



Job Description Form



Community | Compassion | Quality

Integrity | Equity | Curiosity

Position Title

Position number: 617772

Director of Operations – State Health Operations Centre

State Health Operations Centre

The State Health Operations Centre (SHOC) focuses on improving the coordination and efficiency of patient transport services and establishing new functions to manage the demand on emergency departments and ease system pressures. SHOC aims to improve the patient experience and outcomes by providing system-wide situational awareness and oversight of demand pressures to highlight issues and facilitate a coordinated response where required.

About the WA Country Health Service

Our Strategic Priorities



Our Values

Community

We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion

We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality

We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity

We bring honesty, collaboration and professionalism to everything that we do.

Equity

We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity

We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

Our Vision

To be a global leader in rural and remote healthcare.

Our Mission

To deliver and advance high quality care for country WA communities.

Directorate overview

The SHOC will bring together key functions from across the health system to operate in greater coordination and synergy to manage safe and efficient patient flow. These functions include patient transport services; call taking, triage and dispatch (St John WA); virtual emergency care; and establishing situational awareness of demand and pressure across health service providers and St John WA by ensuring collective system-wide access to data, analysis and predict analytics capability.

The SHOC will also facilitate quick stand up of an incident management or health emergency operations centre as required.

Our Directorate actively supports and encourages diversity and inclusion across all occupational groups through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people.

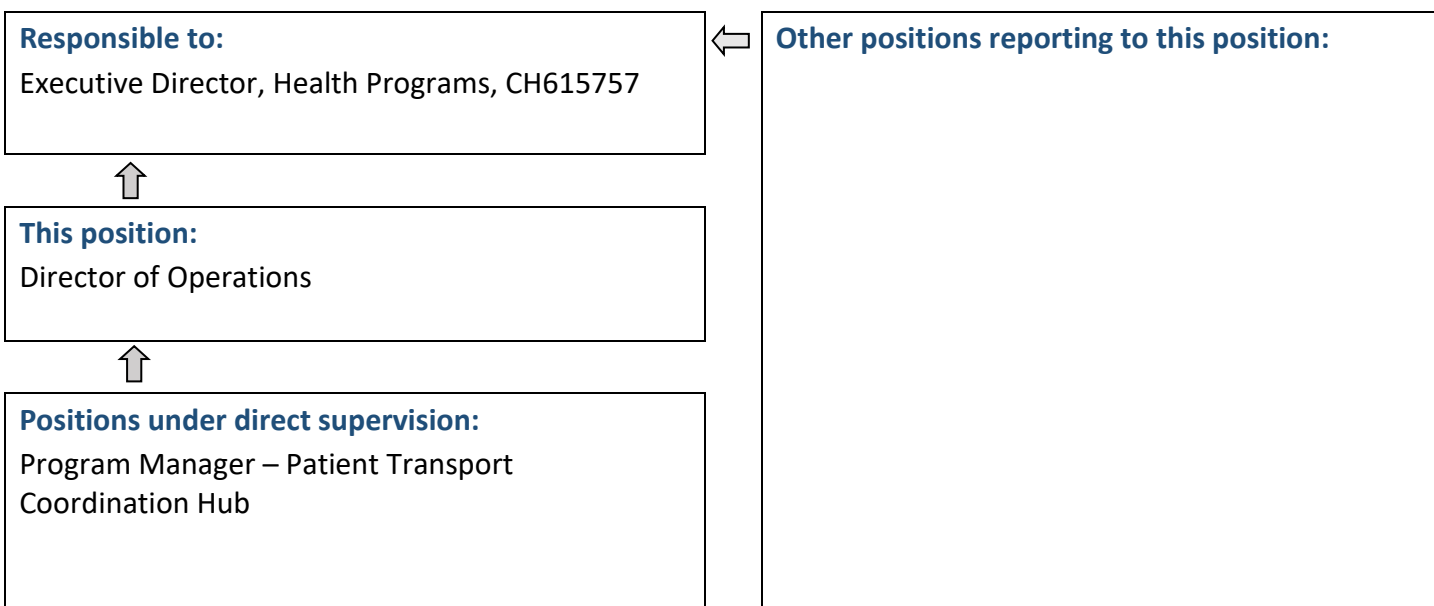
Position Details

Position Number:	CH617772	Registration Date:	August 2023
Classification:	HSO Level G-14	Location:	Perth
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	State Health Operations Centre (SHOC)		

Position Overview

The Director of Operations will be responsible for the daily operations of the SHOC, across all the primary response capabilities. The Director will maintain oversight across the strategic aspects of the center together with the delivery of the critical support functions of the organisation. This role will report to both the Executive Director, Health Programs within WACHS and the Executive Director of SHOC located within the Department of Health.

Reporting Relationships



Key Duties/Responsibilities

Role-Specific Responsibilities

Initiates and sets objectives for services, programs, projects and initiatives aligning with the organisation.

Reviews, monitors and evaluates the quality, effectiveness and efficiency of services and resources and develops future appropriate clinical and system wide services.

Accountability for the overall delivery of the programs, project and/or initiatives within agreed schedules and remit.

Ensures initiatives and programs implemented adhere to WA Health and SHOC's policies, procedures and standards.

Ensures evidence-based practice is used as the foundation for business improvement throughout the SHOC.

Promotes a clear focus on caring for patients and including them in decision making regarding their care, throughout the service.

Strategic Analysis, Management and Reporting

As a senior member of the leadership team, contributes to the strategic and operational governance for SHOC, providing subject matter expert advice and input into wider Health strategies as required.

Develops and drives local strategic business direction and contributes to the achievement of corporate goals including quality improvement, and developing a dynamic, innovative and customer-focused organisational culture.

Optimises the workforce and promotes a customer-focused culture and a team based approach based of the organisation's values and strategic priority.

Oversees formulation and implementation of service policies for SHOC and promotes interdisciplinary collaboration with a focus on continual improvement and quality management.

Allocates resources (financial and human) to achieve optimum effectiveness and efficacy in the delivery of outcomes within scope, service, cost and time.

Ensures all contracted services meet agreed timelines, outcomes, deliverables, and that related costs are within agreed budget.

Identifies current and future service delivery risks, implements mitigation actions and monitors.

Identifies opportunities to better support programs, governance projects and/or initiatives of SHOC into a customer focused efficient service provider.

Leadership

Provides effective high level strategic leadership, governance, planning and operational management of SHOC. Provides professional leadership and governance for all clinical staff across SHOC and leads the provision of high-quality, safe and efficient patient care consistent with safety, quality and performance frameworks.

Leads, influences, works and liaises with key stakeholders to coordinate the development, implementation and management of an effective, flexible and integrated workforce.

Ensures staff within the team are adequately supported, mentored and developed to meet organisational, stakeholder and customer expectation.



Provides advice, leadership and direction across the SHOC, promoting an interdisciplinary team environment with a focus on leadership development.

Liaison, Representation and Stakeholder Development

Leads SHOC transformation and service improvement objectives through effective stakeholder engagement and by managing, empowering and encouraging teams under control to ensure objectives are successfully transformed into actions and goals.

Contributes to and supports the achievement of WA Health system objectives through modelling behaviour consistent with organisational values including probity and accountable and ethical decision making, upholding the image of the senior leadership team.

Builds and supports alliances with stakeholders, key emergency response agencies and within the WA Health System to enable the achievement of the organisation's operational plans and to promote the organisation's service capabilities.

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



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.

Leads a clinical and operational service

- Leads a clinical and operational service including balancing of diverse and competing interest to achieve high quality outcomes, service satisfaction and operational efficiency.

Shapes and manages strategy

- Helps create organisational strategies that are aligned with WACHS 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 WACHS outcomes.

Achieves results and drives efficiency

- Focuses on activities that support organisational sustainability and improve efficiency.
- 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, 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 WACHS 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.

Appointment Pre-requisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check

WA Country Health Service
Central Office
31st August 2023
REGISTERED

