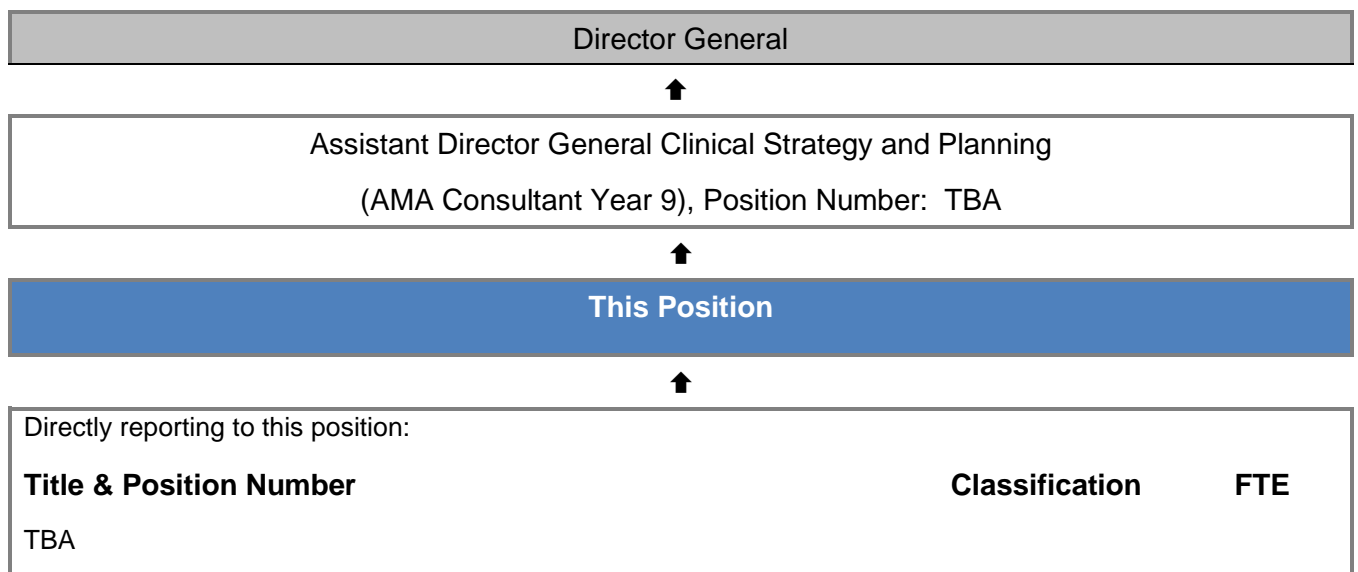




POSITION DESCRIPTION

Position Number	00017728
Position Title	Executive Director State Health Operations Centre
Classification	Class 2 Non-SES
Division	Clinical Strategy and Planning
Directorate	Logistics and Systems Integration
Award	Public Sector CSA Agreement
Site Location	East Perth

REPORTING RELATIONSHIPS



ORGANISATIONAL ENVIRONMENT

The Department of Health, led by the Director General, has been established as the System Manager responsible for the overall strategic direction management and performance of the Western Australian (WA) public health system to ensure the delivery of high-quality, sustainable, safe and timely health services.

The WA public health system employs approximately 44,000 dedicated staff who ensure the health wellbeing of the State's population throughout the metropolitan, regional and remote areas of WA. The WA health system as a single health entity covers an area covering approximately 2.5 million square kilometres.

The foundations that underpin essential services to the community include: supporting our workforce; robust standards for the delivery of high-quality and safe care, and optimal patient and community experience; sound financial management and clinical performance; supporting our workforce; infrastructure and information and communications technology (ICT) delivery; and supporting and enhancing research and innovation.

KEY RESPONSIBILITIES

Leads and implements development of an integrated solution to deliver 24/7 monitoring and oversight of system-wide operations to deliver person-centred, equitable and seamless access to health care.

Collaborates and integrates with key stakeholders across WA Health, emergency response agencies and operations including WA Police, St John Ambulance and Royal Flying Doctor Service operation centres.

BRIEF SUMMARY OF DUTIES

This section outlines the results and outcomes required of an individual in this position.

Employees are required to undertake all duties and responsibilities in accordance with Department of Health WA Code of Conduct, Policies/Procedures and relevant legislation.

Role-Specific Responsibilities

Provides technical expertise and professional advice to the Minister for Health, Director General, health executives and the Assistant Director General Clinical Strategy and Planning on emergency management, within the parameters of an emergency response quality system such as the AIIMS framework.

Leads the development of the business and technical requirements for a real-time State Health Operations Centre to improve system oversight and clinical governance in the operation of 000, ambulance tasking, aeromedical transport and retrieval and inter-hospital transfers.

Establishes governance for decision making and standard operating procedures for business as usual and emergency management by building on the experience and lessons learnt through the management of COVID-19.

Implements a State Health Operations Centre (SHOC) and patient transport operating model to improve health outcomes and patient care including better coordination of services between existing emergency response arrangements and primary, community and hospital settings to support the delivery of effective health services to the Western Australian community.

Contributes to the design and development of system wide and integrated models of care to deliver integrated acute and community health services to ensure people in Western Australia receive safe, high quality and accessible health services.

Ensures regular monitoring, review and evaluation and undertakes risk assessments, working with all key stakeholders on the development of appropriate mitigation strategies.

Operates in a dynamic high-risk operating environment.

Strategic leadership and management

As a member of the Department of Health leadership team, contributes to the ongoing strategic development and implementation of the Department's values, strategic vision and priorities.

Provides strategic direction and leadership to the Directorate, and develops, coaches and manages others to ensure achievement of key deliverables and business outcomes.

Drives a culture of achievement that fosters high performance, continuous improvement and agility.

Works collaboratively across the Division and Department to ensure business outcomes are realised and ensures the effective implementation of change initiatives to produce desired outcomes.

Leads the evaluation and review of strategies and programs to improve performance and outcomes.

Develops appropriate policies, standards, services, systems and processes to support the achievement of strategic objectives and performance targets.

Monitors the development of trends and issues, shares information, develops insights and provides reports and strategic advice to facilitate thinking, engagement and effective decision making.

Consultation, Representation and Stakeholder Development

Develops and maintains strong relationships and works collaboratively with key internal and external stakeholders including, but not limited to, Health Service Providers and State and Commonwealth agencies.

Ensures the engagement and effective development of strategic relationships and partnerships to leverage and enhance related emergency management activities of State agencies and the non-government sector to deliver the best outcomes.

Leads and represents the Department at senior levels on committees, working groups and high-level forums as required.

Leads high level negotiations and consultations with stakeholders to leverage resourcing requirements and priorities to achieve required outcomes for the WA health system.

Corporate Responsibilities

Leads by example and promotes integrity and professionalism and encourages these standards in others through a culture of collaboration, openness, respect and empowerment.

Provides effective leadership within corporate policies and procedures, and ensures staff demonstrate expected behaviours, aligned with both departmental and broader public sector Codes of Conduct and legislative requirements.

Ensures compliance with legislation and government policies

Ensures allocated human, financial and physical resources for the directorate are managed effectively within policy and budget parameters against agreed targets, performance standards and objectives.

Undertakes other duties as required.

WORK RELATED REQUIREMENTS

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

Essential Selection Criteria	
Shapes and manages strategy	
Helps create organisational strategies that are aligned with government objectives and likely future requirements.	
Considers multiple perspectives when assessing the ramifications of key issues and develops solutions with long term viability for the organisation and society.	
Considers emerging trends, identifies long term opportunities and balances organisational requirements with desired whole of government outcomes.	
Achieves results	
Focuses on activities that support organisational sustainability.	
Drives the change agenda, defines high-level objectives and ensures translation into practical implementation strategies.	
Ensures ideas and intended actions become reality and that planned projects result in expected outputs.	
Builds productive relationships	
Builds and sustains relationships within the organisation, with the Minister's office, across the public sector and with a diverse range of external stakeholders.	
Consults broadly to obtain buy-in, recognises when input is required.	
Exemplifies personal integrity and self-awareness	
Operates professionally and within the boundaries of organisational processes and legal and public policy constraints.	
Represents the organisation effectively in public and internal forums and advocates the corporate agenda.	
Communicates and influences effectively	
Superior communication skills so as to effectively represent the Department and promote an understanding of its policies, processes and objectives.	
Negotiates and advocates persuasively and presents a convincing and balanced rationale for proposed strategies, policies and plans.	
Essential role specific requirements	
Extensive experience in emergency management	
Appointment Factors	<ul style="list-style-type: none">- Successful 100-point Identification Check.- Successful Criminal Record Screening Clearance.- Successful Pre-Employment Integrity check.

CERTIFICATION

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

Manager/Supervisor	Director/Division Head
NAME:	NAME:
SIGNATURE:	SIGNATURE:
DATE:	DATE: