

NNSWLHD – Clarence General Manager (Grafton and Maclean Hospitals)

Our CORE values
 Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Health Mgr HM 6
State Award	Health Managers (State) Award
Category	Management General Manager
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

To provide high level strategic and operational leadership and support in order to ensure high quality clinical services to the community. To manage all aspects of health services for Clarence (Grafton and Maclean Hospitals), ensuring activity, financial and service delivery objectives are achieved, and effective management of the interface between NNSWLHD, the community and local health service providers.

The General Manager will ensure the Clarence Executive Team remain focused on key priority areas and contribute as a member of the NNSWLHD Clinical Operations Leadership Teams to ensure achievement of the District's performance agreement with NSW Ministry of Health.

Is responsible for the strategic management, monitoring and implementation of standardised practices, policies and procedures at LHD Clinical Operations facility outpatient clinics.

The General Manager will also monitor and oversee LHD wide Operational contracts for the Clinical Operations Directorate. The General Manager will also undertake additional LHD programs/projects at the discretion of the Director Clinical Operations.

The General Manager will be required to participate in on-call roster as part of the Clinical Operations Executive team.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

KEY ACCOUNTABILITIES

- Provide operational leadership for health service delivery and management within Clarence including the effective and efficient use of resources.
- Provide effective management of clinical services. This responsibility encompasses achieving budgets, performance indicators, activity targets, quality and accreditation standards, and providing direction for the management of patient complaints as well as legal and ethical issues that arise, to provide effective and timely resolutions.

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- Ensure that services are managed safely, timely and efficiently, and that future needs and developments are incorporated into prospective planning processes.
- Determine and monitor service levels within a framework of available resources, financial capacity and the NNSWLHD Strategic Planning directions.
- Implement strategy and plans for achieving positive patient experiences that aim to provide models of care, ensuring consumer involvement and engagement and choice of care and service delivery.
- Develop and implement business and strategic plans that will optimise current and projected workforce planning priorities, which incorporate goals and targets from the Performance Agreement between NNSWLHD and NSW Health, and other NNSWLHD imperatives.
- Ensure human resource development for all staff through training, performance development and standards of clinical practice. Implement appropriate cultural strategies to ensure a culturally safe work environment and to minimise vacancies and turnover rate, agency use, overtime and sick leave.
- Ensure that consistent standards of safe, quality care is provided across the facilities by implementing and monitoring standardised best practice principles and report variances through the implementation of a quality framework.
- Provide strategic oversight of LHD Clinical Operations outpatient clinics. This responsibility encompasses Chairing the LHD Strategic Outpatient Clinic meeting. Provide the Director of Clinical Operations with monthly updates on issues and outpatient activity. Also be the LHD contact for any State related meetings and activities related to outpatients.
- Monitor and oversee LHD Operational contracts for the Clinical Operations Directorate. Including Chairing LHD wide contract meetings when required which could include internal and external partners.
- Sponsor and implement programs/projects as directed by the Director Clinical Operations.

KEY CHALLENGES

- To successfully manage relationships within the Grafton & Maclean Hospitals, exercising sound judgement and leadership influence in all interactions.
- Provide well-researched and balanced advice on sensitive and complex issues within tight timeframes including managing complexities and escalating contentious issues to the Director Clinical Operations.
- Manage time to meet deadlines and performance standards while managing competing tasks and priorities.
- Managing competing priorities between the Clarence Management role, LHD Outpatient Role and operational contract management.

KEY RELATIONSHIPS

Who	Why
Director Clinical Operations NNSWLHD	Provide authoritative and expert advice on operations matters and recommendations which influence planning and decision making. Establish funding and resourcing that are consistent with operational needs, strategic plans and priorities. Communicate information related to performance against budgets and Ministry of Health service level agreement measures.

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Operational Directors and other managers, NNSWLHD Executives	Establish effective networks with operational directors at NNSWLHD to enable performance benchmarking, monitor trends and collaborate on common responses to emerging and future issues. Advise on The Tweed Hospital matters and ensure that stakeholder satisfaction with services informs decisions at all executive levels. Engage executives in service design and evaluation, to continually improve operations and service delivery models and solutions.
Direct Reports	Lead, guide and support. Set performance expectations and manage team performance and development.
Ministry of Health and other Local Health Districts, Other NSW Government Agencies	Establish effective networks with operational directors across NSW to enable performance benchmarking, monitor trends and collaborate on common responses to emerging and future issues. Foster collaborative relationships and partnerships with other NSW Government stakeholders and agencies, to advance mutual interests.
Community/Client Stakeholders	Facilitate relationships with key client/community stakeholders to ensure that programs and services meet current and evolving needs and expected service delivery standards.

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SELECTION CRITERIA

1. Extensive experience and demonstrated competence at a senior management level in a substantial and complex organisation engaged in service delivery, preferably in a health care environment and/or relevant tertiary qualifications in a health management related field.
2. Proven capacity to work co-operatively with other staff and practitioners and support teams in a complex multidisciplinary team environment.
3. Demonstrated high level interpersonal and communication skills; including demonstrated highly developed problem solving, negotiation and analytical skills.
4. Demonstrated ability to lead organisational change and to balance competing demands and resolve conflict.
5. Demonstrated advance competence and extensive experience in all aspects of financial management to maintain service delivery.
6. Demonstrated ability to lead a diverse range of staff across clinical and corporate functions to deliver high quality integrated health services and key performance indicators.
7. Demonstrated application of knowledge and expertise in health service delivery, including outpatient and operational contract management, across a diverse range of care sectors, and in a broad range of community and government forums,
8. Current Driver's Licence and willingness to use for work purpose travel.

OTHER REQUIREMENTS

Safety and quality statement

Fulfil the safety and quality accountabilities of the role to ensure the delivery of safe, high-quality care in line with the NNSWLHD Clinical Governance Framework.

Training

Comply with and participate in the organisation's training programs and policies, including satisfactory completion of all mandatory training.





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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Highly Advanced
	Manage Self	Highly Advanced
	Value Diversity and Inclusion	Advanced
 Relationships	Communicate Effectively	Highly Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Highly Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Highly Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Highly Advanced
 Business Enablers	Finance	Highly Advanced
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Advanced

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Highly Advanced	<ul style="list-style-type: none"> Champion and model the highest standards of ethical and professional behaviour Drive a culture of integrity and professionalism within the organisation, and in dealings across government and with other jurisdictions and external organisations Set, communicate and evaluate ethical practices, standards and systems and reinforce their use Create and promote a culture in which staff feel able to report apparent breaches of legislation, policies and guidelines and act promptly and visibly in response to such reports Act promptly and visibly to prevent and respond to unethical behaviour
Personal Attributes Manage Self	Highly Advanced	<ul style="list-style-type: none"> Promote and model the value of self-improvement and be proactive in seeking opportunities for growth and new learning Actively seek, reflect on and integrate feedback to enhance own performance, showing a strong capacity and willingness to modify own behaviour Manage challenging, ambiguous and complex issues calmly and logically Model initiative and decisiveness
Relationships Communicate Effectively	Highly Advanced	<ul style="list-style-type: none"> Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences Speak in a highly articulate and influential manner State the facts and explain their implications for the organisation and key stakeholders Promote the organisation's position with authority and credibility across government, other jurisdictions and external organisations Anticipate and address key areas of interest for the audience and adapt style under pressure
Relationships Work Collaboratively	Highly Advanced	<ul style="list-style-type: none"> Establish a culture and supporting systems that facilitate information sharing, communication and learning across the sector Publicly celebrate the successful outcomes of collaboration Seek out and facilitate opportunities to engage and collaborate with stakeholders to develop solutions across the organisation, government and other jurisdictions Identify and overcome barriers to collaboration with internal and external stakeholders

