

POSITION DESCRIPTION **Proposed**

POSITION TITLE	Operations Manager, Macquarie Hospital
STAFFLINK POSITION NO.	61510
COST CENTRE	256100
CLASSIFICATION	Health Mgr. Level 4
AWARD	Health Managers (State) Award
REGISTRATION/LICENCE REQUIREMENTS	
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	Working With Children and National Criminal Record Check
RESPONSIBLE TO	Service Director/Site Manager Macquarie Hospital
RESPONSIBLE FOR	
PRIMARY PURPOSE OF THE ROLE	<p>MHDA Declaration 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 The intention of the Northern Sydney Local Health District (NSLHD) Mental Health and Drug and Alcohol (MHDA) service 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"> • Environmental Services, Well Being unit, Library, Chaplaincy team, Hospital Hairdresser • HIS and Food Services operational oversight • Hospital Staff accommodation • Planning and service development • Hospital website management, Promotional brochures, and Hospital newsletter • Critical Incident Reviews and Complaints management including HCCC and ministerial responses. Legal matters management. • Disaster management – Business Continuity plans, emergency manuals, disaster plans and coordination of control room, resources, and management

	<ul style="list-style-type: none"> • Hospital volunteer program • Hospital policy and procedures in partnership with the Quality Manager and executive team • Information management 	
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	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.	
	Collaborate with and support the Service Director as part of the 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.	
	Lead and facilitate the business partnership between Hospital and HealthShare and relevant stakeholders to develop and manage service level agreements and memorandum of understanding.	
	Delivery and maintenance of up-to-date disaster response management resources and processes	
	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 all NSW Health policies.	
	Risk Management across all Hospital operations including Work Health Safety, Corporate, Clinical, Financial, Reputation, Legal and Technology	
	Manage all portfolios as allocated and participate in the Macquarie Hospital Executive on call roster.	
KEY CHALLENGES <i>(Maximum of 3)</i>	Management of hospital infrastructure and workforce challenges	
	Negotiating, implementing, and inspiring change within Macquarie Hospital	
	Demonstrating skill in balancing the needs of competing demands within a complex, high work volume environment encompassing the delivery of operational outcomes.	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO Macquarie Hospital Executive and Managers, Healthshare MHDA Executive and Team	WHY 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.
	KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO Industrial Bodies, volunteer groups and consumer, carer and community organisations

	and their representatives. Other external parties appropriate to the scope of the role.	
SELECTION CRITERIA <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 tertiary qualifications and /or demonstrated experience in leadership and management of health services.	
	Leadership experience demonstrating a commitment to recovery for Mental Health consumers through best practice, and continuous improvement. Demonstrated experience, knowledge, and success in change management within care environments, with the ability to manage successful outcomes in complex settings inclusive of risk management.	
	Demonstrated high level oral and written communication skills, negotiation and interpersonal skills and experience at all levels of the organisation with a wide range of stakeholders and partners.	
	Demonstrated experience in successful project/change management from inception through to evaluation and completion, including human resource, financial and risk management and the ability to develop, implement and evaluate associated evidence based policies and procedures.	
	Excellent strategic planning and policy development skills	
	Proven ability to investigate complaints and incidents in a learning organisation paradigm, and to provide written reports and advice to 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
Sitting - remaining in a seated position to perform tasks	Choose an item.
Standing - remaining standing without moving about to perform tasks	Choose an item.
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Choose an item.
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Choose an item.
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Choose an item.
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Choose an item.
Kneeling - remaining in a kneeling posture to perform tasks	Choose an item.
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Choose an item.
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Choose an item.
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Choose an item.
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Choose an item.
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Choose an item.
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Choose an item.
Reaching - Arms fully extended forward or raised above shoulder	Choose an item.
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Choose an item.
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Choose an item.
Hand & Arm Movements - Repetitive movements of hands and arms	Choose an item.
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Choose an item.
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Choose an item.
Driving - Operating any motor powered vehicle	Choose an item.

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

