



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service - Midwest		Position No:	608094
Division:	Midwest	Title:	Operations Manager - Geraldton
Branch:	Geraldton Hospital	Classification:	HSO Level G11
Section:	Leadership & Management	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Chief Operating Officer
	Classification:	HSO Class 4
	Position No:	614487



Responsible To	Title:	Regional Director
	Classification:	HSO Class 2
	Position No:	604000



This position	Title:	Operations Manager – Geraldton
	Classification:	HSO Level G11
	Position No:	608094



OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<u>Title</u>
Coordinator Executive Services
Director of Nursing & Midwifery
Operations Manager - Gascoyne
Operations Manager – Midwest Murchison
Manager Aged and Community Care
Director Population Health
Regional Manager Mental Health, Community Alcohol and Drug Service
Director Medical Services
Regional Aboriginal Health Consultant
Manager Human Resources
Executive Assistant
Director Business Services
Regional Manager Infrastructure and Support Services

Positions under direct supervision:		← Other positions under control:	
Position No.	Title	Category	Number
605240	Manager Facilities and Assets		
604040	Chief Medical Imaging Technologist		
604049	Chief Pharmacist		
605239	Business Coordinator		
604072	Patient Services Coordinator		
605131	Coordinator of Nursing – Surg. Services Ambulatory Care		
613405	Coordinator of Nursing and Midwifery		
613507	Customer Liaison Officer		
615396	Coordinator Allied Health		
605234	Senior Personnel & Payroll Officer		

Section 3 – KEY RESPONSIBILITIES

Responsible for leadership, development and operational management of the Midwest health services of WACHS Midwest, in partnership with other health providers and non-health agencies. Ensures effective operation of this service in support of the regional health network model within WA Country Health Service. Provides support to the Regional Director and regional executive in developing and implementing WA Country Health Service strategic directions and ensuring WACHS Midwest health network performance.

WA Country Health Service –
Midwest

22 June 2017

REGISTERED

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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to approximately half a million people, including 45,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle as many births as the State’s major maternity hospital – and as many emergency presentations as Perth metropolitan hospitals combined. The range of health services provided cover population health, mental health, Aboriginal health and aged care.

Our dedicated and committed staff work hard to fulfil our purpose *Working together for a healthier country WA*, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR PURPOSE

Working together for a healthier country WA

WHAT WE STAND FOR

A fair share for country health – securing a fair share of resources and being accountable for their use.

Service delivery according to need – Improving access based on need and improving health outcomes.

Closing the gap to improve Aboriginal health – Improving the health of Aboriginal people.

Workforce stability and excellence – Building a skilled workforce and a supportive workplace.

OUR VALUES

Community - country hospitality, where there is openness, generosity and cooperation. Building healthy and empowered communities and teams, being inclusive, working together, valuing each other and the difference we can all make. A ‘can-do’ attitude.

Compassion - commitment to caring for others with consideration, appreciation, understanding, empathy, kindness and respect. Listening and being heard.

Quality - always striving to provide the best possible care and service through questioning and review, high standards, innovation, creativity, learning and improving. All of us being part of the solution.

Integrity - building trust based on openness, honesty, accountability and valuing and respecting others opinions and points of view. Demonstrating the values. Respectful communication and relationship building. Being mindful of the legacy we hand on to future staff and communities.

Justice - achieving equity and fairness, showing cultural respect, valuing and embracing diversity and respecting confidentiality. Treating everyone equally. Speaking up when there is injustice. Transparency.



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Section 4 – STATEMENT OF DUTIES

Duty	Details	Freq	%
1.0	WACHS REGIONAL NETWORK OPERATIONS		100
1.1	Actively monitors the operational performance of the Regional Resource Centre as part of the WACHS Midwest health network, working collaboratively with other operational managers and senior clinical staff to ensure a patient focused service delivery environment within the country health network.		
1.2	Ensures the regional hub and spoke service network model is effective for patient, workforce, equipment, information and service flows – actively develops and monitors network effectiveness indicators.		
1.3	Works collaboratively with regional Aged Care, Mental Health and Population Health services to ensure integrated and cohesive services occur across the WACHS Midwest health network.		
1.4	Ensures sound linkages and coordination with patient transport providers occurs, and that PATS services are utilized effectively.		
1.5	Ensures visiting specialist, outreach and other services work effectively within the WACHS Midwest and are in accord with the WACHS Midwest clinical services plan.		
1.6	Ensures operational risks are identified, mitigated and managed, and communicates unacceptable residual risks to Regional Director.		
1.7	Participates in WACHS Operational Leadership Team forums to further the development and performance of the country health network.		
2.0	LEADERSHIP - PEOPLE, RELATIONSHIPS AND CULTURE		
2.1	Demonstrates leadership behaviours, and actively supports WACHS code of ethics and code of conduct.		
2.2	Responsible for leading services within the defined health system in the context of ongoing reform and change.		
2.3	Actively monitors and influences internal positional relationships of direct reports to this position, supporting clinical collaboration, multidisciplinary engagement and team dynamics.		
2.4	Develops and maintains effective relationships with peers and colleagues.		
2.5	Develops and maintains healthy relationships with senior clinicians, and fosters a culture of clinical collaboration and clinical trust.		
2.6	Monitors and manages key external relationships with agencies, community leaders and industry leaders.		
2.7	Develops and promotes a positive and healthy organisational culture and healthy behaviours, consistent with WACHS vision and values and that of a vibrant, outreaching Regional Resource Centre.		
2.8	Optimises workforce options – promoting a flexible, family friendly and responsive workplace.		
2.9	Ensure robust and effective community engagement and feedback mechanisms are in place particularly in relation to District Health Advisory Councils.		
3.0	MANAGEMENT		
3.1	Works collaboratively with the Nursing Director and Medical Director to ensure coordinated and cohesive management systems and practices are in place for the Regional Resource Centre.		
3.2	Ensures an understanding of the accountabilities and performance imperatives of the CEO and WACHS.		
3.3	Monitors and proactively manages the clinical and corporate performance of services under control.		
3.4	Ensures effective and efficient management of financial, human, physical and intellectual resources.		
3.5	Manages budget outcomes, budget strategy and a responsible budget application for services under control		
3.6	Ensures regular budget monitoring and financial controls application for the Regional Resource Centre as a whole, as delegated by the Regional Director		
3.7	Ensures patient safety systems meet contemporary clinical standards and clinical governance requirements.		
3.8	Ensures staff safety systems operate within the WACHS OSH / IM framework and meet OSH requirements.		
3.9	Actively participates on the WACHS Midwest Executive and assumes regional portfolio responsibilities as directed by the Regional Director.		
3.10	Convenes and leads the Management Team, ensuring clear systems of accountability and communication throughout the organisation.		
3.11	Ensures compliance with relevant Federal/State legislation, DoH, WACHS policies, and local procedures.		
3.12	Maintains responsibility for the implementation and review of the Regional Clinical Services Plan, Operational Plan and Foundations for Country Health Services.		
3.13	Responsible for implementing and adhering to the policy of the organisation and for identifying policy opportunities and pro actively participating in policy development processes.		
3.14	Leads and supports a culture of quality service and continuous improvement, including accreditation.		
3.15	Ensure services are provided in a manner sensitive to, and appropriate for, people of Aboriginal and other cultural backgrounds.		
3.16	Ensures business continuity planning and emergency management strategies and systems are in place, and tested.		
3.17	Works closely with key regional corporate staff and executive members in ensuring consistency and accountability in management practices.		
4.0	OTHER		
	Other duties as directed by the Regional Director.		

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.

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Section 5 – SELECTION CRITERIA

ESSENTIAL

- Demonstrated record of achievement in leadership and management at a senior level.
- Experience in management of financial, human, physical and intellectual resources.
- Demonstrated ability to nurture relationships, influence people, and to lead organisational culture.
- Knowledge and understanding of current Human Resource Management issues and Public Sector Standards.
- Sound understanding of current issues in the public sector health system, including rural area service issues.
- Demonstrated highly developed verbal and written communication skills, interpersonal skills, and negotiation skills.
- Demonstrated high-level public relations and diplomacy skills.
- Demonstrated well developed risk management, change management, planning and problem solving skills.
- Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these affect employment and service delivery.

DESIRABLE

- Tertiary qualifications in management.
- Experience in working in a cross-cultural environment.
- Management experience within the health sector

Section 6 – APPOINTMENT FACTORS

Location	Geraldton	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Criminal Record Screening clearance • Successful Pre- Placement Health Screening clearance Allowances <ul style="list-style-type: none"> • District Allowance 		
Specialised equipment operated			

Section 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date: _____/	WA Country Health Service – <i>Midwest</i> 22 June 2017 REGISTERED	Signature and Date: _____/	WA Country Health Service – <i>Midwest</i> 22 June 2017 REGISTERED
Regional Director		Chief Operating Officer	

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

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Midwest

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