



Government of Western Australia WA Country Health Service

JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service		Position No:	612994
Division:	South West	Title:	Operations Manager Bunbury Hospital
Branch:	Bunbury Hospital	Classification:	HSO Level G-11
Section:	Executive Management	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Chief Operating Officer
	Classification:	HSO Class 4
	Position No:	613274



Responsible To	Title:	South West Regional Director
	Classification:	HSO Class 2
	Position No:	613069



This position	Title:	Operations Manager Bunbury Hospital
	Classification:	HSO Level G-11
	Position No:	612994



OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title
Operations Managers (Bunbury, Coastal, Inland)
Director Medical Services
Regional Director Nursing and Midwifery
Director Population Health
Director Business Services
Regional Manager Mental Health
Regional Aged Care Manager
Manager Infrastructure and Support Services
Manager Clinical Contracts
Executive Services Coordinator

**WA Country Health Service
South West**

29 January 2018

Positions under direct supervision:		← Other positions under control:
Position No.	Level	REGISTERED Category
	Deputy Director Medical Services Bunbury	Clerical and Administrative
	Co-ordinator Nursing and Midwifery	FOI / Customer Liaison Officer (Regional)
	Business Manager	Private Patient Liaison Officer
	Administrator and Support Services Manager	Security Services
	HSSU Manager (Regional)	Acute Allied Health staff
	Chief Pharmacist (Regional)	Nursing and Midwifery Staff
	Acute Allied Health Manager	Specialist Nurses ie Palliative Care, Stoma, Diabetes, Infection Control, Staff Development
	Administration Assistant	SW Subacute Coordinator
		Regional Palliative Care
		Psychiatric Liaison Nurses in ED
		Medical Staff
		VMPs
		Support Services
		Site Services

Section 3 – KEY RESPONSIBILITIES

- Responsible for leadership, development and operational management of Bunbury Hospital (BH), in partnership with other health providers and non-health agencies.
- Ensure BH fulfils the role of the Regional Resource Centre for WACHS – South West, taking a lead in supporting all South West regional services with Clinical Governance and discipline specific oversight and monitoring of outcomes, temporary/urgent staffing, in person, Telehealth/telephone expertise/advice/guidance.
- Ensure BH functions and operates in accordance with Provide support to the Regional Director and Executive in developing, implementing and evaluating strategic directions. the agreed clinical services framework and budget allocation.
-

TITLE	Operations Manager Bunbury Hospital	POSITION NO	612994
		CLASSIFICATION	HSO Level G-11



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 over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR PURPOSE – What we are here to do

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

OUR STRATEGIC DIRECTIONS TO 2018

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services



OUR GUIDING PRINCIPLES

Consumers first in all we do Safe, high quality services and information at all times Care closer to home where safe and viable. Evidence based services.

Partnerships and collaboration.

OUR VALUES

Community – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

Compassion – listening and caring with empathy, respect, courtesy and kindness.

Quality – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

Integrity – accountability, honesty and professional, ethical conduct in all that we do.

Justice – valuing diversity, achieving health equality, cultural respect and a fair share for all.

TITLE	Operations Manager Bunbury Hospital	POSITION NO	612994
		CLASSIFICATION	HSO Level G-11

Section 4 – STATEMENT OF DUTIES

Duty No	Details	Freq	%
1.0	LEADERSHIP AND MANAGEMENT	D	50
1.1	Responsible for the leadership and management of Bunbury Hospital (BH).		
1.2	Ensure BH fulfils the role of the Regional Resource Centre for WACHS – SW and operates in accordance with the endorsed clinical service framework role statement and budget allocation.		
1.3	Support and enable lead clinical governance for speciality disciplines across the WACHS South West, under the leadership of the WACHS South West SW Director Medical Services and Deputy Director Medical Services Bunbury Hospital.		
1.4	Ensure that service provision is patient-centred, integrated across the spectrum of care and is of high quality.		
1.5	Ensure clinical and corporate governance systems are implemented within the organisation, and are consistent with regional and state directions.		
1.6	Ensure effective and efficient management of financial, human and physical resources.		
1.7	Ensure organisational human resource practices are contemporary, efficient, and responsive.		
1.8	Ensure staff and patient safety systems meet contemporary clinical standards and OSH requirements.		
1.9	Actively participate on the South West Executive and assume regional portfolio responsibilities as directed by the Regional Director.		
1.10	Convene and lead the BH Management Team, ensuring clear and defined systems of accountability and communication throughout the organisation.		
1.11	Ensure organisational compliance in accordance with relevant Federal and State legislation, Public Sector Standards and DoH/WACHS policies and local procedures as they pertain to WACHS – South West.		
1.12	Lead health industry and regional reform initiatives within the BH.		
1.13	Monitor, manage and deliver local contractual and partnership arrangements to ensure service provided/ delivered is in line with the relevant contract.		
1.14	Achieve key performance criteria and targets		
2.0	PLANNING, POLICY AND ORGANISATION DEVELOPMENT	D	30
2.1	Maintain responsibility for the development, implementation and review of the hospital's strategic and operational plans in concert with WACHS and the South West's strategic directions.		
2.2	Facilitate and lead local health provider partnerships and collaborative working arrangements, including opportunity for joint delivery of services.		
2.3	Manage local policy development, implementation, review and monitor compliance, and contribute to regional and area policy development as required.		
2.4	Oversee capital works programs and associated service development within BH and on the South West Health Campus in liaison with DoH and regional staff.		
2.5	Lead and support a culture of quality service and continuous improvement, including external accreditation.		
2.6	Support organisational workforce development, including orientation, training and performance development.		
3.0	COMMUNITY INVOLVEMENT AND PUBLIC RELATIONS	R	10
3.1	Ensure services are provided in a manner sensitive to, and appropriate for, people of Indigenous and other cultural backgrounds, supported by staff training and awareness, facility signage and organisational processes.		
3.2	Coordinate and participate in the District Health Advisory Committee, supporting community input into planning and service delivery.		
3.3	Engage with respective consumer groups on a regular basis, including Aboriginal Elders and minority community leaders, partner and or contracted service providers.		
3.4	Represent the Regional Director locally in the media when requested.		
3.5	Participate in and actively monitors and measures the effectiveness of internal and external organisational relationships.		
3.6	Ensure positive public relations and customer focus practices occur within the organisation.		
4.0	OTHER	R	10
4.1	Ensure business continuity planning and emergency management strategies and systems are in place, are regularly reviewed and tested.		
4.2	Work closely with key regional executive and corporate staff to ensure consistency and accountability in management practices.		
4.3	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 highest achievement level in 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.		

WA County Health Service
 South West
 29 January 2018
REGISTERED

TITLE	Operations Manager Bunbury Hospital	POSITION NO	612994
		CLASSIFICATION	HSO Level G-11

Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated record of achievement in leadership and organisational development and outcomes achievement at a senior management level.
2. Experience in management of financial, human, physical and intellectual resources.
3. Demonstrated ability to nurture relationships, influence people, and to lead organisational culture.
4. Previous experience in the management of patient safety and quality and risk.
5. Sound understanding of current issues in the public sector health system, including rural area service issues.
6. Demonstrated high-level public relations, diplomacy and relationship management skills including verbal, written, interpersonal, and negotiation skills.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.
8. Current C or C-A Class Drivers licence.

DESIRABLE

1. Possession of Tertiary qualifications in Health Administration/Management; Business/Commerce or a related discipline.
2. Experience in working in a cross-cultural environment.
3. Management experience in Health Sector

Section 6 – APPOINTMENT FACTORS

Location	Bunbury	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. • Evidence of current C or C-A Class drivers license. 		
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: ____/____/____
Executive Services

Signature and Date: ____/____/____
Chief Executive 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

