

POSITION DESCRIPTION

NNSWLHD – Clarence General Manager (Grafton and Maclean Hospitals)

Our CORE values
Collaboration Openness Respect Empowerment



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

PRIMARY PURPOSE

Providing high level strategic and operational leadership and support to ensure high quality clinical services to the community. Managing all aspects of health services for Clarence (Grafton and Maclean Hospitals), ensuring activity, financial and service delivery objectives are achieved, and effective management of the interface between Northern NSW Local Health District (NNSWLHD), the community and local health service providers.

The General Manager will ensure the Executive Team remain focused on key priority areas and contribute as a member of the NNSWLHD Clinical Operations Leadership Teams to ensure achievement of the District's performance agreement with NSW Ministry of Health.

The General Manager will be required to participate in on-call roster as part of the Clinical Operations Executive team.

ESSENTIAL REQUIREMENTS

Valid unrestricted drivers' licence for use in NSW/Australia.

Responsibilities under WHS – Supervisor

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 ACCOUNTABILITIES

Provide operational leadership for health service delivery and management within Clarence including the effective and efficient use of resources.

Provide effective management of clinical services. This responsibility encompasses achieving budgets, performance indicators, activity targets, quality and accreditation standards, and providing direction for the management of patient complaints as well as legal and ethical issues that arise, to provide effective and timely resolutions.

Ensure that services are managed safely, timely and efficiently, and that future needs and developments are incorporated into prospective planning processes.

Determine and monitor service levels within a framework of available resources, financial capacity and the NNSWLHD Strategic Planning directions.

Implement strategy and plans for achieving positive patient experiences that aim to provide models of care, ensuring consumer involvement and engagement and choice of care and service delivery.

POSITION DESCRIPTION

NNSWLHD – Clarence General Manager (Grafton and Maclean Hospitals)

Develop and implement business and strategic plans that will optimise current and projected workforce planning priorities, which incorporate goals and targets from the Performance Agreement between NNSWLHD and NSW Health, and other NNSWLHD imperatives.

Lead human resource development for all staff through training, performance development and standards of clinical practice. Implement appropriate cultural strategies to ensure a culturally safe work environment and to minimise vacancies and turnover rate, agency use, overtime and sick leave.

Ensure that consistent standards of safe, quality care is provided across the facilities by implementing and monitoring standardised best practice principles and report variances through the implementation of a quality framework.

KEY CHALLENGES

- Successfully managing relationships within the Grafton and Maclean Hospitals, exercising sound judgement and leadership influence in all interactions.
- Providing well-researched and balanced advice on sensitive and complex issues within tight timeframes including managing complexities and escalating contentious issues to the Director Clinical Operations.
- Managing time to meet deadlines and performance standards while managing competing tasks and priorities.

KEY RELATIONSHIPS	
Who	Why
Director Clinical Operations NNSWLHD	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.
Operational Directors and other managers, NNSWLHD Executives	Establish effective networks with operational directors at NNSWLHD to enable performance benchmarking, monitor trends and collaborate on common responses to emerging and future issues. Advise on Grafton Base Hospital matters and ensure that stakeholder satisfaction with services informs decisions at all executive levels. Engage executives in service design and evaluation, to continually improve operations and service delivery models and solutions.
Direct Reports	Lead, guide and support. Set performance expectations and manage team performance and development.
Ministry of Health and other Local Health Districts, Other NSW Government Agencies	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 mutual interests.

POSITION DESCRIPTION

NNSWLHD – Clarence General Manager (Grafton and Maclean Hospitals)

Community/Client Stakeholders	Facilitate relationships with key client/community stakeholders to ensure that programs and services meet current and evolving needs and expected service delivery standards.
-------------------------------	---

SELECTION CRITERIA

1. Extensive experience and demonstrated competence at a senior management level in a substantial and complex organisation engaged in service delivery, preferably in a health care environment and/or relevant tertiary qualifications in a health management related field.
2. Proven capacity to work cooperatively with other staff, practitioners and support teams in a complex multidisciplinary team environment.
3. Demonstrated high level interpersonal and communication skills; including demonstrated highly developed problem solving, negotiation and analytical skills.
4. Demonstrated ability to lead organisational change and to balance competing demands and resolve conflict.
5. Demonstrated advanced competence and extensive experience in all aspects of financial management to maintain service delivery.
6. Demonstrated ability to lead a diverse range of staff across clinical and corporate functions to deliver high quality integrated health services and meet key performance indicators.
7. Demonstrated application of knowledge and expertise in health service delivery, across a diverse range of care sectors, and in a broad range of community and government forums.
8. Valid unrestricted drivers' licence for use in NSW/Australia and willingness to travel in the course of employment with capacity to participate in Clinical Operations On-call roster.

OTHER REQUIREMENTS

Standard LHD statements will be inserted
