

POSITION DESCRIPTION

Position Title:	OPERATIONS MANAGER EMERGENCY & CRITICAL CARE
Department:	Emergency & Critical Care Division
Classification:	Nurse Manager Level 5 Allied Health Level 7 Grade 2 Health Manager Level 4
EBA / Award:	NSW Public Health System Nurses and Midwives (State) Award 2022 NSW Health Service Health Professionals (State) Award 2022 Health Managers (State) Award 2022
Primary Site:	Cross Campus
Employment Conditions:	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care

AWH VISION

"The Best of Health."

AWH VALUES

Patient and Client Focused, Ethical, Teamwork, Equity, Respect, Compassion, Accountability and Trust.

Patient and Client Focused: Our purpose is to serve our patients and clients in order to achieve the Vision and Purpose of Albury Wodonga Health.

Ethical: Both in our clinical endeavour and our business practices we will be just in all our dealings.

Teamwork: Esprit de corps, harmony, partnership and unity are valued.

Respect: Appreciation of the worth of others and regard for their contribution is inherent.

Trust: Confidence that all are doing their best, honestly and positively.

Accountability: Understanding that all bear a personal responsibility to our community.

Compassion: Consideration, empathy and humanity are given freely to our patients and staff alike.

Equity: Fairness, integrity and justice are apparent in our actions.

ROLE SUMMARY / PURPOSE

The Operations Manager, Emergency & Critical Care Services (ECCS) is recognised as a senior leader of the Division of Emergency & Critical Care, modelling the core values of Albury Wodonga Health through effective leadership, efficient management and visible role modelling.

The Operations Manager, ECCS functions across the Emergency Departments, Critical Care Unit and Close Observation Unit at AWH, reporting to the Director of Nursing (DON), Emergency & Critical Care.

The role is responsible for leading and coordinating staff as well as developing, monitoring and evaluating systems to achieve optimal utilisation of the Emergency & Critical Care resources, ensuring the organisation is responsive to the needs of the community via the achievement of patients access and activity targets. These accountabilities encompass the leadership, coordination and management of daily operations at the Albury and Wodonga Emergency Departments, Albury Critical Care Unit and Wodonga Close Observation Unit.

The Operations Manager, ECCS must provide robust leadership and management expertise, be an active role model and mentor and work with the Emergency & Critical Care team to ensure that there is strong clinical leadership and capability across the team with a standardised and consistent presence across all clinical areas.

Business Unit Overview

The division is divided into 2 clinical streams:

Emergency: Albury Emergency Department and Wodonga Emergency Department

Intensive & Critical Care: Albury Critical Care Unit (inclusive of Coronary Care), Close Observation Unit, Critical Care Liaison Service and Donatelife.

KEY RESPONSIBILITIES

Quality of Care and Clinical Safety:

- Ensure provision of high quality patient centric care by overseeing the daily operations, coordination and management of the clinical areas. Inclusive of daily management of demand escalation processes in consultation with the DON ECCS and Medical Director ECCS.
- Lead and maintain effective internal communication pathways ensuring up to date and transparent information about status of the division including access and flow through units.
- Lead and maintain effective communication pathways to key external stakeholders (Ambulance, police, primary care partners).
- Lead with support from Medical Clinical Directors / Unit Managers in service level meetings and working groups and actively contributes to the objective and goals of those forums.
- Lead the development of a divisional patient safety & quality action plan in collaboration with Divisional Directors, Medical Clinical Directors/ Unit Managers/ Quality, Safety Advisor so as to effectively contribute to achievement of Best of Health at AWH.
- In conjunction with each department/unit/service determine and monitor appropriate clinical, quality and safety indicators in line with ACHS standards, governing bodies specific to specialty and best practice guidelines.
- Lead the review and management of complex incidents and consumer feedback for division in consultation with Divisional Directors and Quality, Safety advisor.
- Monitor divisional incidents and consumer feedback and support implementation of strategies to address any emerging risks or themes.
- Promote and foster a culture of clinical safety, continuous improvement and innovation within division.
- Promote evidence based practice and research within the division.
- Facilitate and support workforce interventions in accordance with the standards prescribed (as appropriate) and departmental policies and procedures, and ensure staff adhere to the same standards.
- Participate in organisational committees/ working groups in representation of service / division as required

Managing and Developing People:

- Ensure that leave, rostering, staff wellbeing and work health and safety responsibilities are delivered in compliance with legislation and AWH policies and procedures.

- Be responsible for ensuring monitoring of staff utilisation and adjustment to optimal staffing levels is undertaken based on activity, acuity and clinical safety.
- Ensure the development and maintenance of mentorship and support programs for new employees, or those entering into training programs
- Maintain open channels for providing and receiving feedback from direct reports including completion of annual performance appraisal with identification of skill gaps or opportunities for growth to ensure work performance is at top of scope of practice.

Financial Responsibility and Sustainability:

- In collaboration with the Divisional Directors, support the development of key strategic objectives for division that align with Organisational Strategic Plan.
- In partnership with DON ECCS, coordinate formulation of divisional budget in consultation with Medical Clinical Directors/ Unit Managers/ Finance delegate.
- Be responsible for working towards achievement of activity, KPI's and financial targets on a monthly and annual basis.
- Develop and implement strategies to manage budget variances in both operating and workforce cost centres.
- Proactively review, initiate and implement actions to improve the financial effectiveness and performance in respective areas.
- Lead monitoring, analysis and trending of activity targets and complete documentation for reporting to internal and external committees / agencies.
- Monitor service activity and growth against projections and identify and support recommendations to address variances.
- Monitor admitted units occupancy against staffing levels and identify and address variances.
- Monitor admitted units length of stay, occupied bed days, acuity and be responsible for maintaining monthly reporting for division.
- Monitor consumables ordering and usage against patient activity and acuity and identify and address variances for division.
- In conjunction with contracts manager / biomedical engineering department, monitor and manage the maintenance and provision of equipment and consumables across the division.

Planning:

- Be able to set goals, formulate and implement plans to achieve identified outcomes.
- Contribute to the implementation of organisational change within service / division.
- In partnership with DON ECC, support divisional leadership team in developing and enacting strategic workforce plan for divisional workforce and support coordination in change as required by the service/ division.
- Expert skills in planning, policy and procedural development

QUALIFICATIONS AND EXPERIENCE

- Eligible for registration with the Australian Health Practitioner Regulation Agency as a registered nurse or allied health professional
- Extensive clinical and management experience within a large, complex healthcare organisation, preferably at a senior level
- Relevant postgraduate management qualification, preferably at a Masters level or working towards
- Ability to manage and lead people, including a highly educated workforce
- Ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes

- Ability to work at both a strategic and operational level within a complex organisation
- Excellent interpersonal skills
- Excellent communication skills, both written and verbal
- Effective negotiation skills
- High- level analytical skills
- Effective change management skills
- Capability to innovate
- Capacity and capability to provide a professional role model for staff

PERSONAL ATTRIBUTES / SOFT SKILLS

Your ability to place the patient and staff at the centre of your practice will require personal attributes such as:

- Personal and situational awareness
- Brave, innovative and influential in decision making
- High level of emotional intelligence
- Recognising the value of different perspectives and cultures bring to an organisation
- Able to provide and receive respectful and open feedback to/ from colleagues
- Acknowledge and celebrate successes
- Empower decision making within delegation
- Compassionate, caring and kind

KEY RELATIONSHIPS

REPORTS TO:	Director of Nursing Emergency & Critical Care
SUPERVISES:	Nurse Unit Managers ED Care Coordination Manager
OTHER:	Click here to enter text.

PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: _____

Signature: _____

Date: _____

ANNEXES

1. Organisational Responsibilities.
2. Jobs Demand Checklist.
3. [Click here to enter text.](#)

DOCUMENT CONTROL

Executive Sponsor:	Executive Director Quality, Governance & Patient Experience & Chief of Nursing and Midwifery
Manager Responsible:	Director of Nursing – Emergency & Critical Care
Author(s):	Director of Nursing – Emergency & Critical Care
Reviewed by People & Culture:	<input checked="" type="checkbox"/> 14/09/2023
Position Description ID No:	
Approval Date:	14/9/2023
Date Due for Review:	14/9/2025
Version No:	1.0
Original Approval Date:	
Previously Named As:	

ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

Communication:

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

Equal Employment Opportunity:

- Commitment to the principles.
- Supports diversity in the workplace.

Information Management:

- Collects and uses data as required.

Integrity:

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

Organisation Awareness:

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

People / Patient Focused Environment:

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

Infection Control:

- Hand Hygiene.
- Standard precautions.

Primary Health:

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

Quality Improvement:

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

Resource Management:

- Ensure all allocated resources are managed in an efficient and accountable manner.

Safe Practice and Environment:

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

Self Development:

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

Teamwork / Collaboration:

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

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JOB DEMANDS CHECKLIST:

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

This form is to be completed by the Manager / Supervisor of the position being recruited to.

Position: ***OPERATIONS MANAGER EMERGENCY & CRITICAL CARE***

Department / Unit: *Name of Emergency & Critical Care Division*

Facility / Site: *Albury & Wodonga Campuses*

TASKS PERFORMED:

Nature of Tasks to be undertaken (Collective description as best describes tasks).

FREQUENCY DEFINITIONS:

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

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

Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.									X
Driving	Operating any motor powered vehicle.									X
SENSORY DEMANDS:										
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.		X							
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X					
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.	X								
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X								
Touch	Use of touch is an integral part of work performance.		X							
PSYCHOSOCIAL DEMANDS:										
Distressed People	Eg: Emergency or grief situations.		X							
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X							
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X							
Restraining	Involvement in physical containment of patients / clients.		X							
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.		X							
ENVIRONMENTAL DEMANDS:										
Dust	Exposure to atmospheric dust.	X								
Gases	Working with explosive or flammable gases requiring precautionary measures.	X								
Fumes	Exposure to noxious or toxic fumes.	X								
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.	X								
Hazardous Substances	Eg: Dry chemicals, glues.									X
Noise	Environmental / background noise necessitates people raise their voice to be heard.	X								
Inadequate Lighting	Risk of trips, falls or eyestrain.									X
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.									X
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.									X
Confined Spaces	Areas where only one egress (escape route) exists.									X
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.									X
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X								
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.									X
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X							

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

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