

POSITION DESCRIPTION

Business Manager Medical Imaging



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	TBC
Cost Centre	188750
Position Classification	Health Manager Level 3
State Award	Health Managers (State) Award
Does this role manage or supervise others?	Yes
Vaccination Category	Cat B
Website	http://www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE (max 3,800 characters with spaces)

The Business Manager, Medical Imaging is responsible for providing operational business management across the ISLHD multi-site Medical Imaging services inclusive of the Managed Equipment Service. The role ensures sound financial stewardship, robust workforce and activity planning and high-quality business systems that enable safe, efficient, patient-centred imaging services.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

Leadership and Strategy

- In partnership with the Director of Operations, provides leadership in the operational management of services and function as a member of the Medical Imaging Executive. As part of the leadership team, facilitates effective multidisciplinary teamwork and provides strategic direction, leadership, guidance and support to the staff.
- Ensure effective performance management and mentoring programs are operating within the services, participates in the Medical Imaging On Call roster and work collaboratively both internally and with finance business partners.
- In consultation with the finance division and business partners, manages budget administration and solution driven reporting for the service.
- In consultation with procurement and other stakeholders, leads the management of the Medical Imaging Managed Equipment Services (MES) portfolio to ensure effective governance, value for money, and alignment with organisational clinical, operational and strategic priorities
- In consultation with the Director of Operations work closely with leaders and managers to achieve budgetary and activity imperatives and address variation. Ensures business cases for new technologies, service expansion and resourcing include process for monitoring and assessing implications and return on investment.

- Ensure service planning is consistent with the LHD Clinical Service Plan (CSP) and in consultation with the Director of Operations develops and executes service operational plans and strategies. Including coordinating the development of a robust evaluation process for the CSP consistent with the direction of the LHD.
- Ensure the maintenance and enhancement of professional, clinical and management expertise within the workforce. Promotion of an evidence-based culture in professional practice within the service.

Operations

- Support management practices that ensure efficient service provision and patient access to services.
- Support workforce requirements to ensure optimal service provision. Review multidisciplinary staffing to meet service demands consistent with budget allocation.
- Ensure appropriate allocations of material resources to support clinical operations.
- Provision of day-to-day support to leaders, monitoring performance against approved KPI's and initiate remedial action where required
- Coordinate district-wide performance reporting (activity, KPI's, turnaround times, access targets)
- Implement standardised business processes across all imaging sites to improve efficiency and reduce duplication.
- The Business Manager will have an annual performance agreement with the Director of Operations, ISLHD Medical Imaging Service and measurement will be against the agreed Service KPI's.

Stakeholder and Relationship Management

- Act as a key liaison with Finance, RIS/PACS/ICT, Procurement, and Health Information Services.
- Build collaborative relationships with hospital executives and leaders, referring clinicians and external partners.
- Support and where required participate in the review of professional standards via the appropriate committees. Ensure appropriate consultation occurs with the learning and development unit regarding education programs addressing the educational and development needs of staff of the organisation.

SELECTION CRITERIA (max 8 selection criteria)

1. Tertiary qualification in business, health administration, finance or related field.
2. Experience in health service business or operations management, preferably within medical imaging or complex multi-site services.
3. Proven ability in financial management, data analysis, and performance improvement.
4. Demonstrated competency in project management including strategic planning implementation and evaluation.
5. High level conceptual, analytical and problem-solving skills.
6. Strong leadership, communication, and stakeholder engagement skills.
7. Ability to manage competing priorities across multiple sites.

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

1. Multi-site complexity: Coordinating business operations across hospitals of different sizes and service levels, each with unique activity patterns, equipment, and local processes.
2. Funding and revenue optimisation: Balancing finite operational funding with opportunities for Medicare/Private billing, ensuring accurate coding, and navigating complex funding models.
3. Workforce: Managing administrative and support workforce shortages, turnover risk and competing demands for specialised skills across multiple sites.
4. Standardisation/Local requirements: Driving consistent policies, procedures, and data reporting while allowing flexibility for site-specific clinical requirements
5. Regulatory and accreditation compliance: Supporting the management of full compliance with radiation safety, privacy, and health accreditation standards across all facilities.

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

WHO	WHY
Director of Operations Medical Imaging	Direct reporting line manager.
Clinical Director Medical Imaging	Support relationship
Divisional Support Officer	Management relationship.
Finance Business Partner	Support relationship.
Procurement	Support relationship.

DRAFT

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

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

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	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/slippy, indoors/outdoors, slopes			X			
	Running Floor type: even/uneven/slippy, 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, steps, scaffolding		X				
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					
		Heavy lifting & carrying – 16kg and above					
	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 body	X					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)		X				
	Hand & Arm Movements Repetitive movements of hands & 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				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries				C		
	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		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	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				

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	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 to raise their voice to be heard		X				
	Inadequate lighting Risk of trips, falls or eyestrain		X				
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight	X					
	Extreme temperatures Environmental temperatures are < 15°C or > 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 & 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					