



HSS Registered

Operations Hub Manager
Health Salaried Officers Agreement: Level G10
Position Number: 603355
Operations Hub / Clinical Operations
Royal Perth Bentley Group (RPG) / East Metropolitan Health Service (EMHS)

Reporting Relationships

Executive Director, Royal Perth Bentley Group
Position Number: 104822



Service Co-Director Position Number: 602504 HSO Level G14	Medical Co-Director Position Number: 603381 MP Year 1-9
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This Position



Directly reporting to this position:

Title	Classification	FTE
• Hospital Logistics Coordinator	HSO G8	1.0
• EMHS Mental Health Flow Coordinator	HSO G8	1.0

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Also reporting to this supervisor:

- Nursing Directors
- Heads of Departments
- Operations Managers

Key Responsibilities
 Provide leadership and management for the centralised logistics of patient flow through the RPG Operations Hub. Supports visibility and function across both sites consistent with hospital policy and practice standards and organisation vision and mission. Provide expertise in human, material, financial and resource management including coordinating the formation of unit business plans and service profile that maximise the focus of efficient and effective resource management.

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refer to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.



Royal Perth Hospital staff share a strong sense of pride in the longstanding principles of Servio, Latin for 'to serve' which adorns our historic crest. The principles of this statement, adopted in 1937 bear testimony to the longstanding tradition of excellence in service that we strive to perpetuate into the future.

Brief Summary of Duties

1. Leadership

- 1.1 Directs the activities of the RPBG Operations Hub, consistent with corporate objectives, and provides effective leadership to team members and stakeholders, to guide appropriate patient flow strategies.
- 1.2 Provides leadership and direct line management to service delivery models that support function and report through the RPBG Operations Hub. This includes; MediHotel, Transit Lounge, after hours incident management and emergent staff allocations.
- 1.3 Leads, develops, supports, implements and drives strategic direction and changes in patient flow demand and access processes.
- 1.4 Provide advice and make recommendations to the Service Director on patient flow strategy planning and executional rollout.
- 1.5 Work in partnership with RPBG Service Directors, Nursing Directors, Clinical and Non-Clinical Managers to support effective patient flow and throughput.
- 1.6 Provides a whole of organisation approach to service development and implementation of the RPBG Operations Hub through consulting, liaising and participation in formal and informal meetings.
- 1.7 Takes an active leadership role within the inter-disciplinary team to resolve delays and access in patient care within areas of responsibility, ensuring productive and efficient processes.
- 1.8 Lead the development of a strategy for a positive workplace culture which supports learning, research and workforce development, and retention and attraction of staff.
- 1.9 Participate in setting the Health Service strategic direction and integrating priorities for quality improvement into an operational service, with focus on governance and adherence to National Safety and Quality Health Service Standards.
- 1.10 Maintains strategic partnerships with both internal and external stakeholders utilising highly developed technical expertise, interpersonal communication, negotiation, conflict resolution skills and high-level strategic thinking.

2. Management

- 2.1 Responsible for the strategic direction of the RPBG Operations Hub, by coordinating and participating in data management and portfolio activities for patient flow strategies.
- 2.2 Develop and implement systems to monitor key performance indicators (KPI's) that demonstrate achievements of relevant performance targets as outlined by the RPBG strategic intent.
- 2.3 Utilise highly developed analytical, report and business writing skills to communicate against key activity targets and programs to an executive audience.
- 2.4 Implement risk management standards and procedure for activity related to Patient Flow Capacity and Demand
- 2.5 Support Service Line management arrangements and provide advice and supervision within the scope of delegation.
- 2.6 Supports the Service Director, in coordinating the activities of the RPBG Operations Hub for management of human, financial and material resources in accordance with the RPBG strategic objectives and Activity Based Funding (ABF) model.
- 2.7 Investigates and reports on new business opportunities to optimise efficiency.
- 2.8 Collaborates on the formulation of productivity improvement strategies and plans and assists with their implementation.
- 2.9 Prepares Business Case/Briefing Note/Memorandum of Understanding (MOU) as required.
- 2.10 Ensures compliance with the RPBG and EMHS Human Resource guidelines and relevant legislation, including Occupational Safety and Health and Work Opportunity for an effective and efficient workforce.
- 2.11 Participate in the affairs of the organisation and represents the organisation positively and effectively through participation in the affairs of the health industry, community and professional bodies
- 2.12 Manages information management systems for the RPBG Operations Hub.
- 2.13 Liaises with Business Intelligence Unit to develop and implement new information systems and improve current systems for better efficiency and effectiveness.
- 2.14 Analyse variances related to expected targets, audits, reviews and survey results and prove resource efficient, cost-effective solutions and options to address these variances.
- 2.15 Facilitate the development of others through access to ongoing education and utilising sound succession management practices.

3. Quality and Research Performance Innovation

- 3.1 Participates in Multidisciplinary decision making for the formulation and implementation of objectives to provide a continuous high-quality patient focussed service, operation in accordance with RPBG and EMHS strategic imperatives.
- 3.2 Work in partnership with the broader health care team to facilitate patient-focused care delivery and service planning across the health care continuum.
- 3.3 Strategically identify, promote and report on sustainable innovative models that deliver excellence in quality patient-focused care, productivity gains and value for investment.
- 3.4 Accountable for the clinical and corporate governance by monitoring compliance and in the development, implementation and evaluation of protocols, policies and procedures in accordance with beset practice principles.
- 3.5 Participate in risk management at a local and whole of hospital level as appropriate.
- 3.6 Leads the establishment and maintenance of a culture of patient centred care and safety, within the organisation and contributes to RPBG Operations Hub initiatives.

4. EMHS Governance, Safety and Quality Requirements

- 4.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision
- 4.2 Actively participates in the Peak Performance program.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Adheres to the performance framework for procurement and contract management and oversees and promotes to other staff this process and function in accordance with EMHS Policy and the Delegations and Authorisations Schedule.
- 4.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.6 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

5. Undertakes other duties as directed

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Demonstrated extensive relevant experience at a senior level and ability to provide leadership in a complex health service environment.
2. Demonstrated experience in managing financial, physical and human resources.
3. Experience in the implementation of organisation change, service development and facilitating high quality work practices within a health setting.
4. Demonstrated high levels of communication, consultation, facilitation and negotiation skills, including report writing and presentation skills.
5. Demonstrated knowledge of advanced analytical and conceptual problem-solving skills.
6. Current knowledge of legislative obligations for equal opportunity, disability services and occupational safety and health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Tertiary qualification relevant field.
2. Experience in the application of hospital information management systems.
3. Knowledge and understand of activity-based funding systems and current health industry issues.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Manager / Supervisor Name	Signature or	HE Number	Date
Dept. / Division Head Name	Signature or	HE Number	Date

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

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on
	August 2020