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Highly Advanced	<ul style="list-style-type: none"> • Use own professional knowledge and the expertise of others to drive forward organisational and government objectives • Create a culture of achievement, fostering on-time and on-budget quality outcomes in the organisation • Identify, recognise and celebrate success • Establish systems to ensure all staff are able to identify direct connection between their effort and organisational outcomes • Identify and remove potential barriers or hurdles to achieving outcomes • Initiate and communicate high level priorities for the organisation to achieve government outcomes
Results Demonstrate Accountability	Highly Advanced	<ul style="list-style-type: none"> • Direct the development of effective systems for establishing and measuring accountabilities and evaluate ongoing effectiveness • Promote a culture of accountability with clear links to government goals • Set standards and exercise due diligence to ensure work health and safety risks are addressed • Inspire a culture that respects the obligation to manage public monies and other resources responsibly and with the highest standards of probity • Ensure that legislative and regulatory frameworks are applied consistently and effectively across the organisation • Direct the development of short and long-term risk management frameworks to ensure government aims and objectives are achieved
Business Enablers Finance	Highly Advanced	<ul style="list-style-type: none"> • Advocate for committed outcomes to be considered in decision making for project prioritisation and resourcing decisions • Define organisational directions and set priorities and business plans, referring to key financial indicators and non-financial committed outcomes • Anticipate operational and capital needs, and identify the most appropriate financing and funding strategies to meet them • Ensure that the organisation informs strategic decisions with appropriate advice from finance and risk professionals • Establish effective governance to ensure that financial resources are used ethically and prudently across the organisation

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Job Demands for: NNSWLHD - Clarence General Manager (Grafton & Maclean Hospitals)

Physical Demands	
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials Infrequent	Sitting - remaining in a seated position to perform tasks Frequent
Standing - remaining standing without moving about to perform tasks Occasional	Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes Occasional
Running - floor type: even/uneven/slippery, indoors/outdoors, slopes Not Applicable	Bend/Lean Forward from Waist - forward bending from the waist to perform tasks Infrequent
Trunk Twisting - turning from the waist while sitting or standing to perform tasks Infrequent	Kneeling - remaining in a kneeling posture to perform tasks Not Applicable
Squatting/Crouching - adopting a squatting or crouching posture to perform tasks Not Applicable	Leg/Foot Movement - use of leg and/or foot to operate machinery Occasional

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Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps Occasional	Lifting/Carrying - light lifting and carrying (0 to 9 kg) Occasional
Lifting/Carrying - moderate lifting and carrying (10 to 15 kg) Not Applicable	Lifting/Carrying - heavy lifting and carrying (16kg and above) Not Applicable
Reaching - arms fully extended forward or raised above shoulder Occasional	Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body Occasional
Head/Neck Postures - holding head in a position other than neutral (facing forward) Not Applicable	Hand and Arm Movements - repetitive movements of hands and arms Frequent
Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Infrequent	Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Not Applicable
Driving - Operating any motor powered vehicle Frequent	

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Sensory Demands	
Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens) Constant	Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries) Frequent
Smell - use of smell is an integral part of work performance (e.g. working with chemicals) Infrequent	Taste - use of taste is an integral part of work performance (e.g. food preparation) Not Applicable
Touch - use of touch is an integral part of work performance Occasional	

Psychosocial Demands	
Distressed People - e.g. emergency or grief situations Occasional	Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness Occasional
Unpredictable People - e.g. dementia, mental illness, head injuries Occasional	Restraining - involvement in physical containment of patients/clients Not Applicable

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Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies Occasional	
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Environmental Demands	
Dust - exposure to atmospheric dust Not Applicable	Gases - working with explosive or flammable gases requiring precautionary measures Not Applicable
Fumes - exposure to noxious or toxic fumes Not Applicable	Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE Not Applicable
Hazardous Substances - e.g. dry chemicals, glues Not Applicable	Noise - environmental/background noise necessitates people raise their voice to be heard Infrequent
Inadequate Lighting - risk of trips, falls or eyestrain Not Applicable	Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight Infrequent
Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C Not Applicable	Confined Spaces - areas where only one egress (escape route) exists Not Applicable

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Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Infrequent	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Not Applicable
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks Not Applicable	Biological Hazards - exposure to body fluids, bacteria, infectious diseases Not Applicable