



Job Description Form

Community | Compassion | Quality

Integrity | Equity | Curiosity

Position Title

Position number: CH617942

Coordinator of Operations SHOC (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.

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. Our strategies are located at www.wacountry.health.wa.gov.au

Position Details

Position Number:	CH617942	Registration Date:	March 2024
Classification:	HSU G-12	Location:	Central Office
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	State Health Operations Centre		

Position Overview

- Provides a leadership and coordination function to the WA State Health Operations Centre (SHOC) and functions as the primary point of escalation for operational matters, which includes (i) WA Virtual Emergency Department (WAVED) and (ii) Patient Transport Coordination Hub (PaTCH).
- Provides leadership and management for the centralised logistics of emergency ambulance activity and inpatient flow through the operational functions of the SHOC System Flow Centre.
- Supports whole of health visibility of unplanned healthcare activity.
- Coordinates the 24/7 flow and throughput of Emergency Ambulance Distribution Coordination and coordinates 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 HSP and SJ WA stakeholders, using advancements in ICT such as live data, predictive analytics and escalation management processes 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

Responsible to:

617772 Director of Operations



This position:

CH617942 - Coordinator of Operations SHOC
HSU G-12



Positions under direct supervision:

CH617943 System Flow Duty Manager x 5.4 FTE
Principal Policy Officer x 2 FTE



Other positions reporting to this position:

617793 WAVED Medical Director MP YR1-9
617782 WAVED Nurse Unit Manager ANF SRN4
617785 Manager – Patient Transport
Coordination Hub HSU G-9
617790 Safety and Quality Coordinator HSU G-7
617789 Administration Assistant HSU G-3



Key Duties/Responsibilities

1. Leadership

- 1.1. Directs the activities of the SHOC SFC, consistent with corporate objectives and provides effective leadership, to team members and stakeholders to guide appropriate patient flow strategies
- 1.2. Provides leadership and direct line management to service delivery models that supports the SHOC functions and report through the SHOC Director of Operations. This includes; Emergency Ambulance Distribution Coordination and HSP escalations of peak unplanned Emergency Department and Inpatient demand
- 1.3. Leads, develops, supports, implements and drives strategic direction and changes in real-time patient flow management portals and dashboards, Emergency Ambulance Distribution Coordination and HSP escalations of peak unplanned Emergency Department and Inpatient demand
- 1.4. Provides advice and makes recommendations to the SHOC Director of Operations and Executive Director on emergency ambulance distribution, patient flow strategy planning and implementation rollout.
- 1.5. Works in partnership with HSP and SJ WA Leads and Executive to support effective emergency ambulance distribution, patient flow and unplanned patient throughput.
- 1.6. Maintains strategic partnerships with both internal and external stakeholders utilising highly developed technical expertise, interpersonal communication, negotiation, conflict resolution skills and high-level strategic thinking.

2. Management

- 2.1. Responsible for the operations and strategic direction of the SHOC SFC, by coordinating and participating in data management and portfolio activities for emergency ambulance distribution and patient flow strategies.
- 2.2. Coordinates and directs daily operations of the SHOC operational team in consultation with the SHOC workstream Leads
- 2.3. Manages the SHOC operational staffing requirements on a shift by shift basis.
- 2.4. Provides a 24/7 consultancy service for a broad range of customers and health professionals pertaining to Emergency Ambulance Distribution Coordination and coordinates response during HSP escalations of peak unplanned Emergency Department and Inpatient demand.
- 2.5. Implements risk management standards and procedure for activity related to Emergency Ambulance Distribution Coordination and HSP escalations of peak unplanned Emergency Department and Inpatient demand
- 2.6. Supports the SHOC Director of Operations and SHOC Executive Director, in coordinating the activities of the SHOC SFC for management of human, financial and material resources in accordance with divisional strategic objectives and funding model.
- 2.7. Prepares Business Case/Briefing Note/Memorandum of Understanding (MOU) as required
- 2.8. Ensures compliance with the Department of Health Human Resource guidelines and relevant legislation, including Occupational Safety and Health and Work Opportunity for an effective and efficient workforce.
- 2.9. Manages information management systems for the SHOC SFC, with a specific focus on real-time patient flow management portals and dashboards.



3. Quality and Research Performance Innovation

- 3.1. Participates in multidisciplinary decision making for the formulation and implementation of objectives to provide continuous high-quality patient focused services, operating in accordance with SHOC and overall WA health system strategic imperatives.
- 3.2. Strategically identifies, promotes and reports on sustainable innovative models that deliver excellence in quality patient-focused care, productivity gains and value for investment.
- 3.3. Accountable for the clinical and corporate governance by monitoring compliance and in the development, implementation and evaluation of protocols, policies and procedures in accordance with best practice principles.
- 3.4. Participates in risk management at a local and whole of health level, as appropriate and within the fullness of the SHOC SFC operating service scope.

4. Other

- 4.1. Other duties as required.



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 extensive relevant experience at a senior level and ability to provide leadership in a complex health service environment.
2. Highly developed analytical, conceptual, and problem-solving skills.
3. Demonstrated knowledge of quality improvement principles and experience in their practical application in the achievement of customer service/delivery needs.
4. Highly developed communication, consultation and negotiation skills.
5. Demonstrated knowledge of contemporary human, physical and financial resource management principles and their application in service development and change management.
6. 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 formworks, 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 WA Health Integrity Check

WA Country Health Service –
Central Office

6 March 2024
REGISTERED

