



HSS Registered May 2023

Area Manager, Community Services
Agreement Level HSO G10
Position Number: 115390
Community Services
Clinical Service Planning and Population Health / South Metropolitan Health Service

Reporting Relationships

Executive Director, Clinical Service Planning & Population Health
 HE Professional – Grade B
 Position Number: 002816



Director of Community Services
 HSO G12
 Position Number: 116259



This Position



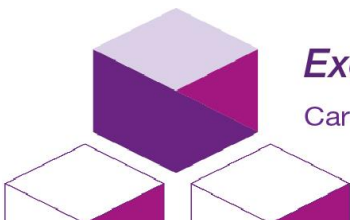
Directly reporting to this position

Title	Classification	FTE
Team Leader	HSO P4/G9	Various
Coordinator	HSO P3/G8	Various

← Also reporting to this supervisor:

- Area Manager, RITH and CPS

Key Responsibilities
 Manages and leads the operational delivery of allocated subacute and ambulatory area programs within Community Services. Ensures program teams deliver integrated and consistent clinical services across the metropolitan area, under governance of SMHS.



Excellent health care, every time

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

SMHS Values

The SMHS considers the values, attributes and attitudes of candidates along with the assessment of competency-based criteria of the position as part of employee recruitment and ongoing performance development.

SMHS is unified across its hospitals and services by its values and behaviours that provide a strong expectation of conduct for all SMHS staff no matter where they work.



Brief Summary of Duties (in order of importance)

1. Management of the delivery of clinical services

- 1.1 Manages and leads the delivery of the allocated community services across the metropolitan region
- 1.2 Provides direction and guidance to the planning of area strategies to develop and implement program plans that incorporate clinical indicators, key performance indicators, service delivery priorities and targets, resources levels, and timing requirements.
- 1.3 Ensures teams provide integrated and consistent clinical services across sites and across disciplines including reviewing the effectiveness of the program and responding to changes.
- 1.4 Ensures the development and implementation of policies, protocols and pathways relevant to programs and services.

2. Management of business services

- 2.1 Manages and coordinates the business activities for each program to ensure the workforce, finances, systems, equipment and assets are at the appropriate level to achieve established performance targets.
- 2.2 Accountable for the recruitment, orientation, deployment, professional development and assessment of performance of staff to measure quality of service provision and attainment of performance against standards and targets.
- 2.3 Accountable for financial management and expenditure of service budgets and for reporting financial performance against key performance indicators to the Director Community Services and Executive Director Clinical Service Planning and Population Health.
- 2.4 Leads the creation and maintains a positive organisational culture with engaged service delivery teams that encompasses the SMHS vision and values.
- 2.5 Effectively manages change management strategies encouraging innovation, diversity and continuous improvement.

3. Client and stakeholder relationships

- 3.1 Consults and liaises with the Director of Community Services and Executive Director, Clinical Service Planning and Population Health to optimise performance in the role.
- 3.2 Collaborates, partners and liaises with relevant stakeholders in within the public health system, private and the community not for profit sector to develop and deliver integrated services across the continuum of care, providing guidance to all program personnel.

4. SMHS Governance, Safety and Quality Requirements

- 4.1 Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the SMHS Vision and SMHS Values of Care, Integrity, Respect, Excellence and Teamwork.
- 4.2 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 4.3 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 4.4 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.
- 4.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.6 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures, and applicable

SMHS Job Description Form

Human Resource Services, South Metropolitan Health Service

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legislative obligations under the Public Sector Management Act, the Health Services Act, Work Health and Safety Act, the Disability Services Act and the Equal Opportunity Act.

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 role and the SMHS Values.

Essential Selection Criteria

1. Advanced understanding of ambulatory models of care including acute substitution health services, hospital avoidance programs, discharge to assess, and sub-acute rehabilitation services.
2. Significant experience in providing leadership and change management to services and teams in a constantly evolving health environment.
3. Significant expertise in strategic planning including project management skills and experience, business/service planning and team-level action-planning.
4. Demonstrated experience in planning and management to meet and report specific service key performance indicators and responding strategically and operationally to change.
5. Highly developed interpersonal, negotiation and written communication skills.
6. Current "C" or "C.A." class drivers licence.
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.

Desirable Selection Criteria

1. Tertiary qualification in a clinical, business or other relevant discipline.

Appointment Prerequisites

Appointment is subject to:

- Evidence of current "C" or "C.A." class drivers licence.
- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.