

POSITION DESCRIPTION

Position Title:	Operations Readiness Lead (New Footscray Hospital)
Business Unit/Department:	Logistics
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) Enterprise Agreement 2021-2025
Classification:	HS6
Reports To:	Divisional Director – NFH Operations Readiness
Direct Reports:	Nil
Date Prepared/Updated:	30 August 2024

Position Purpose
<p>The NFH Operations Readiness Lead is responsible for supporting Health Support Services to operationalise and deliver sustainable services in alignment with: 1) New Footscray Hospital Operations Readiness, Activation and Transition (ORAT) Program and 2) Western Health’s Best Care Framework.</p> <p>The NFH Operations Readiness Lead will support operational readiness and transition activities as nominated by the Divisional Director NFH Operations Readiness, in alignment with Health Support Services priorities and the broader Operations Directorate. The position plays a key role in the development and implementation of service delivery model(s), workforce plans, training plans, communications, policy/guidelines reviews, patient and service move plans, service closure plans, commissioning and testing in delegated areas.</p> <p>The role will work in close collaboration with the NFH Project team to streamline efforts and support effective communication pathways.</p> <p>The NFH Operations Readiness Lead will help solve issues and support change management. This will be achieved through effective leadership, efficient issues management and visible role modelling.</p>
Business Unit Overview
<p>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.</p> <p>The Division of NFH Operational Readiness Activation and Transition works with the NFH Project team to support delivery of the NFH Project for Western Health. The NFH Project Team is currently delivering the NFH Project for Western Health. Under a Public Private Partnership framework, the NFH Project Team work with the Victorian Health Building Authority (VHBA) and Plenary Health to deliver the \$1.5B NFH. The NFH is scheduled to open in late 2025,</p>

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Integrate a Western Health approach to common health service challenges, in a manner that deliver NFH support services with those challenges solved, for patients, visitors, and staff, including:

- Desk and Office Utilisation
- Car Park and Site Transport
- CPK and Food Service integration
- HSS-retained Staff operation and transition, e.g.
 - o Ward Clerk
 - o Switchboard
 - o BME and CEL

Key Responsibilities

- Support the NFH Divisional Director and NFH Project with operations readiness planning initiatives and deliverables
- Develop approaches to user adoption of key changes, which will include communications, training and familiarity initiatives.
- Validate current state operations and support the design of future state workflows utilising day-to-day operational expertise and connecting with other SMEs where necessary
- Be involved in and contribute to Operations Readiness, Activation and Transition (ORAT) meetings and workshops to ensure delivery against clinical and operational requirements.
- Lead NFH implementation activities across the aligned Division and broader Operations Directorate as delegated by the NFH Divisional Director and Health Support Services Divisional Director
- Provide input into development of workforce models
- 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
- Develop recommendations for senior management regarding complex operational service level issues based on risk management.
- 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

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- People, Culture and Communications Business Partners
- Business Analysts
- Staff and volunteers at all sites

External:

- Department of Health
- Patients and their significant others
- Other healthcare networks and service providers

Selection Criteria

Essential

- Successful completion of a tertiary qualification in a healthcare discipline, project management or management field
- Extensive clinical and management experience within a large, complex healthcare or other relevant organisation, preferably at a senior level
- Ability to manage and lead people, including a highly educated workforce
- Demonstrated experience leading implementation of service improvement initiatives or project management
- Competence in delivering change
- 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

Desirable

- Relevant postgraduate management qualification, preferably at a Masters Level or working towards

Leadership Capabilities

Leadership Capability	Definition
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

Our Vision

Together, Caring for the West
 Patients – Employees – Community – Environment

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- 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: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment