

## DRAFT POSITION DESCRIPTION

# ISLHD - Operations Manager – Out of Hospital Care

Our CORE values  
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Health Mgr Lvl 3
State Award	Health Managers (State) Award
Website	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

This position provides leadership across Out of Hospital Care (OHC) operations across the region. This includes:

- Monitor maintenance and operations of the community health sites managed by ICSMH.
- Oversight of administrative staff processes in collaboration with OHC service managers
- Transport for Health and Courier
- Monitor Engineering Asset Management service (EAMS) to ensure sites receive appropriate service.
- Health Care Interpreter Service
- Undertake liaison with ISLHD contract managers regarding cleaning, maintenance services and suppliers.
- ICSMH fleet management
- Work health and safety initiatives and improvements
- Disaster and business continuity management
- Assist Service Managers comply with the ISLHD Procurement Guidelines

## 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. An 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.

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## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use, including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## KEY ACCOUNTABILITIES

### Leadership

- Participate in planning of service activities to address the needs of the community based ICSMH services, objectives, goals, and targets under the direction of the Director Out of Hospital Care
- Develop and maintain policies/procedures/business rules relevant to the operations of ICSMH
- Facilitate co-operative working relationships between ICSMH services and EAMs
- Attend relevant management meetings including representing ICSMH
- Lead quality management processes and accreditation processes relating to corporate services.
- Participate in effective communication, conflict resolution and team building processes.
- Promote the CORE Values of the NSW Health

### Facilities and Asset Management

- Ensure efficient management of fleet motor vehicles including regular review of usage.
- Oversee facilities and asset maintenance and repairs.
- Provide liaison advice regarding management of cleaning, maintenance, fire, and security contracts.
- Ensure optimum utilisation of facilities across ICSMH portfolio.
- Oversee when required the maintenance across ICSMH facilities.
- Oversee the investigation and management of complaints and reports relating to facilities and assets.

### Work Health and Safety (WHS)

- Coordinate WHS site inspections of service sites and oversee the rectification risks.
- Provide ICSMH input for the NSW Health WHS Audits
- Monitor routine maintenance, repair, and testing of fire safety measures in facilities is completed.
- Assist and facilitate in the implementation of security requirements for all service sites.
- Assist as required with WHS related incidents that are reported and investigated and that risk control strategies are monitored relating to positions accountabilities.
- Ensure consultation with staff and WHS representatives occurs during risk management.
- Develop and review disaster and business continuity plans.

### Risk Management

- Work with ICSMH Executive and staff to identify systemic risk issues.
- Ensure that appropriate risks are recorded and managed on the ISLHD ERMS system.

### Support Staff Functions

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- Oversee support services staff and functions to ensure efficient service delivery.
- Ensure that transport services are run effectively to facilitate smooth functioning of services.
- Ensure Health Care Interpreter services are run effectively and efficiently.

## Human Resource Management

- Analyses human resources reports for OHC management

for staff reporting to the position:

- Monitor annual leave and ensure staff have regular leave.
- Review sick leave and action as appropriate for excessive leave.
- Ensure staff appraisals are performed annually or as necessary.
- Conduct performance management, disciplinary or grievance procedures as necessary in liaison with the Director OHC
- Ensure service-based orientation and staff development.
- Ensure that staff attend mandatory education.

## Finance and Budget

- Consolidate and standardise the management of requisitions, authorisation of accounts, petty cash, and postage usage.
- Liaise with ISLHD Procurement to ensure efficient delivery of supplies to community based ICSMH.

## KEY CHALLENGES

- Ensuring effective time and project management within an environment of competing workload priorities
- Providing a high-quality service within allocated resources. Develop and coordinate a financial strategy to meet the budgetary goals of the organisation.
- Maintaining and supporting staff through changes in the care environment

## KEY RELATIONSHIPS

Who	Why
Director OHC and ICS Executive positions	Providing and receiving feedback; manage the operations of OHC & ICS service sites across the Illawarra Shoalhaven region in line with ICSMH and ISLHD strategies
ISLHD EMS Services	Providing oversight of central service provision to the community-based sites in ICSMH
Other Government Departments, NGO's, private providers, and General Practitioners	Liaise regarding current information, provide direction as required

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## SELECTION CRITERIA

1. Relevant tertiary qualifications and/or equivalent experience in health service management in a complex environment
2. Demonstrated excellent leadership, communication, and interpersonal skills.
3. Demonstrated highly developed and effective management skills.
4. Demonstrated ability to develop, monitor and reach predicted outcomes to strategic and business plans.
5. Demonstrated highly developed and effective negotiation and delegation skills.
6. Proven ability in planning, delivery, monitoring, and evaluation of service provision
7. Demonstrated ability to develop, monitor and achieve optimal financial, workplace safety and quality improvement outcomes.
8. Unrestricted Class C Driver's licence

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**Job Demands for:** ISLHD - Integrated Community Services and Mental Health

Physical Demands	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials.</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks.</p> <p>Frequent</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks.</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks.</p> <p>Infrequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks.</p> <p>Infrequent</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks.</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks.</p> <p>Not Applicable</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery.</p> <p>Occasional</p>

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<b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps.  Infrequent	<b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)  Occasional
<b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)  Infrequent	<b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)  Not Applicable
<b>Reaching</b> - arms fully extended forward or raised above shoulder.  Infrequent	<b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body.  Infrequent
<b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)  Infrequent	<b>Hand and Arm Movements</b> - repetitive movements of hands and arms  Infrequent
<b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands  Infrequent	<b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work.  Not Applicable
<b>Driving</b> - Operating any motor-powered vehicle.  Occasional	

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### Sensory Demands

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

Frequent

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

Frequent

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

Not Applicable

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

Not Applicable

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

Infrequent

### 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

Not Applicable

**Restraining** - involvement in physical containment of patients/clients

Not Applicable

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**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.

Not Applicable

**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 35°C.

Not Applicable

**Confined Spaces** - areas where only one egress (escape route) exists.

Not Applicable



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

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