency internal and external to NSW Health.

Challenge 3:

Prioritising and managing workloads across a large diverse range of portfolios with competing demands and expectations.

Key Relationships

Who	Why
Internal	
General Manager and members of the HNEkids Executive	<ul style="list-style-type: none">This position is a key member of the HNEkids Executive and must work collaboratively and collegial within a matrix organisation structure on operational, organisation and strategic issues.
Service Managers & Staff	<ul style="list-style-type: none">This position will line manager a number of service manager roles and will provide operational management and leadership to support service delivery
External	
Department of Communities & Justice (DCJ), Department of Education, Primary Healthcare Network, Ministry of Health, ACI	<ul style="list-style-type: none">This position will work in collaboration with key stakeholders to engage and communicate with to ensure healthcare needs of the community are met.

Essential Requirements

Appropriate tertiary qualifications in nursing or allied health

Selection Criteria

1. Demonstrated successful health service management experience at a senior level, with demonstrated experience in addressing complex organization issues and developing, monitoring and evaluating performance indicators and outcomes.
2. Demonstrated knowledge of contemporary health system related issues with particular reference to children, young people and families across the Community & Allied Health services.
3. Demonstrated experience in financial, human resource and clinical risk management and the ability to develop and implement strategies to achieve improved outcomes.
4. Demonstrated ability to collaboratively work with managers to develop, monitor and reach agreed outcomes to strategic and operational plans including the development of key performance indicators
5. Demonstrated ability lead a committed and dynamic workforce within a complex environment to achieve organisation objectives and meet consumer expectations.
6. Demonstrated ability to develop and nurture internal and external relationships through highly developed interpersonal, negotiation, written and verbal communication skills.

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