

POSITION DESCRIPTION

NSLHD - Manager, Aged & Chronic Care and Allied Health Primary and Community Health (PACH) (HM5)



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	Allied Health Allied Health Management
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

Who we are: We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The purpose of the Manager, Aged and Chronic Care and Allied Health is to provide effective strategic development and operational leadership and management to ensure delivery of timely, appropriate and evidence based health services to the NSLHD community.

The Manager will provide strategic leadership and a direct professional reporting line for all Allied Health staff working across Primary and Community Health Services. The Manager will advocate for and represent Allied Health within the LHD governance structure.

This position will be responsible for ensuring all prescribed LHD Aged and Chronic Care and Allied Health Key and Clinical Performance Indicators and targets are met and reported within designated timeframes.

The Manager will represent NSLHD at the Ministry of Health Aged Care Reforms and any other relevant reforms as required.

The Manager will establish robust clinical and quality governance systems to ensure standardisation of clinical and service practices across all PACH Aged & Chronic Care and Allied Health services.

The position is responsible for managing data reports, quality initiatives, interagency projects and Aged and Chronic Care related service contracts and budgets.

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.

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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

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

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

KEY ACCOUNTABILITIES

- Provide representations to the Ministry of Health aged care meetings and co-ordinate and respond to Aged Care Ministerials.
- Provide leadership to PACH Aged and Chronic Care and Allied Health clinicians and lead the strategic direction, development of contemporary models of care, care pathways and new scopes of practice.
- Manage PACH Allied Health professionally within the LHD allied health governance structure and provide operational support on professional matters including professional governance, education and professional development.
- Provide advice and leadership in the strategic development and implementation of a suite of NSW Ministry of Health and Commonwealth aged care and rehabilitation, chronic care and primary care programs, policies and mandatory reporting requirements within NSLHD, including all contract management .
- Manage ongoing operational strategies to support the effective delivery of Aged and Chronic Care and Allied Health Programs within PACH and NSLHD in accordance with NSLHD policy and procedures.
- Manage and monitor the reporting and analysis of relevant financial performance, key performance indicators (KPI's) compared to benchmarks and targets consistent with local and Ministry of Health priorities.
- Lead the effective implementation of processes to recruit the right staff, to actively support and manage performance and to build workforce capacity and capability, in alignment with current and future workforce needs. Role model appropriate behaviour and support a culture in accordance with organisations values, promotes safety and well-being, embraces diversity and respect of Aboriginal people and is successfully responsive to a dynamic and complex environment.
- Ensure that the service operates using a quality management focus in the provision of services/care and facilitates consumer engagement by providing opportunities for participation in planning, developing and evaluating healthcare services. Conduct research including surveys, audits, reviews and investigations to explore issues, identify areas of improvement and anticipate future needs.
- 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.

KEY CHALLENGES

- The establishment of strong networks between relevant health services, Non-Government Organisations and inter-agencies, thereby fostering a collaborative approach to program delivery Implementation of

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relevant change management strategies to reorientate services and ensure professional support mechanisms for all Allied Health staff.

- Linking PACH Allied Health effectively into the LHD governance structure.
- Managing and monitoring contract and budgetary requirements.

KEY RELATIONSHIPS

Who	Why
Director Primary & Community Health	Direct Line Manager
Primary & Community Health Directorate managers and staff	To share information.
Director of Nursing and Midwifery	Provide accountability on activity acquittals and activity correspondence requested from the Ministry of Health, provide accountability on KPIs and benchmarks.

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. Tertiary qualifications and/or relevant experience in Allied Health and/or community health service management including understanding professional issues impacting on Allied Health service provision in public health services.
3. Experience and skills in policy development, planning and evaluation, financial management, clinical governance, change management and service development.
4. Working knowledge and ability to provide leadership in Aged and Chronic and Complex Care services and current Commonwealth Aged Care Reforms.
5. Highly developed verbal and written communication skills including the ability to prepare high level briefs, reports and discussion papers as well as demonstrated effective negotiation and interpersonal skills.
6. Expertise in engaging and supporting staff in developing and implementing quality improvement initiatives and identifying and managing clinical, corporate, organisational and project/program risks.
7. Ability to develop collaborative partnerships with a range of internal and external stakeholders to ensure effective and compliant service provision.
8. Advanced computer skills and proven ability to analyse data and provide high quality reports. Current NSW Driver's Licence.

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Job Demands for: NSLHD - Manager, Aged & Chronic Care and Allied Health Primary and Community Health (PACH) (HM5)

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials</p> <p>Occasional</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</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>Frequent</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>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>
<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Frequent</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Infrequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Infrequent</p>
<p>Reaching - arms fully extended forward or raised</p>	<p>Pushing/Pulling/Restraining - using force to</p>

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above shoulder Infrequent	hold/restrain or move objects toward or away from the body Infrequent
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 Frequent
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 Not Applicable	

Sensory Demands

Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens) Constant	Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries) Constant
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 Constant	

Psychosocial Demands

Distressed People - e.g. emergency or grief situations	Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness
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Occasional	Infrequent
Unpredictable People - e.g. dementia, mental illness, head injuries Not Applicable	Restraining - involvement in physical containment of patients/clients Not Applicable
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 Infrequent
Inadequate Lighting - risk of trips, falls or eyestrain Infrequent	Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight Not Applicable
Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C Infrequent	Confined Spaces - areas where only one egress (escape route) exists Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Infrequent	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Infrequent

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<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>
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