



Health

Western NSW Local Health District

ROB POSITION DESCRIPTION TEMPLATE: May 2021

Fields marked with an asterisk () are mandatory*

Position Description Title:*	Health Services Operational Manager		
Award:*	Multiple awards?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <i>please enter 'x' as applicable</i>
Position Classification:*	Health Service Manager / Nurse Manager		
Job Category:*	<i>This will be completed by Recruitment Unit – dependent on mapping</i>		
Job Classification:*	<i>This will be completed by Recruitment Unit – dependent on mapping</i>		
Does this role manage others?*	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>please enter 'x' as applicable</i>	If yes, how many FTE? 7FTE	
Does this role supervise others?*	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>please enter 'x' as applicable</i>	If yes, how many FTE?	
Primary purpose of the role:*	<p><i>(Summarise in 1 sentence only. It may be useful to complete the key accountabilities first, then summarise these for the purpose)</i></p> <p>The Health Service Operations Manager will be responsible for managing the ongoing planning, development and management of Bathurst Health Service Facility, to meet the needs of the service and achieve effective and efficient facility management.</p>		
Key Accountabilities:*	<p><i>5-10, high level summary accountabilities (not specific tasks). These need to be outcome focused- including the intended outcome of the activity. For example: Contribute to quality activities within the department, to ensure ongoing improvement in service provision.</i></p> <ol style="list-style-type: none"> 1. Manages and supervises staff through performance management and supervision to ensure care provided is safe and appropriate and meets professional standards. 2. Operational Management across numerous aspects of the Bathurst Facility including providing high level advice and support for facility management matters. 3. Monitors and evaluates resource allocation and utilisation to ensure care is delivered effectively and efficiently. 4. Provides leadership to enable the delivery of high-quality clinical services through direction and support of staff, ongoing evaluation and management (including change management) of service needs in consultation with a multidisciplinary team services. 5. Supports operational planning and monitoring of services to ensure optimal services are delivered within allocated budget, contributes to the operational and strategic plans of the facility and Local Health District. 6. Collaborates with staff in key leadership roles to support the achievement of the organisations strategic, financial and operational goals 7. Development, implementation, monitoring and evaluation of effective management strategies to ensure sustainable operational capacity to meet organisational and patient care goals and recognise and respond 		

	rapidly to potential or actual adverse or unexpected events and emergency and disaster preparedness.	
<p>Key Challenges:</p> <p><i>Max 3. Can leave blank if no significant challenges.</i></p> <p><i>Do not put accountabilities here. For example: Prioritising tasks is an accountability. Prioritising tasks in a high volume work area or given multiple competing demands is a challenge.</i></p>	<ol style="list-style-type: none"> 1. Prioritising tasks in a high-volume work environment with multiple competing work demands. 2. Management and leadership in a dynamic changing environment 	
Key Relationships:	Bathurst Health Service Transformation Lead and General Manager (GM)	Reports to the Service Transformation and General Manager
	BHS Executive	Supporting relationship with Executive leadership and heads of department
	Direct Reports	Leadership and management of After-Hours Campus Nurse Managers, Catering Manager, Administration Manager, Health Information Manager and Specialist Clinic Manager.
	Nominated additional stakeholders	Operational partnership with Service Partners
<p>Selection Criteria:*</p> <p><i>Consistent with the capability framework, where applicable (maximum 8 for individual PDs or 7 for templates, to allow for at least one additional selection criteria with the recruitment process)</i></p> <p><i>Cannot include desirable criteria or willingness to undertake education/obtain a qualification.</i></p> <p>Additional Selection Criteria: <i>(when added together with above criteria, must not exceed 8)</i></p>	<ol style="list-style-type: none"> 1. Relevant tertiary qualifications in health service management, change management or a health discipline; or equivalent work experience. 2. Demonstrated extensive experience in management of clinical, technical, and financial functions in a public hospital environment. 3. Demonstrated experience in the leading and managing a team to lead optimal performance within an environment of conflicting priorities and tight timeframes. 4. Demonstrated highly developed information technology, communication and interpersonal skills including the ability to represent staff, consult with staff, conflict management and resolution, negotiation, persuasiveness and facilitation. 5. Demonstrated high level written communication skills with extensive experience in the compilation of comprehensive reports, business plans and briefings as evidenced by experience and leadership abilities to resolve and lead change at both a strategic and operational level. 6. Demonstrated skills and proven experience in managing difficult 	

	situations, and conflicts to drive positive outcomes.
	7. Demonstrated knowledge of management and decision-making capability directly related to health service delivery and patient care.
	8. Licence to drive in NSW with the ability to travel for work, including rare overnight stays.
Other Requirements: <i>This statement is standard for all templates – do not edit</i>	<p>The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels.</p> <p>Consistent with this, all employees are:</p> <ol style="list-style-type: none"> Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

Capabilities for the Role

Place an 'x' in the appropriate level for each capability accordingly

Capabilities are the underlying skills, knowledge and behaviours which are necessary to perform a particular type or level of work. The NSW Public Sector Capability Framework has been used identify the capabilities required for this role and the level descriptors have been provided for the focus capabilities. The **focus** capabilities are those for which an employee assigned to the role must demonstrate immediate competence, that is, from day one of engagement. Please refer to www.psc.nsw.gov.au/CapabilityFramework

The focus capabilities and capability levels must be applied in alignment with the Comparison Guide. If you are not familiar with the Capability Framework please complete this section in collaboration with your HR Partner or Working Group Lead.

Capabilities <i>(Make focus capabilities bold below. There must be at least one focus capability from each of the 4 or 5 sections) HM2:5-8</i>	Foundational HM2: 2-6	Intermediate HM2: 8-14	Adept HM2: 1-7	Advanced
Display resilience and courage			X	
Act with integrity			X	
Manage self			X	
Value diversity		X		
Communicate effectively			X	
Commit to customer Service		X		
Work collaboratively			X	
Influence and negotiate			X	

Deliver results			X	
Plan and prioritise		X		
Think and solve problems			X	
Demonstrate Accountability			X	
Finance		X		
Technology		X		
Procurement and Contract Management		X		
Project Management		X		
<i>The following capabilities are only required for roles which supervise/manage others</i>				
Manage and Develop People			X	
Inspire Direction and Purpose			X	
Optimise Business Outcomes		X		
Manage Reform and Change			X	

Job Demands Checklist	
Physical Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Infrequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasionally
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Occasionally
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasionally
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to 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)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Occasionally
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving – operating any motor powered vehicle	Frequent
Sensory Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
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	Not Applicable
Psychosocial Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Distressed People - e.g. Emergency or grief situations	Not Applicable
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Not Applicable
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	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Dust - Exposure to atmospheric dust	Occasionally
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Infrequent
Hazardous substances - e.g. Dry chemicals, glues	Infrequent
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	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15c or more than 35c	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	Occasionally
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Infrequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable