

## POSITION DESCRIPTION **Current**

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| <b>POSITION TITLE</b>                    | Operations Manager  |
| <b>STAFFLINK POSITION NO.</b>            | 61510   |
| <b>COST CENTRE</b>                       | 256100  |
| <b>CLASSIFICATION</b>                    | Health Mgr Lvl 4  |
| <b>AWARD</b>                             | Health Managers (State) Award   |
| <b>REGISTRATION/LICENCE REQUIREMENTS</b> |   |
| <b>VACCINATION CATEGORY</b>              | Category B  |
| <b>PRE-EMPLOYMENT SCREENING CHECKS</b>   | Working With Children and National Criminal Record Check  |
| <b>RESPONSIBLE TO</b>                    | Service Director/Site Manager Macquarie Hospital  |
| <b>RESPONSIBLE FOR</b>                   |   |
| <b>PRIMARY PURPOSE OF THE ROLE</b>       | <p>We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting, and rewarding work every day. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their careers, and our communities' lives.</p> <p>MHDA Declaration<br/>Each person's unique journey of recovery will be supported by mental health drug and alcohol services in a way that fosters hope, purpose and resilience.</p> <p>MHDA Statement of Intention<br/>The intention of the NSLHD MHDA is to provide recovery-oriented, trauma informed services that are guided by evidence based practices and collaboration.</p> <p>The Operations Manager is a member of the Macquarie Hospital Executive and consequently participates in all decisions regarding the management of Macquarie Hospital.</p> <p>The position is responsible for a wide range of tasks and portfolios including but not limited to:</p> <ul style="list-style-type: none"> <li>• Allied Health Staff and Rehabilitation Program Team</li> <li>• Planning and service development</li> <li>• Carer and community engagement and information</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Hospital website management, Promotional brochures, and Hospital newsletter - Editor</li> <li>• Critical Incident Reviews and Management of database</li> <li>• Complaints management including HCCC and ministerial responses. Legal matters management.</li> <li>• Disaster management – Business Continuity plans, emergency manuals, disaster plans</li> <li>• Disaster control room, resources, and management</li> <li>• Hospital volunteer program</li> <li>• Hospital policy and procedures in partnership with the Quality Manager</li> <li>• Infectious Diseases Outbreak Management team</li> <li>• Partnerships</li> <li>• Information management</li> <li>• Responsible for the management of resources within budget and for the delivery of services within KPI requirements.</li> </ul>   |
| <p><b>KEY ACCOUNTABILITIES</b><br/><i>(Maximum of 8)</i></p> | <p>Provide leadership in the planning and development of high-quality standards of clinical practice of the mental health services at Macquarie Hospital and in developing and managing the operational plan for the hospital. Ensure adherence to statutory regulations and the policies of Mental Health and Northern Sydney Local Health District. Ensure Privacy legislation and NSW Health requirements are met in respect to the creation, maintenance, archiving and destruction of clinical and other confidential documents.</p> <p>Assist and support the Service Director and Executive team to meet relevant accreditation standards, manage other internal and external reviews and to provide a safe workplace for staff, consumers, and visitors to the site.</p> <p>Facilitate the business partnership between Hospital and HealthShare and the Hospital and relevant stakeholders and develop and manage service level agreements and memorandum of understanding.</p> <p>Ensure preparation and maintenance of up-to-date disaster response management resources including relevant plans, task cards etc.</p> <p>Manage, coach, mentor and support the staff working in the department through performance management, training, supervision and rostering to ensure quality of services and compliance with WHS policies.</p> <p>Identify, analyse, evaluate and document al risks (e.g., WHS, Corporate, Clinical, Financial, Reputation, Legal and Technology) relevant to the department. Review and implement, management strategies where necessary an action plans for all areas of concern. Risk Management.</p> <p>Manage the portfolios as allocated and any other tasks as allocated by the Service Director. Participate in the Macquarie Hospital Executive on call roster.</p> |
| <p><b>KEY CHALLENGES</b><br/><i>(Maximum of 3)</i></p>       | <p>Implementation of the Rehabilitation program and Model of care</p> <p>Negotiating, implementing, and inspiring change within Macquarie Hospital</p>   |

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|  | Demonstrating skill in balancing the needs of competing demands within a complex, high work volume environment encompassing the delivery of operational outcomes. |  |
| <b>KEY INTERNAL RELATIONSHIPS</b><br><i>(Maximum of 3)</i> | <b>WHO</b>  | <b>WHY</b>   |
|  | Macquarie Hospital Executive and Managers, Healthshare MHDA Executive and Team  | Operations Manager works closely with members of the Executive Unit to implement the strategic directions of the organisation, provide operational support for the Service Director/Site Manager and the Medical Superintendent and to liaise directly with staff, patients and carers in the day to day management of the organisation. |

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| <b>KEY EXTERNAL RELATIONSHIPS</b><br><i>(Maximum of 3)</i>      | <b>WHO</b>   | <b>WHY</b>  |
|   | Industrial Bodies, volunteer groups and consumer, carer and community organisations and their representatives. Other external parties appropriate to the scope of the role.  | Liaise directly with staff, patients and carers in the day to day management of the organisation. |
| <b>SELECTION CRITERIA</b><br><i>(Minimum of 3 maximum of 8)</i> | Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them. |   |
|   | Relevant qualifications and /or demonstrated record of ability and leadership in the management of health services.  |   |
|   | Experience with and understanding of partnerships with consumers, carers, and health related organisations in the government and non-government sector.  |   |
|   | Demonstrated high level oral and written communication skills, negotiation and interpersonal skills.   |   |
|   | Extensive clinical experience at a senior level in mental health services.   |   |
|   | Ability to develop strategic plans and to conduct quality projects.  |   |
|   | Proven ability to investigate complaints and incidents in a learning organisation paradigm and to provide written reports and advice to the Health Service Executive level and statutory bodies.   |   |
|   | High level skills in computer literacy and NSW Class C Drivers Licence.  |   |



## 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. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

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 or the time when performing the job  
 Repetitive: activity involved repetitive movements  
 Not Applicable: activity is not required to perform the job

| Physical Demands   | Frequency       |
|--|-----------------|
| <b>Sitting</b> - remaining in a seated position to perform tasks   | Choose an item. |
| <b>Standing</b> - remaining standing without moving about to perform tasks   | Choose an item. |
| <b>Walking</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes                                    | Choose an item. |
| <b>Running</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes                                    | Choose an item. |
| <b>Bend/Lean Forward from Waist</b> - Forward bending from the waist to perform tasks                                | Choose an item. |
| <b>Trunk Twisting</b> - Turning from the waist while sitting or standing to perform tasks                            | Choose an item. |
| <b>Kneeling</b> - remaining in a kneeling posture to perform tasks   | Choose an item. |
| <b>Squatting / Crouching</b> - Adopting a squatting or crouching posture to perform tasks                            | Choose an item. |
| <b>Leg / Foot Movement</b> - Use of leg and / or foot to operate machinery   | Choose an item. |
| <b>Climbing (stairs/ladders)</b> - Ascend / descend stairs, ladders, steps   | Choose an item. |
| <b>Lifting / Carrying</b> - Light lifting & carrying: 0 - 9 kg   | Choose an item. |
| <b>Lifting / Carrying</b> - Moderate lifting & carrying: 10 - 15 kg  | Choose an item. |
| <b>Lifting / Carrying</b> - Heavy lifting & carrying: 16kg & above   | Choose an item. |
| <b>Reaching</b> - Arms fully extended forward or raised above shoulder   | Choose an item. |
| <b>Pushing / Pulling / Restraining</b> - Using force to hold / restrain or move objects toward or away from the body | Choose an item. |
| <b>Head / Neck Postures</b> - Holding head in a position other than neutral (facing forward)                         | Choose an item. |
| <b>Hand &amp; Arm Movements</b> - Repetitive movements of hands and arms   | Choose an item. |
| <b>Grasping / Fine Manipulation</b> - Gripping, holding, clasping with fingers or hands                              | Choose an item. |
| <b>Work At Heights</b> - Using ladders, footstools, scaffolding, or other objects to perform work                    | Choose an item. |
| <b>Driving</b> - Operating any motor powered vehicle   | Choose an item. |

| <b>Sensory Demands</b>   | <b>Frequency</b> |
|--|------------------|
| <b>Sight</b> - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens | Choose an item.  |
| <b>Hearing</b> - Use of hearing is an integral part of work performance e.g. Telephone enquiries             | Choose an item.  |
| <b>Smell</b> - Use of smell is an integral part of work performance e.g. Working with chemicals              | Choose an item.  |
| <b>Taste</b> - Use of taste is an integral part of work performance e.g. Food preparation                    | Choose an item.  |
| <b>Touch</b> - Use of touch is an integral part of work performance  | Choose an item.  |
| <b>Psychosocial Demands</b>  | <b>Frequency</b> |
| <b>Distressed People</b> - e.g. Emergency or grief situations  | Choose an item.  |
| <b>Aggressive &amp; Uncooperative People</b> - e.g. drug / alcohol, dementia, mental illness                 | Choose an item.  |
| <b>Unpredictable People</b> – eg dementia, mental illness, head injuries                                     | Choose an item.  |
| <b>Restraining</b> - involvement in physical containment of patients / clients                               | Choose an item.  |
| <b>Exposure to Distressing Situations</b> - e.g. Child abuse, viewing dead / mutilated bodies                | Choose an item.  |
| <b>Environmental Demands</b>   | <b>Frequency</b> |
| <b>Dust</b> - Exposure to atmospheric dust   | Choose an item.  |
| <b>Gases</b> - Working with explosive or flammable gases requiring precautionary measures                    | Choose an item.  |
| <b>Fumes</b> - Exposure to noxious or toxic fumes  | Choose an item.  |
| <b>Liquids</b> - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE               | Choose an item.  |
| <b>Hazardous substances</b> - e.g. Dry chemicals, glues  | Choose an item.  |
| <b>Noise</b> - Environmental / background noise necessitates people raise their voice to be heard            | Choose an item.  |
| <b>Inadequate Lighting</b> - Risk of trips, falls or eyestrain   | Choose an item.  |
| <b>Sunlight</b> - Risk of sunburn exists from spending more than 10 minutes per day in sunlight              | Choose an item.  |
| <b>Extreme Temperatures</b> - Environmental temperatures are less than 15C or more than 35C                  | Choose an item.  |
| <b>Confined Spaces</b> - areas where only one egress (escape route) exists                                   | Choose an item.  |
| <b>Slippery or Uneven Surfaces</b> - Greasy or wet floor surfaces, ramps, uneven ground                      | Choose an item.  |
| <b>Inadequate Housekeeping</b> - Obstructions to walkways and work areas cause trips and falls               | Choose an item.  |
| <b>Working At Heights</b> - Ladders / stepladders / scaffolding are required to perform tasks                | Choose an item.  |
| <b>Biological Hazards</b> - e.g. exposure to body fluids, bacteria, infectious diseases                      | Choose an item.  |

