1. THE ORGANISATION AND OUR MISSION

St Vincent’s Hospital Melbourne (SVHM) is a leading teaching, research and tertiary health service, which employs more than 6,000 staff across 18 sites throughout Melbourne.

Part of Australia’s largest not-for-profit Catholic health and aged care network, St Vincent’s Health Australia, SVHM provides a diverse range of adult clinical services including acute medical and surgical services, sub-acute care, medical diagnostics, rehabilitation, allied health, mental health, palliative care, correctional health and community residential care.

SVHM’s mission is to provide high quality and efficient health services to the people of Victoria in accordance with the philosophy of St Vincent’s Health Australia. This mission is based on the values of compassion, justice, integrity and excellence.

2. KEY POSITION DETAILS

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Operations Manager Palliative Care Services</th>
<th>Reportsto:</th>
<th>General Manager, Cancer &amp; Diagnostic Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program:</td>
<td>Cancer &amp; Diagnostic Services</td>
<td>Department:</td>
<td>Palliative Care Services</td>
</tr>
<tr>
<td>Industrial Agreement:</td>
<td>Application for approval of the Allied Health Professionals (Victorian Public Health Sector)</td>
<td>Classification:</td>
<td>Allied Health Professionals or Registered Nurse</td>
</tr>
</tbody>
</table>

3. LOCAL WORK ENVIRONMENT

This position is situated at St Vincent’s Hospital Melbourne (SVHM), Fitzroy. The service work environment includes:

- Caritas Christi Hospice (CCH) palliative care unit (PCU) provides comprehensive specialist inpatient services at Fitzroy (The PCU located at Kew is currently under reconstruction, 2019-2021). CCH also provides palliative care consultancy services across SVHM, including St George’s Hospital, Kew, Specialist palliative care after hours telephone triage services, and the Hume regional VMO palliative care support program.
- Centre for Palliative Care is a state-wide organisation that conducts research to set benchmarks and improve practices in palliative care. The CPC also undertakes a range of service development, education and training projects.

4. POSITION PURPOSE

The Operations Manager is responsible for providing operational leadership and fostering the development and growth of Palliative Care Services at St Vincent’s Hospital Melbourne.

Key responsibilities of the role are: driving clinical and academic excellence and growth and performance across the broad range of multidisciplinary services; effective financial management; service integration and clinical efficiency; key stakeholder relationships and contract management; quality improvement and risk management; government relations and reporting requirements; and operational and strategic management of staff and services.

5. POSITION DUTIES

- Provide leadership and management across all Palliative Care Services
- Lead role in operationalisation of the SVHM palliative care service plan
- Ensure delivery of high quality evidence-based care is provided that is flexible and responsive to patient/client needs and demand management imperatives, and in accordance with program guidelines and objectives, and best practice principles.
- Provide leadership in service integration and strategic development opportunities in research, training and clinical care
• Provide direction and management support to the Nurse Unit Managers/Service Managers/Coordinators Palliative Care services.
• Manage clinical resources, identify service efficiencies and innovations to program deliverables and activity targets.
6. **INCUMBENT OBLIGATIONS General**

- Perform the duties of the position to the best of their ability and to a standard acceptable to SVHM
- Ensure all those in the area they manage, comply with all SVHM policies, procedures, by laws and directions
- Ensure all those in the area they manage, only access confidential information held by SVHM when this is necessary for business purposes, maintaining the confidentiality of that information once accessed
- Display adaptability and flexibility to meet the changing operational needs of the business

**Clinical Quality and Safety**

- Ensure clinical care is undertaken within established procedures in order to provide safe clinical care for patients/residents, ensuring clinical risk is minimised
- Ensure clinical staff work within their approved scope of practice and at all times with appropriate supervision.
- Ensure all clinical staff maintain their clinical registration and any required indemnity cover
- Ensure all junior clinical staff are appropriately supervised by senior clinical staff and trained to provide safe clinical care
- Ensure all staff attend necessary training that enhances safety and quality of clinical care
- Promote a culture that supports learning and encourages reporting of errors
- Implement systems to identify and manage risks and to deal with and learn from incidents and complaints
- Implement all facets of the SVHM safety and clinical quality programme within clinical area managed
- Collaborate with more senior levels of management to implement the SVHM safety and quality agenda
- Provide feedback to more senior management in relation to problems or issues that impact on safety and clinical quality.

**Person Centred Care**

- Ensure that consumers receive information in an appropriate and accessible format
- Actively support consumers to make informed decisions about their treatment and ongoing care
- Ensure consumers are aware of their rights responsibilities and how to provide feedback
Health and Safety
- Ensure all health and safety related policies, procedures and directions are complied with in the area they manage.
- Ensure all in the area they manage undertake annual Fire and Emergency Training and comply with fire and emergency procedures.
- Ensure all those in the area they manage, treat others with respect, behaving professionally and in accordance with the SVHM Code of Conduct and undertaking annual Workplace Culture and Equity Training.
- Conduct regular safety audits with Health and Safety Representatives and implement required improvements.
- Minimise WorkCover costs by actively assisting the return to work of any employee injured in the area they manage.

Human Resource Management
- Ensure that workforce planning is regularly undertaken and implemented to provide for the ongoing resource needs of the area they manage.
- Ensure recruitment and rostering practices comply with applicable Enterprise Bargaining Agreement and cost effectively support delivery of quality service.
- Ensure new employees are properly inducted to their local work environment and attend the General Hospital Orientation program.
- Ensure all those who work in the area managed, undertake an annual performance review and are continually developed to reach their full potential.
- Ensure leave is rostered fairly and that employees in the area managed, regularly take leave and do not accumulate excessive leave except where a plan is in place as to when that leave will be taken.
- Actively manage individual and team performance to maximise performance and minimise workplace problems and conflict.
- Continuously seek individual and team improvement and take responsibility for the introduction of any changes required to bring about such improvements.

Financial Management
- Oversight and coordination in the development of the annual budget allocation for the area managed.
- Oversight and management of the service cluster cost centres and related financial activities.
- Monitor EFT and expenditure to ensure spending remains within budget allocation.
- Ensure decision making remains within delegated authority.

7. INCUMBENT CAPABILITY REQUIREMENTS (Level 3)

The incumbent of this position will be expected to possess the following core capabilities:

<table>
<thead>
<tr>
<th>Capability</th>
<th>Demonstrated behaviour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal</td>
<td></td>
</tr>
<tr>
<td>Personal effectiveness</td>
<td>Sets and measures team goals, driving pursuit of higher standards of practice.</td>
</tr>
<tr>
<td>Learning Agility</td>
<td>Responds to new and complex situations by adjusting behaviour appropriately.</td>
</tr>
<tr>
<td>Outcomes</td>
<td></td>
</tr>
<tr>
<td>Patient/Resident centred</td>
<td>Monitors satisfaction levels and proactively addresses issues.</td>
</tr>
<tr>
<td>Innovation and Improvement</td>
<td>Anticipates problems and continuously improves systems and processes.</td>
</tr>
<tr>
<td>Strategy</td>
<td></td>
</tr>
<tr>
<td>Driving Results</td>
<td>Takes ownership for performance of team results.</td>
</tr>
<tr>
<td>Organisational Acumen</td>
<td>Uses information and organisational knowledge to make decisions and achieve.</td>
</tr>
<tr>
<td>People</td>
<td></td>
</tr>
<tr>
<td>Working with and Managing others</td>
<td>Leads others and shares responsibilities, providing support and effective communication</td>
</tr>
<tr>
<td>Collaboration</td>
<td>Operates Cross functionally and develops constructive relationships across the</td>
</tr>
</tbody>
</table>
8. SELECTION CRITERIA

8.1 ESSENTIAL REGISTRATION, LICENSE OR QUALIFICATION REQUIREMENTS

- Qualifications as a health professional with Post Graduate qualifications in health management or equivalent, and/or palliative care
- Drivers licence

8.2 OTHER ESSENTIAL REQUIREMENTS

- Expertise in palliative care service provision
- Highly developed management and organisational skills, including demonstrated experience in leading and managing a wide range of multidisciplinary staff and functions
- Ability to manage human and financial resources to achieve the best outcomes for patients and carers
- Demonstrated ability to improve clinical outcomes and achieve greater efficiencies through a change management process, based on evidence and research
- Experience in funding submissions and contract management
- Demonstrated experience in working collaboratively with a wide range of internal and external stakeholders and partners to grow and improve the service
- Highly developed interpersonal and communication skills, including good oral and writing skills
- Sound knowledge of relevant government policy and experience in translating service policy and strategic plans into effective practice.
- Experience in the application of research to service delivery
- Experience in the application of training initiatives to foster uptake of evidence based practice.

8.3 OTHER NON ESSENTIAL REQUIREMENTS

9. PRE-EXISTING INJURY

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

10. AGREEMENT

General:
I have read, understood and agree to comply with the responsibilities and accountabilities of this position description. I agree to comply with all SVHM requirements, policies, procedures, by laws and directions.

National PoliceCheck:
I understand that it is a condition of my employment to provide SVHM with a current National Police Certificate PRIOR TO COMMENCING WORK and this is at my own cost.

I understand that regardless of the frequency, if I am working and or visiting in a designated ‘high risk area’ of SVHM (as defined in the SVHA Pre-employment/Appointment Safety Checks Policy) I will be subject to periodic Police Checks every three years at my own cost.

Name:

Signature:

Date: