

## STATEMENT OF DUTIES

Statement of duties is to be utilised in conjunction with the position description (PD) it outlines the work that is required to be performed in the position, defines job expectations and may identify training needs.

<b>Title:</b>	Manager Patient Transport & Logistics
<b>Classification:</b>	Health Manager – Grade 3
<b>Department/Facility:</b>	Western Virtual Division
<b>Position Number:</b>	TBD
<b>PD Reference No:</b>	TBD
<b>Status/Hours:</b>	Permanent Fulltime
<b>Effective Date:</b>	

### *Reporting Relationship - responsible to (Please add additional rows if required)*

<b>Title:</b>	<i>Director Western Virtual Division</i>	<b>Classification:</b>	<i>Health Manager 6</i>	<b>Position No:</b>	<i>TBD</i>
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### *Position/s under Direct Supervision (if applicable)*

Title	Classification	FTE
Fleet Coordinator	AO6	1.0
Dispatch Coordinator	AO4	3.53
Patient Transport Officer	PTO	20.09
IPTAAS Coordinator	AO4	1.0
Registered Nurse	Registered Nurse	5.36
Enrolled Nurse	Enrolled Nurse	15.05
<b>Total FTE:</b>		<b>46.03</b>

### *Brief Statement of Duties - task related duties:*

1. Oversee planning and coordination of inter and intra LHD non-emergency pre and post specialist care transfers.
2. Manage CAD-Logis and Qlik sense systems to monitor daily utilisation and key performance indicators required to support informed decision making
3. Monitor and mitigate service capacity mismatch of inter hospital transfer pre-arrival in collaboration with Dispatch Coordinators and District Patient Flow Managers.
4. Support the coordination of effective service operations and team leadership within hours. Ensure Dispatch and District Patient Flow Managers are provided handover relating to crews and matters relating to Patient Transport Services.
5. Act as the operational escalation point to facilitate and problem solve complex issues and asset failure as required. Activate, manage and review Business Continuity Plan to maintain service reliability.
6. Oversee, manage and maintain currency of vehicles contracts, leases and patient transport specifications as per <a href="#">NSW Health Service Specifications for non-emergency transport providers</a>
7. Optimise and monitor utilisation of non-emergency patient transport services and reduce unwarranted use of emergency transport resources in collaboration with the Dispatch team.

8.	Liaise and consult with WNSWLHD District Fleet Manager in relation to fleet renewal and management to ensure safety and reliability of the service.
9.	Monitor and manage day to day operational processes and people in alignment with NSW Health, Western NSW LHD policies and procedures
10.	Oversee and coordinate required breaks and unplanned leave replacement in the absence and maintain accountability for approval of overtime and Late Meal Breaks.
11.	Lead, design, operationalise inter and intra LHD patient transport systems and processes and evaluate outcomes with Western Virtual Leadership Team.
12.	IMS+ Review and Management as it relates to Patient Transport & Logistics and contribute to the review of clinical incidents arising in patient transport vehicles.
13.	Lead and coordinate weekly Patient Transport Service Huddles and ensuring camera is on to engage with extended teams. Role model virtual etiquette and customer service. Review huddle Terms of Reference annually, measure outcomes and lead change management to drive objectives.
14.	Monitor integrity of documentation and data management systems to ensure clinical and operational governance maintained e.g. Logis CAD and vCJB. Report outcomes in Monthly Accountability Meetings (MAM)
15.	Collect, monitor, analyse and report service activity data weekly to inform service improvement, patient/employee experience and operational efficiencies.
16.	Monitoring and evaluation of non-emergency logistics performance in collaboration with Patient Flow Managers to identify constraints and barriers to efficient patient journeys
17.	Lead and influence improvement in communication etiquette and customer service
18.	Monitor and evaluate IPTAAS utilisation for people travelling >200km, commercial flights and coordination of interstate repatriation. Report monthly in MAM
19.	Participate in key stakeholder meetings with HealthShare non-emergency transport team and IPTAAS relating to non-emergency transport bookings– Incoming and Outgoing
20.	Maintains staffing establishment and ensures timely recruitment is undertaken to minimise service disruption, leave planning is monitored and managed.
21.	Manage staff performance using available NSW Health and WNSW policy and procedures
22.	Conduct regular staff meetings and safety huddles and contribute to Western Virtual Newsletters, Updates on key issues
23.	Completes required Mandatory Training, Clinical & Operational Competencies annually and as prescribed.
24.	Ensures rostering best practice principles are applied and skill mix maintained to deliver a safe and reliable service.
25.	Monitors and manage clinical and corporate governance functions for the service
26.	Contributes to formal service and strategic planning processes within Western Virtual Division and plans, implements and evaluates annual plan.
27.	Participate in Monthly Accountability Meetings and report monthly against key performance indicators and positions accountabilities
28.	Completes other duties as prescribed by the Director Western Virtual Division.

*Declaration:*

**Head of Department:** *The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.*

**Name:**

**Signature:**

**Date:**

**Occupant:** *I have noted the statement of duties, responsibilities and other requirements as detailed in this document.*

**Name:**

**Signature:**

**Date:**