



North Metropolitan Health Service
Job Description Form

HSS Registered

Director Outpatient Services SCGOPH
Health Salaried Officers Agreement: G10
Position Number: 008275
Sir Charles Gairdner Osborne Park Health Care Group
North Metropolitan Health Service

Reporting Relationships

Executive Director SCGOPHCG
 Position Number: 005827



Nurse Co Director Speciality and Ambulatory
 Services
 Position Number 007326



This Position



← Also reporting to this supervisor:

- Deputy Nurse Co Director SAS

Directly reporting to this position:		
Title	Classification	FTE
Clinical Nurse Manager	SRN L3	1.0
Outpatient Coordinator	HSU L5	1.0

Other positions under control
<ul style="list-style-type: none"> • Outpatient Supervisors HSU 3 4.0FTE • Medical Typists HSU 1/2 15.3 FTE • Outpatient Clerk HSU 2 27.6 FTE. • Nursing Staff, E Block Outpatients, 20.0 FTE

Prime Function / Key Responsibilities

Provides leadership and direction to the management of outpatient services and associated administrative functionality across Sir Charles Gairdner Osborne Park Health Care Group (SCGOPHCG) incorporating the management of human, financial and material resources of the central outpatient team.

Identifies, analyses and manages potential risks, benefits, costs and impact of Outpatient Services changes and provides expert advice to stakeholders on matters relating to the management, evaluation and continuous improvement of service provision across the SCGOPHCG.

Monitors Outpatient Service Performance and Policy Compliance across SCGOPHCG and manages service improvement to facilitate improvements in service delivery

Collaborates with the Co-Directors of Speciality and Ambulatory Services and other stakeholders on matters relating to the development and evaluation of service provision.

Brief Summary of Duties

1. Strategic Leadership and Accountability

- 1.1. Responsible for the performance of Outpatient Services across the SCGOPHCG
- 1.2. In partnership with the Co-Directors and other Managers, manages the human, financial and material resources for Outpatient Service in accordance with SCGOPHCG's strategic objectives e.g. Outpatient Service activities within the Activity Based Funding (ABF) model.
- 1.3. Contributes to SCGOPHCG decision-making related to Outpatient Service issues, including the development and implementation of strategic and operational plans to ensure the provision of patient-centric, safe, effective and timely patient care for all patients.
- 1.4. Takes an active leadership role within the interdisciplinary team to resolve delays in patient care for the SCGOPHCG.
- 1.5. Responsible for leadership, development and partnership with patients and families to engage them in decisions regarding their care for the SCGOPHCG. Participates in organisational relationships and represents SCGOPHCG positively and effectively through participation in the affairs of the health industry, community and professional bodies.

2. SCGOPHCG Outpatient Management and Reporting

- 2.1. Shapes and manages outpatient service strategy.
- 2.2. Monitors, manages and reports on outpatient service performance indicators e.g. activity levels, did not attend rates, new to review ratios.
- 2.3. Actively manages the SCGOPHCG Outpatient Services budget to ensure financial balance, ensures value for money in resource utilisation.
- 2.4. Monitors the internal and external environment and works to ensure that outpatient services, and other hospital services under area of responsibility, are able to meet the current and emerging needs of the SCGOPHCG.
- 2.5. Researches issues of significance, including external to the organisation, and develops, implements and evaluates initiatives related to the operation and management of outpatient clinics for the SCGOPHCG.

3. Professional Leadership

- 3.1. Promotes excellence in professional practice standards and professional conduct as guided by the WA Health Code of Conduct and the Vision, Motto and Values of the SCGOPHCG.
- 3.2. Provides a centralised operational direction of administrative services across the SCGOPHCG with regard outpatient management.
- 3.3. Works to ensure the health and wellbeing of all operational staff and ensures a supportive working environment.
- 3.4. Demonstrates a commitment to lifelong learning and ongoing professional development.
- 3.5. Maintains awareness of current trends influencing health services and other services under the area of responsibility.
- 3.6. In conjunction with relevant parties initiates, promotes and facilitates the development of formal quality improvement and risk management projects and programmes, ensuring an evidenced-based outcome-focused culture of improving performance.
- 3.7. In partnership with relevant stakeholders, ensures the establishment and maintenance of a culture of patient safety within Outpatients Services and contributes to hospital wide initiatives.

4. Communication

Director Outpatient Services SCGOPH | Level G-10 | Position 008275

- 4.1. Maintains open and collaborative communication with relevant key stakeholders demonstrating advanced written and verbal communication skills.
- 4.2. Contributes to, and plays a role in promotion and provision of appropriate information about the area of responsibility and investigates and manages ministerial enquiries and patient complaints, ensuring compliance with Department of Health and legal requirements governing SCGOPHCG.

5. NMHS Governance, Safety and Quality Requirements

- 5.1. Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 5.2. Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 5.3. 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.
- 5.4. Completes mandatory training (including safety and quality training) as relevant to role.
- 5.5. Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 5.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

6. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Extensive recent experience within a high volume health services environment in a management position including in development and reporting service outputs and outcomes.
2. Demonstrated leadership and management skills in leading change and in managing financial and human resources and fostering effective teamwork to achieve departmental/service and Hospital service targets and goals.
3. Demonstrated highly developed conceptual, analytical and project management skills, including the demonstrated ability to develop, implement and evaluate regulatory policies and the application of research, best practice and risk management principles.
4. Demonstrated ability to work with complex inter-professional team structures and effectively communicate, consult, negotiate, influence, develop and maintain cooperative working relationships with key internal and external stakeholders with competing priorities and demands.
5. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and legislation and Occupational Safety and Health Act, and their application to the workplace in employment and service delivery.

Desirable Selection Criteria

1. Tertiary qualifications in a relevant discipline would be highly regarded.
2. Knowledge of state and national health policy frameworks which impact on health service delivery in Western Australia
3. Experience in an Outpatient setting or dealing with Patient Flow within a teaching or acute care health facility.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- 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/HE:
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date: