



# Job Description Form



Community | Compassion | Quality



Integrity | Equity | Curiosity



## Position Title

Position number: CH617943

## SHOC System Flow Centre Duty Manager (RV)

### 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.

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## 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, SJ 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

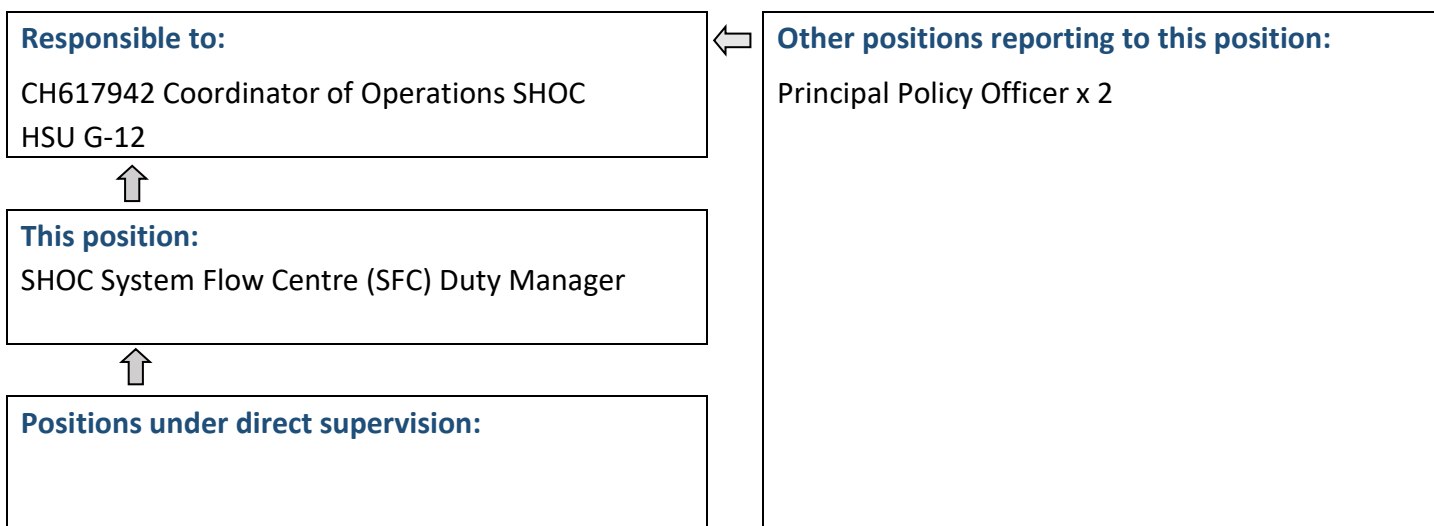
Position Number:	CH617943	Registration Date:	March 2024
Classification:	HSU G-10	Location:	Central Office
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	State Health Operations Centre		

## Position Overview

As a member of the SHOC SFC team, this position is responsible for:

- Supporting the SHOC Coordinator in the 24/7 flow and throughput of Emergency Ambulance Distribution Coordination and supports a systemwide response during Health Service Provider (HSP) escalations of peak unplanned Emergency Department and Inpatient demand.
- Functions within a team of SHOC operations staff to actively manage Emergency Ambulance Distribution in partnership with HSPs and St John Ambulance (SJ) WA stakeholders to facilitate effective emergency ambulance transfer of care and whole of health response during HSP escalations of peak unplanned Emergency Department and Inpatient demand.

## Reporting Relationships



## Key Duties/Responsibilities

### 1. Leadership and Governance

- 1.1. Monitors SJ WA emergency ambulance activity, distribution and standby capacity against HSP Emergency department activity and capacity, utilising real-time data platforms.
- 1.2. Maintains open communication with key HSP and SJ WA stakeholders around prioritisation of emergency ambulance distribution and critical operational actions required to ensure safe and effective ambulance distribution coordination.
- 1.3. Escalates all operational matters communicated to the SHOC SFC service, with a principal clinical focus, to the rostered State Medical Consultant and other relevant duty officers.
- 1.4. Monitors patient flow and emergency ambulance distribution real time data platforms, in collaboration with key stakeholders, and provide quality assurance processes to ensure these platforms are effective, accurate and up to date.
- 1.5. Initiates audits under the direction of the SHOC Coordinator to monitor compliance with protocols and policies and liaise with relevant stakeholders to maximise compliance.
- 1.6. Maintains effective liaison with key stakeholders with respect to projects being undertaken to enhance system patient flow and safe emergency ambulance distribution.
- 1.7. Responsible for monitoring compliance with the development, implementation and evaluation for policies, protocols and procedures in accordance with best practice principles.
- 1.8. Promotes and participates in the development of a continuous quality improvement environment ensuring an evidenced based outcome-focused culture of improving performance of the organisation and service.

### 2. Communication

3. Participates in a 24/7 roster for patient flow and throughput of Emergency Ambulance Distribution and coordinates responses during HSP escalations of peak unplanned Emergency Department and Inpatient demand.
  - 1.1. Maintains open and collaborative communication with relevant key stakeholders demonstrating advanced written and verbal skills.
  - 1.2. Positively and effectively represents the team in internal and external forums relevant to patient flow and bed management.

### 1. Quality and Performance Innovation

- 1.1. Analyses relevant research to determine operational and management trends, initiates and implements best practice that supports the delivery of evidence-based service delivery in the SHOC SFC.
- 1.2. Develops standards and policies for the SHOC SFC using an evidence-based approach, developing innovative methods and techniques for effective proactive change management both internal and external.
- 1.3. Interfaces and works collaboratively with relevant areas within WA Health (including Business Intelligence areas and Health Support Services), at the direction of the SHOC Coordinator, to enable contemporary advancements in real time data and predictive ambulance and patient flow analytics to enable transparent reporting of data, and the effective utilisation of productive analytics.
- 1.4. Researches issues of significance and maintains expert awareness of initiatives and innovations both internal and external to SHOC SFC.

### 2. Other

- 1.1. Undertakes other duties as directed.



## Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

### Essential

1. Demonstrated relevant clinical knowledge, experience and leadership in a complex health service environment.
2. Demonstrated high levels of communication, consultation, facilitation and negotiation skills, including report writing and presentation skills.
3. Demonstrated knowledge of advanced analytical and conceptual problem-solving skills.
4. Demonstrated knowledge of quality improvement principles and their practical application in the achievement of customer service/delivery needs.
5. Current knowledge of legislative and regulatory requirements in the areas of Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment, people management and service delivery.

### Desirable

1. Professional qualification in relevant health care discipline.
2. Knowledge of the state and national health policy frameworks, in particular patient flow and ambulance distribution, with impact on health service delivery in Western Australia and to the Hospital and Health Service.

## 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 Pre-Employment Integrity Check

WA Country Health Service –  
Central Office

6 March 2024  
REGISTERED

