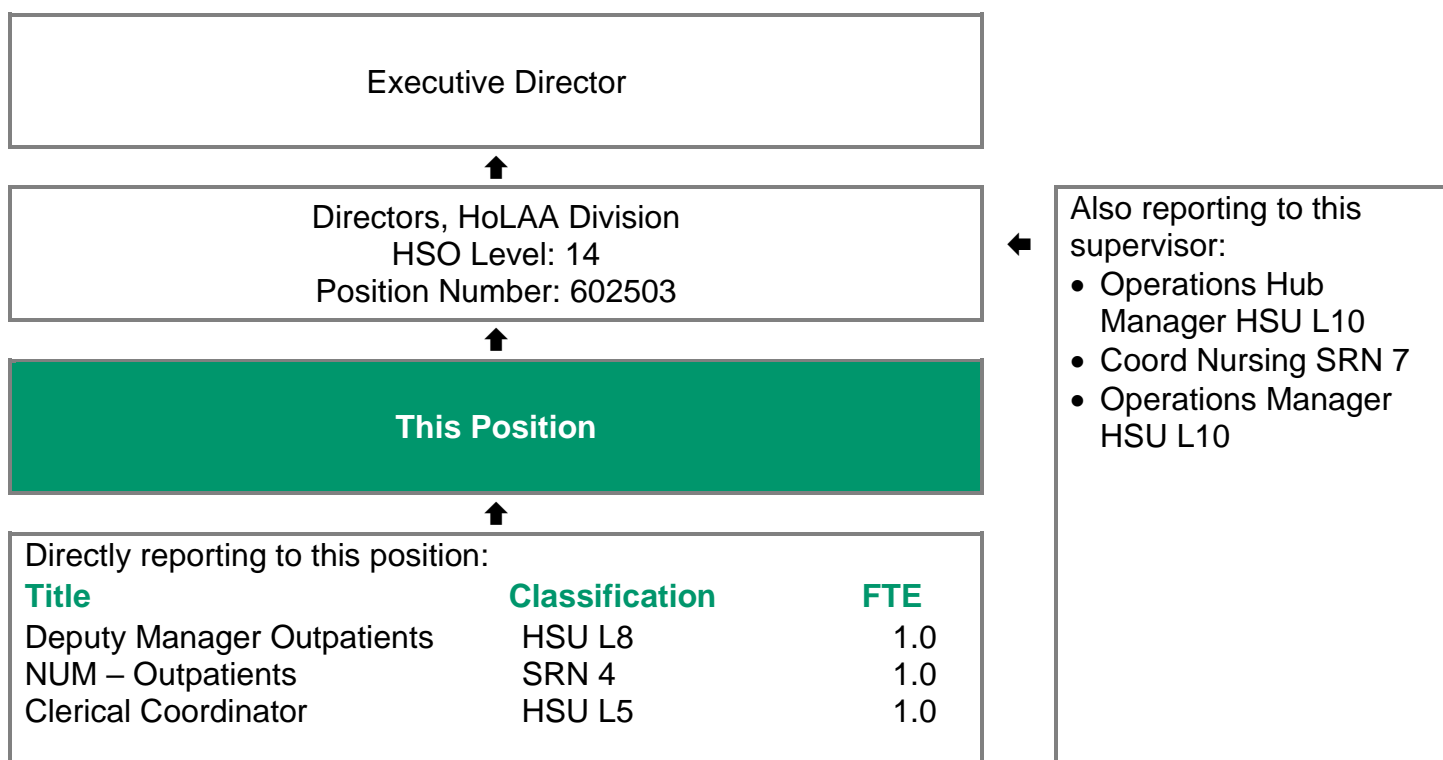




**HSS REGISTERED**

**Manager Outpatients**  
**Health Salaried Officers Agreement: G-10**  
**Position Number: 603054**  
**Outpatients / HoLAA**  
**Royal Perth Bentley Group / East Metropolitan Health Service (EMHS)**

**Reporting Relationships**



**Key Responsibilities**  
 Responsible for management and leadership of an effective and efficient Outpatient Service across the Royal Perth Bentley Group. Ensures service and business rule development, patient flow and ICT integration and the oversight of the performance of outpatient clinics within the Royal Perth Bentley Group.  
 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 RPBG  
 Contributes to decision making on whole of service issues, including the development and implementation of strategic and operational plans to ensure the provision of personalised, safe, effective and timely care for all patients/families.

## EMHS Vision and Values

### Our Vision

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

**Healthy people** refers 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 makes 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 (in order of importance)

### 1. Leadership/Management

- 1.1 Responsible for the performance of Outpatient Clinics including management and coordination of the day to day outpatient operations, including changes in the scheduling and clinic allocation.
- 1.2 Supports the Director HoLAA and Service Co-Directors in managing the Outpatient Service activities within the Activity Based Funding (ABF) model.
- 1.3 In partnership with the Service Co-Directors manages the human, financial and material resources for Outpatient Service in accordance with Royal Perth Bentley Group (RPBG) strategic objectives.
- 1.4 Contributes to 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.
- 1.5 Takes an active leadership role within the interdisciplinary team to resolve delays in patient care.
- 1.6 Champions partnerships with patients and families to engage them in decisions regarding their care.
- 1.7 Participates in the affairs of the Hospital and represents the Hospital positively and effectively through participation in the affairs of the health industry, community and professional bodies.
- 1.8 In collaboration with Facilities Management ensures service delivery requirements are met.

### 2. Quality, Safety and Service

- 2.1 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.
- 2.2 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.
- 2.3 Promotes and facilitates compliance with the National Safety and Quality Health Service Standards and the EQulP National program.
- 2.4 Meets reporting requirements and business intelligence coordination, including developing implementing and evaluating scheduling, ICT systems, operational measures and targets to ensure efficiencies in DNA rates, wait times, patient flow.
- 2.5 Initiates, promotes and facilitates adherence to, and monitoring of indicators for areas of responsibility.
- 2.6 Responsible for the management of patient complaints and reporting of issues related to the operation of clinics, in consultation with and compliance to RPBG policies.
- 2.7 Implements departmental operational directives related to Outpatient Services.

- 2.8 Facilitates inter-professional practice to ensure collaboration and integration between medical, nursing and allied health staff.
- 2.9 Facilitates the interfaces with Facilities Management for efficient delivery of patient support services.

### **3. Performance Innovation**

- 3.1 Researches issues of significance, including external to RPBG, and develops, implements and evaluates initiatives and innovations related to the operation and management of outpatient clinics for RPBG.
- 3.2 Monitors the internal and external environment and works to ensure that outpatient services, and other services under area of responsibility, are able to meet the current and emerging needs of the hospital.

### **4. Communication**

- 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 RPG.

### **5. EMHS 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 Actively participates in the Peak Performance program.
- 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 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.

### **6. 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. 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 and analytical and project management skills, including 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.

### Desirable Selection Criteria

1. Knowledge of state and national health policy frameworks which impact on health service delivery in Western Australia.
2. Relevant management and/or health related tertiary qualification.
3. Experience in an Outpatient setting or dealing with Patient Flow within a teaching or acute care, health facility.
4. Current knowledge of and commitment to Equal Opportunity in all aspects of employment and service delivery.

### 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.			
<b>Manager / Supervisor</b>	<b>Signature</b> or	<b>HE Number</b>	03/09/2019 <b>Date</b>
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			
<b>HSS Registration Details (to be completed by HSS)</b>			
<b>Created on</b>	<b>Last Updated on</b>	September 2019	