

POSITION DESCRIPTION

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| Position Title: | New Footscray Hospital – Site Manager |
| Business Unit/Department: | Logistics |
| Division: | Health Support Services |
| Award/Agreement: | Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) Enterprise Agreement 2021 - 2025 |
| Classification: | Grade 6 (HS6) |
| Reports To: | Divisional Director – Health Support Services Plus daily reporting to NFH Operational Readiness Lead |
| Direct Reports: | Nil |
| Date Prepared/Updated: | 8 March 2025 |

Position Purpose

The NFH Site Manager will be responsible for upholding Western Health office allocation/management operational standards, principles and procedures incumbent on Occupied areas. This especially important in the management of shared office areas, including desks, telecommunications, meeting rooms and dependent services in these areas.

WH has designed new operational standards required to achieve the operating performance and design intent of the NFH building. In many areas of the hospital this will involve a change process compared to how old Footscray Hospital was operated.

Other areas where HSS presence will be required to oversee operations within the NFH building, include car parking, commuter services, storage content and access, guiding decisions on the import of personal possessions and non-essential equipment.

Business Unit Overview

The Directorate of Operations is charged with providing significant amounts of Western Health patient care including support services, clinical services across acute, subacute, mental health, alcohol and drug, custodial health, and community-based settings. The directorate has a diverse range of portfolios that will continue to grow and expand.

Health Support Services (HSS) assists the continuum of care of patients (as well as their carer's and visitors) by providing high quality non clinical support services to Western Health which includes cleaning, internal and external patient and equipment transfers, space management, food services, ward & emergency department clerical support, engineering, project management, security, linen and waste management.

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Key Responsibilities

- Support the NFH Operational Readiness Led to convert HSS Space Principles into allocated office spaces at NFH.
- Participate in the navigation of allocation special circumstances space to achieve an operational solution ahead of NFH Opening.
- From operational opening of NFH, take a lead in the oversight and compliance with the operational intent of non-clinical areas within NFH. These include:
 - Admin Offices
 - Meeting Rooms
 - Car Parking
 - Office and related storage areas
- Liaise with HSS leadership teams on issues coming up from stakeholders at NFH, that might inform future principles, operational standards and procedures, including for other WH sites.
- Escalate sustained compliance issues or operational risks that need Senior support to achieve staff compliance.
- Develop approaches to user adoption of key changes, which will include communications, training and familiarity initiatives.
- Validate current state site management operations and support the design of future state workflows utilising day-to-day operational expertise and connecting with other SMEs where necessary.
- Support and assist with coordination of workflow testing, readiness assessments and departmental set up as required.
- Ensure the development, dissemination and implementation of policies and guidelines to achieve best practice and project outcomes.
- Ensure that the effective escalation of issues occurs between the Health Support Services, NFH Divisional Director and NFH project team.
- Drive innovation and change management.
- Build and foster collaborative working relationships with key internal and external stakeholders.
- Attend and participate in relevant committees as required.
- Promote an environment of innovation, education, quality improvement, evidence-based practice and reflective feedback and learning.
- Act as a role model and mentor and model the Western Health values in leadership behaviours.
- Monitor industry trends and advise on emerging issues/opportunities.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- New Footscray Hospital Project Team
- Divisional Directors/Directors
- Clinical Services Directors
- Operations Managers
- Deputy Chief Operating Officers
- Directors of Nursing & Midwifery
- Heads of Units/Directors of services
- Nurse Unit Managers
- Members of the multidisciplinary team
- People, Culture and Communications Business Partners
- Business Analysts
- Staff and Volunteers at all sites

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| <p>External:</p> <ul style="list-style-type: none"> • Department of Health • Patients and their significant others • Other healthcare networks and service providers |
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Selection Criteria

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| <p>Essential:</p> <ul style="list-style-type: none"> • Successful completion of a tertiary qualification in a property management, project management or equivalent experience (greater than 5 years) commercial office management of large portfolio or buildings. • Ability to manage and lead people, including a highly motivated and passionate workforce. • Demonstrated experience leading implementation of service improvement initiatives or project management, with property operations highly regarded. • Competence in delivering change, with large commercial property moves experience highly regarded. • Exceptional verbal skills, in particular able in perform verbal negotiation with situational awareness of a live environment. • Ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes. • Excellent communication skills, both written and verbal • Demonstrated ability to work within a constantly changing environment, to negotiate creative solutions to complex problems, and strong understanding of change management. • Excellent interpersonal skills <p>Desirable:</p> <ul style="list-style-type: none"> • Relevant postgraduate management qualification, preferably at a master’s Level or working towards • Extensive clinical and management experience within a large, complex healthcare or other relevant organisation, preferably at a senior level |
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Leadership Capabilities

| Leadership Capability | Definition |
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| Manages complexity | Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems |
| Decision quality | Making good and timely decisions that keep the organisation moving forward |
| Plans and aligns | Planning and prioritizing work to meet commitments aligned with organisational goals |
| Optimises work processes | Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement |
| Ensures accountability | Holding self and others accountable to meet commitments. |
| Values differences | Recognizing the value that different perspectives and cultures bring to an organisation |
| Communicates effectively | Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences |
| Persuades | Using compelling arguments to gain the support and commitment of others. |
| Manages ambiguity. | Operates effectively, even when things are not certain, or the way forward is not clear |

Additional Requirements

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| <p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police/criminal history check prior to employment. |
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- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment.
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

General Information

- Redeployment to other services or sites within Western Health may be required.
- Employment terms and conditions are provided according to relevant award/agreement.
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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