

## POSITION DESCRIPTION

# NSLHD - Director, Primary and Community Health



Northern Sydney  
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Health Mgr Lvl 6
State Award	Health Managers (State) Award
Category	Management   Director (M)
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## 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 Director, Primary and Community Health (PACH) is responsible and accountable for the leadership and management of budgeted primary and community services (including BreastScreen, Child, Youth and Family, Community Nursing, Population Health, Aged and Chronic Care Services and Oral Health) across NSLHD including strategic, operational and governance requirements, to enable safe, effective, efficient, accessible and appropriate services to be delivered to the community.

## 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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You must ensure you abide by the NSW Health Code of Conduct, this includes supporting, cultivating, and participating in a respectful work culture without aggression, sexual harassment, discrimination and racism. You are encouraged to speak up if you observe or experience inappropriate work place behaviours. NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

## KEY ACCOUNTABILITIES

- Lead and/or contribute to the development, prioritisation and implementation of LHD strategic and business plans, integrated models of care, local policies, plans and strategies consistent with national, state-wide and department policy and evidence including clinical services planning and local workforce to deliver community development -based care for chronic conditions, vulnerable populations and child and family health. This includes providing expert advice to the LHD on community components of LHD wide models of care and operations across the age spectrum and specifically related to chronic and complex conditions, integrated care, vulnerable populations and child and family health.
- Deliver on the quality, operational and financial requirements and meet the key performance indicators and targets as specified in the PaCH budget letter. Monitor, comply and report on all other funding arrangements required by the service. This includes funding from the Commonwealth and other contracts in relation to the provision of PaCH services. Develop and manage the PaCH service budget in consultation with the Executive Director Operations and monitor and report on performance accordingly.
- Develop, deliver and manage effective clinical governance arrangements that focus on quality, clinical audit, risk and evidence-practice to ensure that PaCH services are delivered with the highest levels of clinical quality and patient safety. This includes relevant monitoring, reporting and risk management frameworks that ensure contractual, regulatory and accreditation compliance (National Safety and Quality Health Service Standards and Aged Care Standards).
- Consult with Ministry of Health, LHD Executive and senior leaders to develop and implement workforce strategic plans for PaCH that include frameworks to ensure a reliable workforce supply and a competent workforce. Lead and develop a service workforce that is talented, engaged and high performing with a positive workplace culture that is consumer and improvement focussed and demonstrates the NSW Health CORE Values. This includes developing an environment within the PaCH Service that provides opportunity for education and research, where translational research and innovation including the use of new technologies in care and treatment is fostered.
- Establish and strengthen effective working relationships with consumers and carers through consumer engagement methods such as self-reported information measures and co-design to influence service delivery and design and optimise safe and quality care.
- Negotiate and influence at all levels in NSW Health and at senior levels of external organisations to deliver on organisations goals and lead complex organisational change on an intra/inter health service-wide basis. This includes strengthening local key relationships with the Primary Health Network, NGOs in the community and other human service agencies to improve access by people to health care that ensures the local population receives the appropriate care and services as close as possible to where they live.
- Provide leadership in the strategic development, planning and operations of PaCH, including liaison with the Executive Director Operations, Chief Executive and other District Executive Teams to ensure that PaCH is appropriately and effectively linked with the other services to ensure high quality continuum of care and optimal health outcomes.

## KEY CHALLENGES

- Establishment and delivery of services/models of care within a rapidly changing environment in response to increasing demands for services in a context of multiple frameworks of accreditation compliance, contractual performance and reporting requirements and multiple funding sources.

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- Drive collaboration and coordination on complex issues and manage consultations, negotiations and partnerships involving a range of stakeholders, facilitating the development of common directions.
- Managing the resources and activities of PaCH services effectively and efficiently such that agreed performance objectives are achieved, and the budget is achieved in accordance with strategic and business plans.

KEY RELATIONSHIPS	
Who	Why
Executive Director, Operations NSLHD	Provide authoritative and expert advice on operational matters and recommendations which influence planning and decision making. Establish funding and resourcing that are consistent with operational needs, strategic plans and priorities. Communication Information related to performance against budgets and NSW Health Service Agreement measures.
Direct Reports _____ General Managers, Service Directors, Clinical Directors, Department Heads	Lead, guide and support. Set performance and management team performance and development goals and objectives. Establish effective networks to enable performance benchmarking, monitor trends and collaborate on common responses to emerging and future issues.
NSLHD Executives	Planning, monitoring and reporting related to Directorate services. Advise on Community Health Service matters and ensure that stakeholder satisfaction with services information decisions at all executive levels. Engage executives in service design and evaluation, to continually improve operations and service delivery models and solutions.
NSW Health including MOH, Pillars and other LHDs	Alignment of performance with NSW Health objectives and collaborate with stakeholders to enable benchmarking, currency and the development of emerging issues and future models of care.
External Stakeholders –Government and Non-Government Organisations	Establish effective networks with operational directors across NSW to enable performance benchmarking, monitor trends and collaborate on common responses to emerging and future issues. Foster collaborative relationships and partnerships with other NSW Government stakeholders and agencies, to advance out of hospital programs.

## SELECTION CRITERIA

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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. Relevant tertiary qualifications in Management, Business or Health, and/or demonstrated extensive experience in leading and achieving outcomes at a senior level managing a large complex service and a commitment to ongoing professional development.
3. Demonstrated experience working in a senior managerial role within a performance management and accountability framework that enables managers to meet service delivery targets, financial, corporate and workforce responsibilities and the provision of safe quality services.
4. Demonstrated ability to lead, collaborate and establish high performing teams in a complex multi-disciplinary organisation in a continuing climate of change, increasing effectiveness and accountability.
5. Demonstrated high-level written and communications skills including effective consultation and negotiation skills to resolve complex matters with stakeholders including health professionals, local community, peers, government and non-government agencies and staff.
6. Superior organisational and prioritising skills, along with the capacity to successfully manage competing priorities to deliver high quality outcomes and meet deadlines.
7. Demonstrated capacity to promote, implement and monitor EEO, WHS, quality improvement principles and processes in accordance with relevant legislation and regulations.
8. Ability and experience in improving health service delivery based on change management process.

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**Job Demands for: NSLHD - Director, Primary and Community Health**

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



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

### Sensory Demands

<b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	<b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)
Constant	Constant
<b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)	<b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)
Not Applicable	Not Applicable
<b>Touch</b> - use of touch is an integral part of work performance	
Not Applicable	

### Psychosocial Demands

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

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

### Environmental Demands

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