

POSITION DESCRIPTION

Position Title:	Operations Manager
Business Unit/Department:	Subacute & Residential Aged Care (WTN & BM campus)
Division:	Aged, General Medicine & Subacute Services
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS6
Reports To:	Divisional Director - Aged, General Medicine & Subacute
Direct Reports:	Nurse Unit Managers, Case Managers and Administration Officer
Date Prepared/Updated:	30 September 2024

Position Purpose
<p>The Operations Manager is a key member of the AGMS leadership team who supports the Divisional Director to facilitate the delivery of Best Care.</p> <p>The role oversees two inpatient wards at Williamstown campus including subacute Geriatric Evaluation Medicine and bed-based Transition Care Program, and Western Health's Residential Aged Care facility at Bacchus Marsh, Grant Lodge.</p> <p>This role is responsible for effective and efficient leadership, operational, financial and clinical governance for the division. The position will also be instrumental in leading and advising on all matters pertaining to aged care, ensuring that all components of the legislation and standards are achieved.</p>
Business Unit Overview
<p>The Division of Aged, General Medicine, and Subacute Services delivers high-quality healthcare to patients across various acute and subacute inpatient units, including General Medicine, Acute Aged Care, Geriatric Evaluation Medicine, Rehabilitation, Transition Care, and Residential Aged Care at multiple Western Health locations.</p> <p>This division plays a crucial role in the healthcare continuum, offering acute care in emergency departments and inpatient wards through to subacute care and community support. The clinical teams also offer vital consultation services to all areas of the health service and the community. These services are designed to align with patient-centred goals, focusing on enhancing independence and managing chronic conditions within a framework of shared decision making.</p> <p>With a diverse workforce, the Division also ensures timely access to care through its Subacute and Non-acute Assessment and Pathways (SNAP) service, facilitating smooth transitions between care settings for individuals.</p>

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Key Responsibilities

- Leading and inspiring a multi-disciplinary team focusing on better consumer access and experiences
- Working with the division's Business Analyst to proactively manage the areas budget, including monthly budget review, EFT balances and supporting the yearly budget build process
- Identify and report service risk appropriately and in a timely manner
- Being accountable for developing business cases, including implementation and reviewing their outcomes
- Ensure incidents are appropriately investigated and corrective actions are implemented
- Recognise the complexity of health and healthcare systems, and engage in processes and activities that promote safe, and effective services
- Ensures that stakeholders are appropriately identified and engagement strategies are enabled
- Lead changes to increase and monitor efficiency and better consumer experiences
- Is accountable for developing business cases, presenting in a timely manner and if approved, implementing and reviewing the outcome
- Timely reporting of relevant incidents to relevant staff including the divisional director and related unit team members, especially ISR 1's and 2's
- Timely review of incidents and relevant actions to mitigate incidents reoccurring
- Timely follow up with any staff clinical or behavioural performance concerns with relevant business partner, divisional director and relevant professional lead as relevant
- Execution of program tasks as identified to support the Divisional Operational business plan
- Ensure that all KPI's are met and reported in a timely manner
 - Fire & Emergency Procedures > 95%
 - Aseptic Non Touch Technique > 90%
 - Basic Life Support > 90%
 - Back for Life > 90%
 - Blood Transfusion Practice > 90%
 - Meet Program absenteeism target < 4%
 - Reduction in excess annual leave by 10% from previous financial year (ensuring all staff with excess leave have a leave plan in place)
 - Performance Development Plans 100% complete for direct line reports
 - Ensure expenditure is within budget
 - 30% of inpatient ward discharges by 10am
 - Palliative Care WIES 100%

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:

- Divisional Director
- Clinical Services Director
- Directors of Nursing
- Operations Managers
- Business Analyst - Finance
- Business Partner – People & Culture
- Quality Business Partners
- Heads of Units
- Nurse Unit Managers
- Clinical and management staff from other divisions in Western Health
- Members of the multidisciplinary team

External:

- Department of Health and Human Services
- Aged Care Quality & Safety Commission

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- Public Sector Residential Aged Care Services
- Patients and their significant others
- Community service providers
- Other healthcare networks and service providers

Selection Criteria

Essential

- Eligible for registration with the Australian Health Practitioner Regulation Agency as registered nurse or allied health professional
- Relevant postgraduate management qualification, preferably at a Masters Level
- Have extensive clinical and management experience within a large, complex healthcare or other relevant organisation, preferably at a senior level with acute surgical experience
- Ability to manage and lead people, including a highly educated workforce
- Ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes
- Ability to work at both a strategic and operational level within a complex organisation
- Excellent interpersonal skills
- Excellent communication skills, both written and verbal
- Effective negotiation skills
- High-level analytical skills
- Effective change management skills
- Capability to innovate
- Capacity and capability to provide a professional role model for staff

Desirable

- Detailed understanding of aged care legislation, aged care standards/compliance, RACF, NDIS, OPA, VCAT, dementia management, community supports and discharge pathways
- Extensive service planning and improvement experience

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),

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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

- 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
- 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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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