



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service		Position No:	607497
Division:	Wheatbelt	Title:	Operations Manager – Eastern
Branch:	Eastern	Classification:	HSO G-11
Section:	Leadership & Management	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Chief Operating Officer
	Classification:	Class 3
	Position No:	613274



Responsible To	Title:	Regional Director Wheatbelt Region
	Classification:	HSO Class 2
	Position No:	607224



This position	Title:	Operations Manager- Eastern
	Classification:	HSO G-11
	Position No:	607497



OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title
613976 - Director Medical Services
613266 - Regional Nursing & Midwifery Director
607000 - Director Business Services
607228 - Director Population Health
607626 - Manager Mental Health
607041 - Manager Aged Care
613281 - Operations Managers – Western
613282 - Operations Manager – Southern
607322 - Regional Manager Infrastructure & Support Services
614610 - Snr Project Manager Planning and Infrastructure
614627 – Project Manager – Clinical Reform
607004 - Regional Human Resource Manager
615731 - Regional Aboriginal Health Consultant
608052 - Coordinator Executive Service

Positions under direct supervision:			← Other positions under control:	
Position No.	Title	Level	Category	Number
	Health Service Managers x 1	RNM SRN Level 7	Clerical	FTE
	Administration Assistant	HSO G-3	Hotel Services	FTE
	Business Manager	HSO G5	Medical Support	FTE
	Health Service Manager x 6	RNM SRN Level 5	Site Services	FTE

Section 3 – KEY RESPONSIBILITIES

Responsible for leadership, development and operational management of the WACHS Wheatbelt – Eastern district health services, 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 Wheatbelt health network performance.

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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 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.

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Section 4 – STATEMENT OF DUTIES

Duty	Details	Freq.	%
1.0	WACHS regional network operations		
1.1	Actively monitors the operational performance of the WACHS Eastern Wheatbelt health district, 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 Wheatbelt health network.		
1.4	Ensures sound linkages and coordination with patient transport providers occurs, and that Patient Assisted Travel Scheme (PATs) services are utilised effectively.		
1.5	Ensures visiting specialist, outreach and other services work effectively within the Eastern Wheatbelt and are in accordance with the WACHS Wheatbelt 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 Eastern Wheatbelt District.		
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 Eastern District.		
3.2	Ensures an understanding of the accountabilities and performance imperatives of the Chief Executive 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 Eastern District 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 / Injury Management framework and meet OSH requirements.		
3.9	Actively participates on the WACHS Wheatbelt Executive and assumes regional portfolio responsibilities as directed by the Regional Director.		
3.10	Convenes and leads the Eastern Wheatbelt 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	Participates in the implementation and review of the regional Strategic, Clinical Services and Operational Plans.		
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 Indigenous 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		
4.1	Other duties as directed.		

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 and Diversity Policy, Prevention of Bullying, Harassment & Discrimination in the Workplace Policy, Occupational Safety & Health, Public Sector Standards, WA Health Code of Conduct, WA Public Sector 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 – WORK RELATED REQUIREMENTS

ESSENTIAL

1. Demonstrated substantial experience and achievement in leadership and management at a senior level.
2. Demonstrated experience in the management of financial, human, physical and intellectual resources.
3. Demonstrated highly developed verbal and written communication skills, interpersonal skills, negotiation and problem solving skills.
4. Demonstrated ability to nurture relationships, influence people, and to lead organisational culture.
5. Demonstrated experience in the application of continuous quality improvement principles including management of change, patient safety & quality and risk.
6. Demonstrated contemporary knowledge of current health system issues, including rural area health service delivery issues.
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. Possession of a current 'C' or 'C (a)' class drivers licence.

DESIRABLE

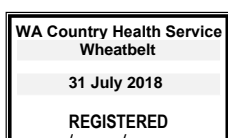
1. Tertiary qualifications in management.
2. Understanding of the WA Health Aboriginal Cultural Learning Framework.

Section 6 – APPOINTMENT FACTORS

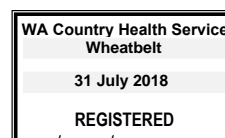
Location	Merredin	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Criminal Record Screening clearance • Successful Pre- Placement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