



# Restructuring Plan

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## *Oral Health Service*

**October 2023  
Version 1.0**

# Proposed Restructuring Plan

## 1. Reason for the restructure

In the context of the ISLHD Organisation Review, a review of the operational arm of the Oral Health Service was undertaken. This coincided with the retirement of two employees who each held key positions – Oral Health Client Access Manager and Oral Health Operations Manager.

In the current structure, the oversight of non-clinical operational functions is split between the Client Access Manager and Operations Manager. The Client Access Manager has overall responsibility for the Oral Health Contact Centre, Oral Health Fee for Service Scheme (OHFFSS) and Clinic Receptionists. The Operations Manager has responsibility for facility and asset management, purchasing and accounts payable.

The restructure plan proposes that all non-clinical operational functions be the responsibility of one position that has the appropriate level of responsibility and delegation. This would involve deleting the current positions of Client Access Manager and Operations Manager (both graded as Health Manager Level 2) and creating a new position of Service Manager (proposed grading of Health Manager Level 4). Due to organisational changes in relation to facility maintenance, the current scope of responsibilities of the Operations Manager has been reduced.

It is noted that the clinical arm of the Oral Health Service remains unchanged and clinical managers will continue to report to the Director Oral Health.

## 2. Benefits or likely impact the restructure will have on services

The proposed restructure will better align work functions to ensure efficient and effective service delivery. Key benefits include:

- Improved service quality through strategic planning and resource optimisation
- Centralised oversight of patient flow, waiting list management and stakeholder relationships will improve quality and patient experience
- The proposed position will have the appropriate level of responsibility and delegation to enable innovation and process improvements
- Robust reporting and governance structures for non-clinical operational functions improving risk management, patient safety, and staff safety and wellbeing.

# Proposed Restructuring Plan

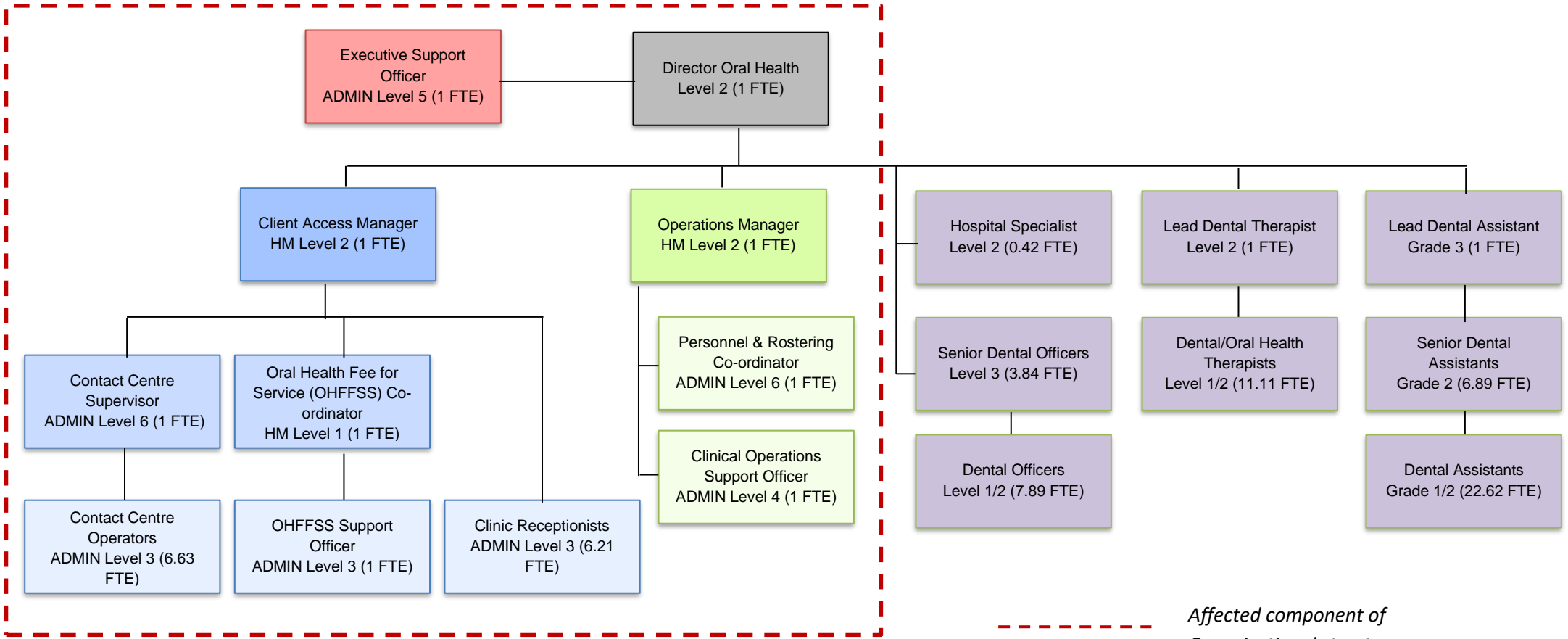
## 3. Number of staff affected

<b>Position Title</b>	<b>Classification</b>	<b>Current FTE</b>	<b>Proposed FTE</b>	<b>Proposed Change</b>
Service Manager	Health Manager Level 4	0	1	New position. Reporting to Oral Health Director. Grading to be approved by Grading Committee
Client Access Manager	Health Manager Level 2	1	0	Position to be deleted. Position is currently vacant
Operations Manager	Health Manager Level 2	1	0	Position to be deleted. Position is currently vacant
Executive Support Officer	Administration Officer Level 5	1	1	Change in reporting line from Director Oral Health to Service Manager and dotted line to the Director
Contact Centre Supervisor	Administration Officer Level 6	1	1	Change in reporting line from Client Access Manager to Service Manager
Oral Health Fee for Service Scheme Co-ordinator	Health Manager Level 1	1	1	Change in reporting line from Client Access Manager to Service Manager
Personnel & Rostering Co-ordinator	Administration Officer Level 6	1	1	Change in reporting line from Operations Manager to Service Manager
Clinical Operations Support Officer	Administration Officer Level 4	1	1	Change in reporting line from Operations Manager to Service Manager
Clinic Receptionists	Administration Officer Level 3	6.21	6.21	Change in reporting line from Client Access Manager to Service Manager

# Proposed Restructuring Plan

## 4. Current and proposed organisational charts

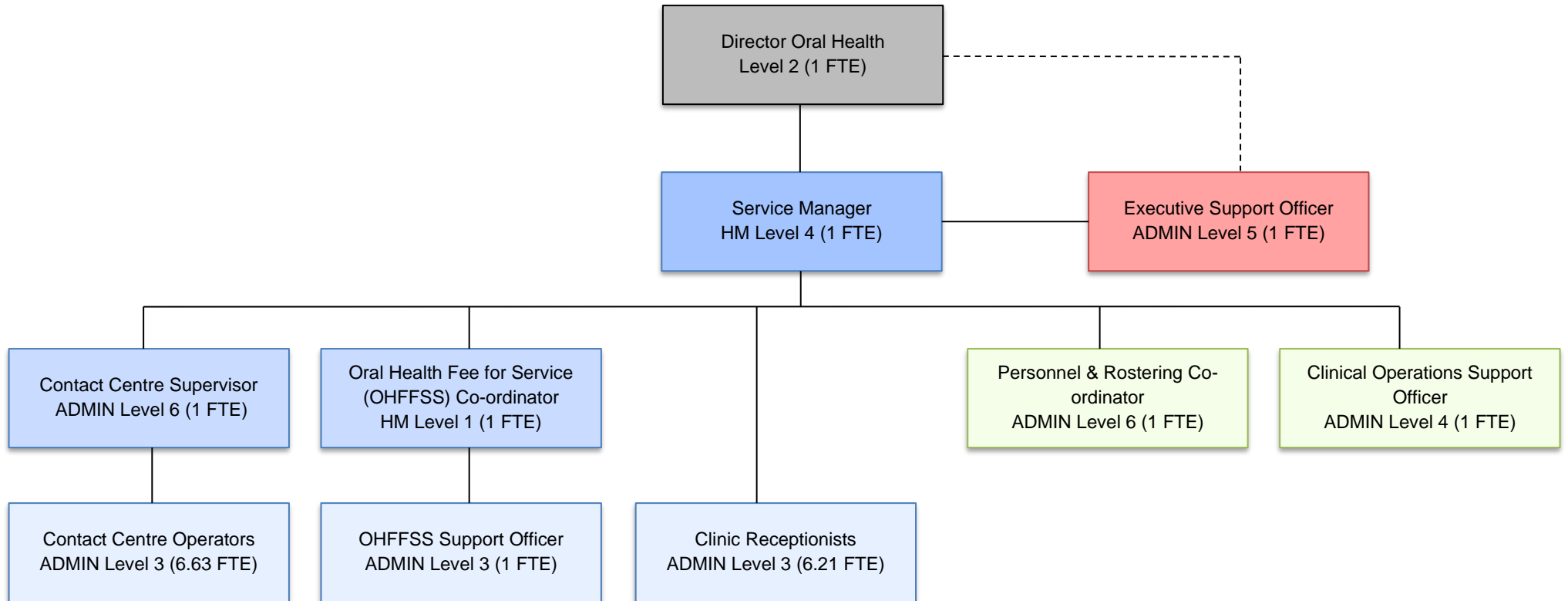
### 4.1. Current Structure



*Affected component of Organisational structure*

# Proposed Restructuring Plan

## 4.2. Proposed Structure



# Proposed Restructuring Plan

## 5. Current and proposed position descriptions

The following position descriptions are attached.

- Service Manager (new position)
- Client Access Manager (existing position to be deleted)
- Operations Manager (existing position to be deleted)

Position descriptions with only a change in reporting line have not been included as there will be no changes to the current role or responsibilities.

## 6. Timetable for implementation

A meeting will be held to advise the affected employees of the proposed changes and a consultation period will be confirmed. On the same day of meeting with the employee ISLHD will send letter to the Health Services Union advising them of this restructure.

Step	Action	Date	Responsibility
1.	Affected staff advised individually	23/10/2023	Director Oral Health
2.	Team meeting held to advise of restructuring plan and consultation process	23/10/2023	Director Oral Health
3.	HSU advised of restructuring proposal for consultation with members	23/10/2023	Director Oral Health
4.	Meeting with union and staff (if required)		Director Oral Health
5.	Consultation period closes (two weeks)	6/11/2023	Director Oral Health
6.	Team meeting held to advise of final structure and next steps	8/11/2023 (estimated)	Director Oral Health
7.	Affected staff advised in writing formally	9/11/2023 (estimated)	Director Oral Health
8.	Grading application submitted	13/11/2023 (estimated)	Director Oral Health
9.	Vacant position advertised for recruitment	20/11/2023 (estimated)	Director Oral Health
10.	Appointment to vacant position confirmed	TBC	Director Oral Health

# Proposed Restructuring Plan

## **6.1 The availability of counselling and vocational assessment services for staff**

Given that the Client Services Manager and Operations Manager roles are currently vacant, this restructure will not result in any 'affected/displaced' employees. However support will be provided to existing Oral Health employees by Oral Health management and Workforce Support, during the restructure process, which will include access to ISLHD's Employee Assistance Program.

## **6.2 Estimated number of staff likely to be redeployed and the number of voluntary redundancy packages that may be offered**

Given that the proposed positions to be deleted are currently vacant, there will be no requirement to redeploy staff, nor will there be any voluntary redundancy packages offered as the previous incumbents have retired and separated from ISLHD. .

## POSITION DESCRIPTION

# Oral Health Service Manager



Health  
Illawarra Shoalhaven  
Local Health District

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	TBA
Cost Centre	175245
Position Classification	Health Mgr Lvl 4
State Award	Health Managers (State) Award
Reporting to	Director Oral Health
Does this role manage or supervise others?	Yes
Vaccination Category	B
Website	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

### PRIMARY PURPOSE (max 3,800 characters with spaces)

The Oral Health Service Manager is responsible for providing strategic and operational leadership management of the Illawarra Shoalhaven Local Health District (ISLHD) Oral Health Service to ensure the delivery of excellent client focussed services across the District.

### KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

1. Lead and oversee the planning, development, implementation, and evaluation of Oral Health service delivery to ensure equitable and excellent services across the Illawarra Shoalhaven Local Health District (ISLHD).
2. Ensure that the Oral Health Service meets service delivery goals, activity targets, and budget performance indicators outlined in relevant strategic and operational plans. This includes developing and executing Oral Health strategic and operational plans aligned with ISLHD, State and National strategic directions.
3. Oversee the effective management of demand across the Oral Health Service by facilitating appropriate patient access and flow across the continuum of care which encompasses the Contact Centre, Oral Health Fee for Service Scheme (OHFFSS), Clinic reception functions, and waiting list management and referral pathways.





4. Provide strategic and operational advice to the Director Oral Health related to the functional areas of accountability for the position.
5. Lead, implement, and sustain changes in systems, processes, service delivery models, and workplace culture to maximize resource utilization and meet service demand. Proactively act upon service delivery issues identified at an organisational and systemic level by leading innovative approaches to reduce or remove obstacles to service delivery.
6. Oversee the development of strategic partnerships within and external to the ISLHD which strengthen linkages between services and promote access to dental services and preventive oral health strategies.
7. Foster a culture of excellence, innovation, and collaboration, overseeing workforce planning and management, with a focus on staff development and learning opportunities. Provide leadership, guidance, and resolution for workforce issues among senior managers and professional team leaders.
8. Foster a safety-focused workplace culture, ensuring the Service complies with legislation, policies, and procedures to achieve health and safety targets and goals. Implement workplace health and safety procedures, identifying, assessing, and managing workplace hazards and risks, escalating when necessary.
9. Effectively manage assets and facilities across the Service to ensure optimal utilisation. This includes overseeing capital funding opportunities to enhance service delivery and patient experience.

## SELECTION CRITERIA (max 8 selection criteria)

1. Proven experience in a management and leadership role within a large organisation including a demonstrated understanding of the complexities and challenges associated with running a multi-site specialist service across a large geographical area.
2. Demonstrated competence in operational management encompassing human resource management, financial management, service development and delivery, and work health safety.
3. Demonstrated ability to actively seek out improvements to service delivery, initiate change, negotiate with and gain support from internal and external key stakeholders in implementing changes to service delivery.
4. Demonstrated service excellence focus evidenced by an ability to plan for and act on issues quickly, decisively and effectively to either enhance service delivery or manage situations impacting on achievement of service delivery outcomes.
5. Demonstrated analytical, conceptual, problem-solving/negotiation and change management skills with high level communication and interpersonal skills to coordinate and implement strategic and business goals and major projects.
6. Demonstrated negotiation and influencing skills to create long lasting relationships with key stakeholders that support the effective delivery of health service results
7. Current NSW Drivers licence Class C and ability and willingness to travel for work purposes. This may involve driving to Oral Health Clinics and other sites within the Local Health District.

## KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

This position involves operating within a high demand, frontline clinical service and a rapidly changing environment to deliver the strategic and operational goals of the Oral Health Service.

**KEY RELATIONSHIPS** (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Director Oral Health	To ensure that there is a consistent approach aligned with the overall strategic and operational goals of the Service
Ministry of Health – Centre for Oral Health Strategy	To understand and contribute to the strategic directions at a State level

Draft

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes		X				
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks	X					
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks	X					
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks						X
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks						X
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery						X
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding	X					
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg	X				
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder						X
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body	X					
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)	X					
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms	X					
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands			X			
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work		X				
	<b>Driving</b> Operating any motor powered vehicle	X					

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries			X			
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals	X					
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Assisting ↓						
	<b>Distressed people</b> eg. emergency or grief situations	X					
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness	X					
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries	X					
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust						X
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues	X					
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard						X
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain						X
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C	X					
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X

## POSITION DESCRIPTION

# Oral Health Client Access Manager

<b>Our CORE Values</b>	Collaboration Openness Respect Empowerment	
<b>Organisation</b>	NSW Health	
<b>Local Health District /Agency</b>	Illawarra Shoalhaven Local Health District	
<b>Position Number</b>	111819	
<b>Cost Centre</b>	175245	
<b>Position Classification</b>	Health Service Manager Level 2	
<b>State Award</b>	Health Managers (State) Award	
<b>Reporting to</b>	Director Oral Health	
<b>Does this role manage or supervise others?</b>	Yes	
<b>Vaccination Category</b>	B	
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>	

## PRIMARY PURPOSE (max 3,800 characters with spaces)

The Oral Health Client Services Manager is responsible for overseeing the operations of the Central Intake Centre to ensure timely client access to clinical services and deliver an effective first point of contact for eligible clients. The Client Services Manager will be a key member of the Clinical Services Support Unit and also the Executive team and will provide high level advice on an Area basis in regard to client access, patient flow, population health, client complaints, communities' expectations and consumer consultation.

## KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

### OPERATIONAL MANAGEMENT

- Manage the day to day operations of the Central Intake Centre
- Monitoring and administration of the OHFFSS activities associated with Central Intake.
- Establish effective business processes associated with Central Intake and the OHFFSS.
- Ensure compliance with all necessary collection of statistical information for Central Intake.
- Provide the Director with evaluation and analysis of FTE performance and activity reports for Central Intake.
- Implement, manage, and report on Call Centre Service Level Agreement with SESLHD. Monitor key performance indicator and implement actions to ensure benchmarks are met.

### STRATEGIC PLANNING

- Participate in the development and achievement of the Service's strategic planning activities, and be responsible for execution within areas of responsibility.

- ❑ Ensure that the Service activities within the areas of responsibility meet the goals of and develop upon National, State and LHD strategic and policy directions.
- ❑ Ensure service activity and service changes are rigorously evaluated and reported on.
- ❑ Provide high level advice on an LHD basis in regard to client access, client complaints, communities' expectations and consumer consultation.
- ❑ Participate on relevant State committees associated with Health Promotion, Special Needs and other target groups.

#### EXTERNAL RELATIONSHIPS

- ❑ Ensure partnerships with key external partners / agencies are established and maintained, including but not limited to interagency partnerships, NGOs, external customers, consumer groups, and community members.
- ❑ Evaluate the Service's performance against the communities' expectations and satisfaction with regard to access and service provision.

#### STANDARDS AND QUALITY

- ❑ Ensure Central Intake participates fully in all quality processes undertaken within the Service and LHD.
- ❑ Management of client complaints associated with non-clinical issues eg access. Utilise IIMS reports to identify customer service issues and implement remedial action.
- ❑ Implement LHD and Service policies and procedures as required.
- ❑ Manage activities related to accreditation within Central Intake.
- ❑ Contribute to the promotion of a culture of continuous quality improvement.

**\*Communication:** Communicate effectively with patients, team members, other professionals and internal/external stakeholders.

**\*Decision Making:** The position exercises a high degree of independence, under the direction of the Director Oral Health.

### SELECTION CRITERIA (max 8 selection criteria)

1. Relevant qualifications in management/administration or equivalent experience in management of a Call Centre.
2. Demonstrated knowledge of the Priority Oral Health Program and understanding of public oral health care.
3. Demonstrated experience in developing and maintaining productive strategic relationships with relevant internal and external groups and stakeholders.
4. Demonstrated experience and understanding of customer service and quality improvement principals.
5. Demonstrated ability to implement and manage projects to achieve organisational goals and objectives.
6. Experience implementing change management processes.

### KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. This position involves operating within a high demand, frontline clinical service and a rapidly changing environment to deliver the strategic and operational goals of the LHD. These challenges may be met through a fair and consistent approach, excellent planning

**KEY RELATIONSHIPS** (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Director Oral Health	To be discussed on commencement of position
Central Intake Supervisor	To be discussed on commencement of position
Patient Flow Coordinator	To be discussed on commencement of position

# JOB DEMANDS CHECKLIST

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	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X

# POSITION DESCRIPTION

## Operations Manager



### OUR CORE VALUES

COLLABORATION

OPENNESS

RESPECT

EMPOWERMENT

### POSITION DETAILS

POSITION NUMBER	111820						
COST CENTRE	175245						
DEPARTMENT	ORAL HEALTH						
LOCATION	Jardine street Fairy Meadow						
CLASSIFICATION	Health Manager - Level 2						
AWARD	Health Managers (State) Award						
VACCINATION CATEGORY	B						
REPORTS TO	Director Oral Health						
DOES THIS ROLE MANAGE OR SUPERVISE OTHER STAFF?	<p><input type="checkbox"/> No  <input checked="" type="checkbox"/> <b>Yes</b> If, yes please list reports.  <b>*Staffing:</b> The incumbent will have responsibility for the following staff members:</p> <table border="1"> <thead> <tr> <th colspan="2">Line Management (operational) responsibility for the following:</th> </tr> <tr> <th>Classification</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>Work force Coordinator Clinical Operations Support Officer</td> <td>Jardine street Fairy Meadow</td> </tr> </tbody> </table>	Line Management (operational) responsibility for the following:		Classification	Location	Work force Coordinator Clinical Operations Support Officer	Jardine street Fairy Meadow
Line Management (operational) responsibility for the following:							
Classification	Location						
Work force Coordinator Clinical Operations Support Officer	Jardine street Fairy Meadow						
FINANCIAL DELEGATION	<p>Yes <input type="checkbox"/> <b>As per delegation manual</b>  <input type="checkbox"/> Other \$ _____ (please specify)</p>						

### ESSENTIAL REQUIREMENTS

- Working with Children Check

# POSITION DESCRIPTION

## Operations Manager



**Health**  
Illawarra Shoalhaven  
Local Health District

*(max 4000 characters)*

- National Criminal Record Check
- NSW Class C Drivers Licence

### PRIMARY PURPOSE

*(max 4000 characters)*

The Operations Manager is responsible for service-wide management & co-ordination of minor capital works, asset management, procurement, facilities management, and equipment maintenance, repair and renewal program. The incumbent is a member of the Operations Support Unit and also the Executive team and will provide high level advice on a service basis in regard to the ongoing maintenance and refurbishment of 8 Dental facilities.

### KEY ACCOUNTABILITIES

*(max 4000 characters)*

#### STRATEGIC PLANNING

- Participate in the development and achievement of the Service's strategic planning activities, and be responsible for implementation in area of responsibility, in particular, facility and capital planning.
- Ensure that the Service activities within the area of responsibility meet the goals of and develop upon National, State and Area strategic and policy directions.

#### MINOR CAPITAL WORKS

- Co-ordinate the organisation of quotes and tendering processes for purchasing equipment and minor capital works as per LHD and NSW Health policies.
- Project co-ordination of minor capital works across the Service.

#### MAINTENANCE & REPAIRS

- Ensure that all Maintenance service contracts are consistent with NSW Health Shared Services / State Government Contracts.
- Develop and maintain an ongoing preventative maintenance program of all Service equipment and facilities.
- Ensure that the repairs, maintenance and renewals program operates within its allocated budget.
- Identify opportunities for cost savings and reductions within the RMR program.

#### COMPLIANCE TESTING

- Co-ordinate electrical testing and tagging of equipment at all Service sites.

# POSITION DESCRIPTION

## Operations Manager



- Co-ordinate compliance testing of all Dental x-ray machines and EPA registration.
- Co-ordinate pressure vessel testing and annual validation of all sterilisers.
- Develop and maintain systems for monitoring and reporting on compliance testing.

### **ASSET MANAGEMENT**

- Monitor and review an equipment replacement/upgrade program that takes into account equipment age, condition, and life cycle costing for all assets within the Service.
- Co-ordinate annual audit of service assets.

### **SECURITY, FIRE SAFETY**

- Assist Clinical Managers in the co-ordination of fire safety requirements.
- Develop and maintain a system for maintenance of fire safety equipment.

### **FLEET**

- Implement and maintain system for checking of driving licences.
- Co-ordinate monthly vehicle safety inspection reports and report to Sector & Operations Managers.
- Collate monthly motor vehicle running sheets for all Service vehicles.

### **OCCUPATIONAL HEALTH & SAFETY (OH&S)**

- Participate as a committee member on Sector Work Health & Safety
- Develop and maintain a central electronic register of material data safety sheets, hazardous substance register and associated risk assessments.
- Develop and maintain a central electronic register of all risk assessments carried out across the Service.
- Develop and maintain a central electronic register of all hazards identified during monthly workplace inspections and at other times.

### **INFORMATION MANAGEMENT**

- Maintain high-level knowledge of Oracle, Kronos, Salmat, Omax, Microsoft applications (Word, Excel, Access) and any other information system required to meet performance objectives.
- Develop effective reporting tools to capture, evaluate and report on performance in areas of responsibility.
- Responsible for documenting all work practices and processes

# POSITION DESCRIPTION

## Operations Manager



associated with area of responsibility, including developing, maintaining and revising business rules for submission to the relevant Committee for endorsement and approval.

- ❑ Responsible for overseeing the appropriate management of records, culling and disposal according to legislation, policies and procedures for area of responsibility.

### TRAINING AND EDUCATION

- ❑ Participate in all mandatory training requirements.
- ❑ Responsible for acquiring and regularly reviewing/updating knowledge and skills that are appropriate to the position and career development.

**Communication:** Communicate effectively with patients, team members, other professionals and internal/external stakeholders.

**Decision Making:** The position operates under minimal professional supervision, exercising independent professional judgement on routine clinical matters.

### SELECTION CRITERIA

*(max 4000 characters)*

1. Extensive experience in project work, in particular capital works
2. Tertiary qualifications in management/administration and or demonstrated experience in public Oral Health administration/management.
3. Knowledge in negotiating, developing & reviewing contracts with external suppliers
4. Demonstrated ability to use initiative, planning skills and work to set timeframes
5. Demonstrated high level written and oral communication skills
6. Computer literate in a range of software applications
7. Ability to work independently and in a team
8. Class C Drivers Licence

### KEY CHALLENGES

*(max 4000 characters)*

This position involves operating within a high demand, frontline clinical service and a rapidly changing environment to deliver the strategic and operational goals of the LHD. These challenges may be met through a fair and consistent approach, excellent planning and communication strategies.

### KEY RELATIONSHIPS

WHO

WHY

# POSITION DESCRIPTION

## Operations Manager



**Health**  
Illawarra Shoalhaven  
Local Health District

(max 200 characters)

Director Oral Health	
Lead Dental Officer	
Lead Oral Health Therapist	
Lead Dental Assistant	

## JOB DEMANDS CHECKLIST

### Definitions:

\* Denotes a critical requirement of the job

### Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes		X				
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks	X					
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks	X					
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks						X
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks						X
	<b>Crawling</b> Moving by crawling on knees & hands to perform tasks						X
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery						X
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding	X					
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg	X				
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder	X					
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body	X					
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)	X					
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms			X			
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands		X				
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work	X					
	<b>Driving</b> Operating any motor powered vehicle	X					

# POSITION DESCRIPTION

## Operations Manager



CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries			X			
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals	X					
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations						X
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness						X
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries						X
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust						X
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues	X					
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard	X					
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain						X
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C	X					
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground						X
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X