

POSITION DESCRIPTION

WNSWLHD - Patient Transport and Logistics Manager- Western Virtual

challenge yourself make an impact shape the future

Western NSW is not your average Local Health District. We're a place where you can bring your purpose to life, fast track your career and broaden your scope through interesting and challenging work scenarios. We value autonomy and responsibility, and will always support you in an inclusive, collaborative and caring team environment. We strive for healthier rural people and thriving communities, bringing care closer to home through our virtual and integrated care services. With innovation at the heart of all roles, you'll be part of shaping the future of rural health. Sometimes it will be hard, other times demanding, but we promise it will always be extremely rewarding.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Health Mgr Lvl 3
State Award	Health Managers (State) Award
Category	Clinical Operations Improvement and Innovation
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The vision for Western NSW Local Health District (WNSWLHD) is "**healthier rural people, thriving communities**". WNSW is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.

The Patient Transport & Logistics Manager is responsible for the effective management of Western New South Wales LHD Patient Transport and Logistics Services (PTS) and key performance indicators as well as financial management for the Patient Transport Service fleet. This position will provide leadership to ensure that service activity and delivery is consistent with organisational service targets and safety standards and ensure that patient transport team vehicle management is achieved.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

ESSENTIAL CRITERIA

Current NSW Drivers Licence and capacity and willingness to travel as required by the position.

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KEY ACCOUNTABILITIES

- Ensuring that daily patient transport requirements and operations are safe, optimised in line with legislation and logistical resource management meets patients' needs, is cost effective and efficiencies are maximised.
- Ensuring that the patient transport stretcher (Stryker and Amtek) contracts are managed, and operability and maintenance are maintained.
- Conducting PTS vehicle and asset management audits, quality improvement projects and implementing strategies for vehicle and asset maintenance.
- In liaison with WNSWLHD Manager, Fleet Services and Director, Western Virtual Division coordinating all matters relating to PTS fleet management and replacements.
- Monitoring, analysing and reporting (financial & KPI) on transport activities and efficiency performance measures. Maintaining a process of continuous improvement by developing, implementing, and monitoring action plans to ensure improvements in transport efficiencies and service quality.
- Assisting Director, Western Virtual Division in the preparation and management of departmental cost control procedures, and in the planning and implementation of procedures/methods that optimise overall performance of dispatch and transport.
- Developing co-operation and maintaining (internal and external) high level of communication with managers and other departments to ensure organisational performance and efficiencies are maintained at the highest levels.

KEY CHALLENGES

- Managing dispersed teams assets and demands in a complex and adaptive environment across a large geographical area.
- Balancing asset utilisation, service delivery continuity and quality of patient care

KEY RELATIONSHIPS

Who	Why
Director, Western Virtual/ Western Virtual Co-Director Nursing, Operations and Virtual Health	Receiving direction, supervision, support, and development. Provide advice on fleet utilisation and procurement / Professional leadership and guidance relating to Patient Transport Service Nursing resources.
Patient Transport Service Crew	Day to day operational leadership and management.
Western Virtual, fleet coordinator	Asset supplies/ service in line with clinical needs and engineering specification.
Dealer and vendor network	Asset supplies/ service in line with clinical needs and engineering specification.
HealthShare patient transport service team	Maintain relationships and develop partnerships to support seamless transport of patients across the NSW health system.

SELECTION CRITERIA

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1. Demonstrated experience in day to day running of transport and dispatch operations with health-related experience desirable.
2. Demonstrated experience in supervision of staff as well as the ability to work effectively in a geographically dispersed team environment.
3. Strong analytical and problem-solving skills, including the ability to analyse, interpret and present information from different sources to pro-actively identify constraints and issues, and formulate strategies to address them.

OTHER REQUIREMENTS

Employment with WNSWLHD is dependent on:

1. Satisfactory protection for specified infectious diseases, related to the role and location, prior to employment, as per relevant NSW Health policy.
2. Evidence of ability to meet all physical, sensory, psychosocial, and environmental job demands identified for the position and work context.
3. Clearance by all mandatory screening checks relevant to the position (including those related to any criminal record and prior service in NSW Health) prior to employment, as per relevant NSW Health policy.

All employees are:

1. Expected to carry out the role and its responsibilities in a manner that is consistent with all relevant delegations, policies, and procedures, at both the WNSWLHD and NSW Health levels.
2. Expected to model the NSW Health values and ensure their workplace conduct aligns with these values and the NSW Health Code of Conduct (in alignment with the WNSWLHD commitment to provide a workplace which promotes and protects the wellbeing and psychological safety of all employees).
3. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policies and procedures.
4. Expected to provide safe, high-quality healthcare and services, identify, and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> Build a culture of respect and understanding across the organisation Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success

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Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">Identify resource needs and ensure goals are achieved within budget and deadlinesIdentify changed priorities and ensure allocation of resources meets new business needsEnsure financial implications of changed priorities are explicit and budgeted forUse own expertise and seek others' expertise to achieve work outcomes
Business Enablers Procurement and Contract Management	Intermediate	<ul style="list-style-type: none">Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract managementConduct delegated purchasing activities, complying with prescribed guidelines and proceduresWork with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none">Develop team/unit plans that take into account team capability and strengthsPlan and monitor resource allocation effectively to achieve team/unit objectivesEnsure team members work with a good understanding of business principles as they apply to the public sector contextParticipate in wider organisational workforce planning to ensure the availability of capable resources

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Job Demands for: WNSWLHD - Patient Transport and Logistics Manager- Western Virtual

Physical Demands	
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials Infrequent	Sitting - remaining in a seated position to perform tasks Frequent
Standing - remaining standing without moving about to perform tasks Frequent	Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes Frequent
Running - floor type: even/uneven/slippery, indoors/outdoors, slopes Infrequent	Bend/Lean Forward from Waist - forward bending from the waist to perform tasks Infrequent
Trunk Twisting - turning from the waist while sitting or standing to perform tasks Infrequent	Kneeling - remaining in a kneeling posture to perform tasks Infrequent
Squatting/Crouching - adopting a squatting or crouching posture to perform tasks	Leg/Foot Movement - use of leg and/or foot to operate machinery

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Infrequent	Occasional
Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps Infrequent	Lifting/Carrying - light lifting and carrying (0 to 9 kg) Occasional
Lifting/Carrying - moderate lifting and carrying (10 to 15 kg) Infrequent	Lifting/Carrying - heavy lifting and carrying (16kg and above) Infrequent
Reaching - arms fully extended forward or raised above shoulder Infrequent	Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body Infrequent
Head/Neck Postures - holding head in a position other than neutral (facing forward) Infrequent	Hand and Arm Movements - repetitive movements of hands and arms Frequent
Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Occasional	Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Infrequent
Driving - Operating any motor powered vehicle	

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Occasional

Sensory Demands

Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)

Constant

Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)

Constant

Smell - use of smell is an integral part of work performance (e.g. working with chemicals)

Infrequent

Taste - use of taste is an integral part of work performance (e.g. food preparation)

Infrequent

Touch - use of touch is an integral part of work performance

Constant

Psychosocial Demands

Distressed People - e.g. emergency or grief situations

Infrequent

Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness

Infrequent

Unpredictable People - e.g. dementia, mental illness, head injuries

Restraining - involvement in physical containment of patients/clients

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Infrequent	Not Applicable
Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies Not Applicable	

Environmental Demands

Dust - exposure to atmospheric dust Infrequent	Gases - working with explosive or flammable gases requiring precautionary measures Not Applicable
Fumes - exposure to noxious or toxic fumes Not Applicable	Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE Not Applicable
Hazardous Substances - e.g. dry chemicals, glues Not Applicable	Noise - environmental/background noise necessitates people raise their voice to be heard Infrequent
Inadequate Lighting - risk of trips, falls or eyestrain Infrequent	Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight Infrequent
Extreme Temperatures - environmental temperatures are less than 15°C or more than	Confined Spaces - areas where only one egress (escape route) exists

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Health
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35°C	
Infrequent	Infrequent
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls
Infrequent	Infrequent
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks	Biological Hazards - exposure to body fluids, bacteria, infectious diseases
Infrequent	Not Applicable