

POSITION DESCRIPTION

HNELHD - Rural and Regional Hunter Lower Mid North Coast 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	www.hnehealth.nsw.gov.au

PRIMARY PURPOSE

The Rural and Regional Hunter Lower Mid North Coast Service Manager is responsible for the leadership and operational management of the District Hospitals, Community Hospitals and Multipurpose Services across the Hunter Lower Mid North Coast region to ensure the efficient, effective and timely delivery of acute health care services.

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.

ESSENTIAL CRITERIA

- Eligibility to drive in NSW.

KEY ACCOUNTABILITIES

- Provide leadership, guidance, support, and feedback to staff of the Hunter Lower Mid North Coast region to ensure patient/client/consumer care is in accordance with best practice guidelines and legislative requirements underpinned by a commitment to Excellence principles and Closing the Gap strategy.
- Participate in the development of innovative models of care in the acute health services in partnership with primary and community health services which facilitates a cohesive integrated health care team.
- Foster a strong professional network and culture that encourages professional communication, support and resource sharing consistent with the values of the HNELHD.
- Contribute to the implementation of organisational change to enhance the quality of service provided and improve patient/client outcomes.
- In collaboration with the General Manager Rural & Regional Health Services, establish, manage and

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control the operating and capital expenditure budget to ensure costs of operation are effectively monitored and controlled, maintaining activity and revenue targets within the Activity Based Funding Model.

- Model and actively promote workplace behaviour which 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 the services.
- Ensure the provision of a consistent best practice and well-coordinated services throughout the service units within the Hunter Lower Mid North Coast region.
- Effective identification of priorities from across the services and workforce, which are risks to the provision of health care, given the complexity and range of competing demands across the region.

KEY RELATIONSHIPS

Who	Why
General Manager, Rural and Regional Health Services	For operational management, professional leadership, and support.
Service Managers and staff across the Hunter Lower Mid North Coast region	To lead, mentor and role model expected professional clinical service delivery. To ensure patient/client care is delivered effectively and monitored appropriately.
Acute and Community Health Managers and staff	To enable collaborative and integrated clinical service provision across the region.
Clients/patients and carers	Provision of appropriate services.
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.

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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.

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Job Demands for: HNELHD - Rural and Regional Hunter Lower Mid North Coast Service Manager

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Frequent</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Frequent</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p>

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

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Frequent

Sensory Demands

Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)

Constant

Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)

Constant

Smell - use of smell is an integral part of work performance (e.g. working with chemicals)

Infrequent

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

Infrequent

Psychosocial Demands

Distressed People - e.g. emergency or grief situations

Frequent

Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness

Infrequent

Unpredictable People - e.g. dementia, mental illness, head injuries

Restraining - involvement in physical containment of patients/clients

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Infrequent	Infrequent
Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies	
Infrequent	

Environmental Demands	
<p>Dust - exposure to atmospheric dust</p> <p>Infrequent</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Infrequent</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p>

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35°C Infrequent	 Infrequent
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Infrequent	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Infrequent
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks Infrequent	Biological Hazards - exposure to body fluids, bacteria, infectious diseases Infrequent