

POSITION DESCRIPTION

NSLHD - General Manager Virtual Care Services



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| Organisation | NSW Health |
| Local Health District / Agency | Northern Sydney Local Health District |
| Position Classification | Health Mgr Lvl 5 |
| State Award | Health Managers (State) Award |
| Category | Management General Manager |
| Website | www.nslhd.health.nsw.gov.au/ |

PRIMARY PURPOSE

The General Manager, Virtual Care leads, directs, plans and manages the physical, human and financial resources of the Virtual Care Service including the Virtual Hospital and Hospital in the Home (HITH) service to ensure the effective and efficient provision of high-quality health care services, in line with the organisational objectives of NSLHD and the policy directions of NSW Ministry of Health.

In consultation with the EDOPs and other Executive Leadership Team members, determine operational priorities to deliver to NSLHD strategic plans.

The position participates as a member of the NSLHD Executive team in the development of broader clinical strategy, policy and decision making.

The position is the lead executive for the development of NSLHD Virtual Care provision including all aspects of model of care development, and engagement of stakeholders in acute and primary care. Model of care development also includes the innovation adoption of new technologies to facilitate virtual care.

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.

ESSENTIAL CRITERIA

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

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NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

KEY ACCOUNTABILITIES

- Initiating and developing strategies, policies, and systems for Virtual Care Service which are aligned with LHD strategies and policies.
- Overseeing the operations of the Virtual Hospital and Acute Post-Acute Care (APAC) Service to ensure effective utilisation of available resources.
- Ensuring ongoing clinical governance framework and quality and safety systems that are in line with relevant NSLHD policies.
- Leading development and implementation of strategies, policies, and practices to maintain and enhance the quality virtual care services and monitor service performance levels against benchmarks/KPIs.
- Marketing and promoting Virtual Care Services in the community, to highlight achievement, raise awareness of available services and maintain a high community profile.
- Developing operational plans for the Virtual Care Service in line with the LHD plans for clinical service delivery.
- Lead the process of organisational change across the Virtual Care Service:
 - Develop a strong customer service orientation.
 - Empower staff to improve the quality and timelines of service delivery.
 - Foster an environment of continuous quality improvement consistent with LHD service models.
 - Building a positive workplace culture based on the values of NSLHD.
 - Identify and champion innovation opportunities and a strong emphasis on system re-engineering and change management.
- Establishing and monitoring effective performance indicators and best practice guidelines to measure the achievement of the Virtual Care Service against health outcomes and comparable service providers.

KEY CHALLENGES

- Balancing the health service requirements of the local community with the financial and service requirements of NSLHD and the NSW Ministry of Health.
- Achieving organisational and culture change, given the LHDs strategic aim of developing the Virtual Care Service.
- Managing the complex and often competing agendas of various stakeholder groups including medical, professional, academic and community.

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| KEY RELATIONSHIPS | |
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| Who | Why |
| Executive Director Operations (EDOPs) NSLHD Manager | Provide authoritative and expert advice on operations matters and recommendations which influence planning and decision making. Establish funding and resourcing that are consistent with operational needs, strategic plans and priorities. Communicate information related to performance against budgets and Ministry of Health service level agreement measures. |
| Other Managers, Operations NSLHD | Establish effective networks with operational directors at NSLHD to enable performance benchmarking, monitor trends and collaborate on common responses to emerging and future issues. |
| Direct Reports | Lead, guide and support. Set performance expectations and manage team performance and development. |
| Ministry of Health and Staff Representatives (Associations/Unions) and Sydney North Primary Health Network | Necessary to develop and maintain collaborative relationships and consult to assess their needs, review the quality of services provided and plan the provision of new services. Liaise and negotiate on a range of industrial relations matters and to build effective working relationships and partnerships. |
| Community and Public | Ability to respond to the needs in respect to the current demands of the Health System. |

SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them
2. A degree in relevant field (e.g. health administration, management, commerce, humanities, planning, economics) or equivalent work experience or a combination of study and work experience. Proven record of experience and leadership of a complex organization, encompassing community service development, finance administration, people management, change management and delivery of health services in a multi-disciplinary work environment.
3. Knowledge of the health industry, particularly the public and private hospital sectors, tertiary services, community health care and teaching facilities, with an in depth understanding of the complexities and challenges associated with developing models of care, running a complex health service and associated community health services.
4. Analysis and problem solving skills to identify and analyse current and future community and patient needs and to develop innovative solutions, plans and strategies to effectively respond to these needs.
5. Ability to develop, direct and lead Virtual Hospital and COVID Exposure Contact Centre in the achievement of its objectives within budget, including strategic, operational and business planning skills.
6. Significant interpersonal skills, written and verbal communication skills and demonstrated experience in liaison and negotiation at all organisational levels with a wide range of stakeholders.
7. Extensive general management experience including knowledge of methodologies, practices and

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- accountabilities and public sector environment.
8. Demonstrated commitment to Equal Employment Opportunity legislation and Workplace Health and Safety principles.

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Job Demands for: NSLHD - General Manager Virtual Care Services

| Physical Demands | |
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| <p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials</p> <p>Infrequent</p> | <p>Sitting - remaining in a seated position to perform tasks</p> <p>Frequent</p> |
| <p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p> | <p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p> |
| <p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p> | <p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Not Applicable</p> |
| <p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Not Applicable</p> | <p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p> |
| <p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p> | <p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p> |
| <p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Infrequent</p> | <p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p> |
| <p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p> | <p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p> |
| <p>Reaching - arms fully extended forward or raised above shoulder</p> | <p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> |



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| Not Applicable | Not Applicable |
| Head/Neck Postures - holding head in a position other than neutral (facing forward) Not Applicable | Hand and Arm Movements - repetitive movements of hands and arms Not Applicable |
| Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Frequent | Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Not Applicable |
| Driving - Operating any motor powered vehicle Infrequent | |

Sensory Demands

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| 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 Not Applicable | |

Psychosocial Demands

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| Distressed People - e.g. emergency or grief situations Occasional | Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness Occasional |
| Unpredictable People - e.g. dementia, mental illness, head injuries | Restraining - involvement in physical containment of patients/clients |

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| Not Applicable | Not Applicable |
| <p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p> | |

| Environmental Demands | |
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| <p>Dust - exposure to atmospheric dust</p> <p>Infrequent</p> | <p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p> |
| <p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p> | <p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p> |
| <p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p> | <p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p> |
| <p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Infrequent</p> | <p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p> |
| <p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p> | <p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Not Applicable</p> |
| <p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p> | <p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p> |
| <p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p> | <p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p> |

