

Position Description: Hospital Manager

Position Title Hospital Manager

Reports to: Chief Executive Officer

Direct Reports:

- Operating Theatre Manager Ward Services Manager
- Clinical Flow Manager Quality Manager
- IP&C Coordinator Executive Chef
- Informatics Nurse Specialist Secretary to HM
- Nurse Educator Learning & Development

OUR VISION

To be an innovative centre of excellence,
where people choose to receive or deliver health care and people love to work.

OUR GUIDING VALUES



Position Objective

- The Hospital Manager provides strategic leadership and oversees the efficient operation of all clinical and clinical support departments.
- The role is responsible for the delivery of high-quality patient care, fostering strong relationships with clinicians, overseeing the financial sustainability for the clinical and support areas, planning for future growth, and providing the operational and professional leadership to the Clinical / Clinical Support Management Leadership team.
- The role of Privacy Officer is included in the position.

Functional Relationships

Internal:	External:
<ul style="list-style-type: none"> • Senior Management team • Finance team • IT team • Colleague and Capability team • Project Coordinator • Cancer Care team • All colleagues 	<ul style="list-style-type: none"> • Clinicians and their staff • Patients/consumers, whānau and support persons • Contractors • Allied Health Professionals • Company Representatives • Any visitors to St George's



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Area of Accountability	Expectations:
Strategic Leadership	<ul style="list-style-type: none"> • Leads strategic planning initiatives to forecast future needs, for Operating Theatres, Ward Services, Clinical Flow Services and clinical support services. • Analyses trends in surgical demand and technology to expand and optimise theatre capacity, equipment, and scheduling. • Collaborates with the clinical/ clinical support senior leadership team to align strategic goals with long-term operational and clinical objectives. • Drives innovation in service delivery to meet patient and community needs while maintaining financial sustainability. • Analyses healthcare trends and patient needs to inform service development and resource allocation. • Constructively leads the development of the Direct Reports Strategic Plans (aligned to the Hospital Strategy) and ensures the operational delivery of the plans in partnership with the Clinical / Clinical Support Leadership team. • Actively champions initiatives, and facilitates the planning, implementation and embedding of change when initiated or requested. • Prepares Board papers covering all reporting departments and presents at the monthly Board meetings.
Clinician Relationships	<ul style="list-style-type: none"> • Builds and maintains strong relationships with clinicians, fostering a collaborative and supportive environment. • Develops and implements strategies to attract and retain top clinicians to work at and continue to work at St George's. • Addresses clinician concerns promptly and effectively, acting as a liaison between clinicians and hospital leadership to promote a supportive work environment and drive alignment on hospital goals. • Facilitates open communication channels between clinicians and hospital administration/areas. • Ensures clinicians have access to the necessary resources, infrastructure, and support to provide high-quality services.
Leadership and Communication	<ul style="list-style-type: none"> • Models and integrates our Values (Do the Right Thing; Aim for Excellence; Caring for All; Work Better Together) through daily practices, interactions and decision making. • Leads, mentors and manages the performance of the Clinical/Clinical Support Leadership team including colleague development – clinical and personal, coaching and support, performance goal setting and yearly performance reviews, and ensures mandatory training is completed. • Provides visible and accessible leadership, motivating others to follow and communicates clinical and consumer focused standards and behavioural expectations. • Works cooperatively with all Hospital teams to promote a culture of openness in which practices and processes can be challenged, information shared, and issues addressed. • Oversees the recruitment, training, and performance management of colleagues across multiple departments. • Encourages professional development and provide opportunities for colleague advancement. • Resolves conflicts and promote a positive workplace culture. • Provides leadership and decision making in incident management including handling cases referred to HDC.

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Area of Accountability	Expectations:
	<ul style="list-style-type: none"> • Assists the Clinical / Clinical Support Leadership Team to address HR requirements for their teams. Included but not limited to <ul style="list-style-type: none"> • Monitoring / managing absenteeism. • Rostering to contracted hours. • Performance management / disciplinary procedures /coaching, mentoring. • Resolving team and individual performance issues. • Decision maker for the teams' colleague incidents involving disciplinary actions up to termination. Termination decisions would be in consultation with the CEO. • Demonstrates effective oral and written communication within a multidisciplinary team environment regarding optimal patient treatment, care and progress, and ensures positive professional relationships within with the aligned clinical units within the Hospital. • Analyses and addresses incidents of Privacy concerns.
Operational and Financial Management and Planning	<ul style="list-style-type: none"> • Oversees the efficient operation of departments including Ward Services, Operating Theatre, Clinical Flow Services, and the Clinical Support departments. • Monitors and evaluates departmental performance, overseeing the implementation of improvements as necessary. • Ensures compliance with healthcare regulations, accreditation standards, and hospital policies. • Oversees the development and implementation of departmental budgets, ensuring financial sustainability. • Monitors, and ensures fiscal oversight of all negotiations of purchases, service contracts, expenditure, and supplies within Clinical /Clinical Support departments. • Ensures the Clinical / Clinical Support departments business continuity plans are in place and reviewed regularly.
Professional Development	<ul style="list-style-type: none"> • Ensures professional development is undertaken according to hospital policy and participates in an annual performance appraisal and the setting of performance objectives. • Identifies own learning requirements/deficits and develops a plan in conjunction with the CEO to address these. • Fosters an environment conducive to learning, enquiry and research.
Cultural understanding and commitment to Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Leads the Hospital cultural initiatives and standards to align with the requirements of the Ngā pawera Health and disability services standard. • Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi. • Respects diversity of culture; this may include age, gender, sexuality, ethnicity, culture, disability or beliefs.
Health & Safety	<ul style="list-style-type: none"> • Complies with and supports all health and safety policies, guidelines, and initiatives. • Ensures all incidents, injuries and near misses are reported in our H&S reporting tool.
Other Duties	<ul style="list-style-type: none"> • Performs other duties relating to the scope of the role when requested.

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Qualifications; Experience; Knowledge and Personal Attributes

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Registered Nurse with a current APC • Post Graduate qualification. 	
Experience & Knowledge	<ul style="list-style-type: none"> • Proven senior leadership ability and experience • 8+ years clinical experience • Experienced and skilled in the use of a range of technology applications 	<ul style="list-style-type: none"> • Board experience • Skilled in the use of specific Hospital technology applications.
Personal Attributes	<ul style="list-style-type: none"> • Demonstrated leadership qualities: <ul style="list-style-type: none"> • Self-awareness; Emotional intelligence, Social intelligence; Exceptional communication skills; Resilience; Leadership agility • Adept at managing multiple pieces of work and prioritising the demands of a diverse range of stakeholders. • Excellent consumer / patient / clinician focus. • Strong organisational understanding; negotiation skills and critical thinking. • An inclusive and approachable working style; with a clear understanding of the value diversity adds. • Co-operative and supportive team player. 	