

Manager – Outpatient Services

Position Description

UNIT/DEPARTMENT: Outpatient Services
REPORTS TO: Chief Executive Officer
CLASSIFICATION: Individual Employment Agreement

OUR MISSION	To be the Hospital of Choice for Friendly Quality Healthcare
OUR VISION	<p>We aim to be a trusted and reliable asset of our community, delivering modern dependable healthcare.</p> <p>We want to create an environment where our people are excited and engage to be a part of the organization; where our practitioners are confident and engaged in personalized care and where patients and their families and friends are treated with respect and compassion having support to achieve their best possible health outcomes.</p> <p>We are committed to working with all relevant parties to provide better health for our community.</p>
OUR VALUES	<p>FRIENDLINESS Friendliness connects us to our community, Friendly by name, Friendly by nature</p> <p>COURAGE Courage is taking ownership even if it costs</p> <p>COMPASSION Compassion results in caring action</p> <p>DILIGENCE Working hard to do the right thing the right way with a positive attitude</p> <p>WISDOM Wisdom makes knowledge effective and leads to accountable words and actions</p>
STANDARDS OF BEHAVIOUR	All roles will be performed in accordance with the hospital values, Code of Conduct and Standards of Behaviour (Above & Below the Line). From time to time, all employees may be called upon to fulfil duties outside those listed in this position description. Flexibility of FSPH team members is central to the organisation's mission and values.
POSITION OBJECTIVE	<p>Under the broad direction of the Executive representative, this role ensures high level, efficient and professional service is delivered in accordance with the Mission and Values of the Hospital. The Manager reviews established processes, oversees day-to-day activities of their team/s and coordinates the implementation and compliance to relevant policies, procedures and programs.</p> <p>The Manager - Outpatient Services has the primary responsibility of planning, coordinating, directing, and supervising the delivery of outpatient services. Typical work duties include establishing facility objectives, ensuring compliance with government regulations, hiring new staff, starting staff development programs, creating budgets, overseeing patient billing, developing shift schedules, and resolving complex patient inquiries or concerns.</p>

POSITION REQUIREMENTS

Performance

Employees are required to meet the specific Key Performance Indicators (KPIs) set for their position by the Manager, under the guidance of the Executive group. These KPIs, key deliverables and critical success factors for the role and department will be monitored on a regular basis and reviewed as part of the annual Performance Evaluation and Planning (PEP) reviews.

Health & Safety

FSPH is committed to protect employees from accidental injury and damage to health while working for the organisation. While at work, workers are required to take reasonable care for their own health and safety, and that of others who may be affected by their actions or omissions including, but not limited to:

- Be familiar and comply with approved safety and health practices.
- Make proper use of personal protective equipment.
- Not to interfere with or remove safety device, except where authorised to do so, and not to misuse anything provided for safety.
- Reports all accidents, injuries, near misses and dangerous events to their Manager or delegate immediately.
- Participate in all safety training and in-service programs
- Maintain health (physical and mental) to ensure they can safely and effectively perform the inherent requirements of the role and seek independent and objective help and advice if ill or impaired in their ability to work safely.

Physical and Environmental Requirements

In accordance with the organisation's objective to provide a work environment which ensures the health, safety, and productivity of all employees, each role performed in the organisation is classified in accordance with physical, sensory and environmental demands. Employees are required to perform the key responsibilities of the role competently, safely, and following approved practices and processes to minimise risk of injury or illness.

This position is classified as follows:

Lifting weight to: Waist Shoulder Overhead	Rare Rare Rare
Forward bending	Rare
Forward reaching	Rare
Perform seated work	Consistently
Standing and walking	Regularly
Pushing/pulling items of weight incl. trolleys	Rare
Squatting and kneeling	Rare
Climbing steps and/or ladders	Infrequently
Exposure to noise	Rare
Repetitive tasks/actions	Regularly
Working outdoors	Infrequently
Physical Demand Classification	Sedentary – Lifting 5kg max., pushing and pulling up to 2.5kg force. Prolonged sitting with some walking and standing.

SUCCESS PROFILE AND SELECTION CRITERIA

The following combination of knowledge, experience, core role attributes and personal attributes outlines the key components for peak performance and success in this position.

QUALIFICATIONS & EXPERIENCE	KNOWLEDGE
<p><i>What have you DONE</i> <i>Education and work achievements needed to perform job activities successfully</i></p> <ul style="list-style-type: none"> • Tertiary qualifications in Office Management or Business Management • Minimum 2 years managing a general practice or in a similar role, ideally within a health care setting • Previous experience in people management, including leading a teams to individual and team success • Demonstrated experience with auditing and/or accreditation processes 	<p><i>What do you KNOW</i> <i>Technical and/or professional information needed to perform job activities successfully</i></p> <ul style="list-style-type: none"> • Demonstrated advanced knowledge of medical services • Advanced computer literacy (including Practice Management Software), and ability to trend and interpret data and information seeking skills • Demonstrated ability to monitor and manage financial outcomes and budgets • Ability to review established processes, oversee day to day activities and coordinate the implementation of policies, procedures and programs to make necessary improvements • Working knowledge of workforce management functions including rostering and manhours management in a 24/7 operation
ROLE ATTRIBUTES	KEY PERFORMANCE AREA's
<p><i>What I CAN DO</i> <i>The required skills and behaviours performed on a job</i></p> <p><u>Behavioural</u></p> <ul style="list-style-type: none"> • Leadership (High) • Communication (Advanced) • Conflict Resolution (Advanced) • Critical Thinking Skills (Above Average) • Planning, Organising & Prioritising (High) • Time Management (Advanced) • Decision Making (Above Average) • Problem Solving (Advanced) • Work Standards (High) <p><u>Technical</u></p> <ul style="list-style-type: none"> • Management (Advanced) • Job Knowledge (High) <p><u>General</u></p> <ul style="list-style-type: none"> • Flexibility with shift times and rosters to meet organisational requirements and deadlines 	<p><i>What I need TO DO</i></p> <p>The following Key Performance Indicators are designed to strengthen employee understanding of what is required to be successful in the position.</p> <ul style="list-style-type: none"> • Abide by the Code of Conduct and Standards of Behaviour by always behaving in an 'Above the Line' manner; • Ensure mandatory education is completed to the satisfaction of the organisation by the specified due dates; and • Incident investigation conducted and completed within timeframes in accordance with organisational requirements.

ABOUT THE ROLE

What you are EXPECTED to do

- Be responsible for the professional management of the Medical Consulting Suites, the Emergency Department Admin Team, Doctors, specialists, and associated services
- Co-ordinate and manage Outpatient Services effectively to ensure optimal patient outcomes
- Accountable for the development and provision of Outpatient Services using the principles of Best Practice, relevant legislation, guidelines and standards
- Effectively manage the service area on a day to day basis to ensure customer focussed care, promoting quality health care in a friendly and respectful environment
- Actively maintain a presence within the service area to act as a coach and mentor to the team
- Support clinical staff to maintain the provision of a high standard of patient care
- Model behaviour and communication standards to promote a supportive team environment
- Build and maintain effective internal and external relationships that improve service delivery, seeking and responding to customer feedback
- Actively participate in relevant decision making forums to represent the staff and patients of the unit
- Resolve daily issues by making informed decisions and delivering positive outcomes
- Participate in and contribute to the Outpatient marketing activities when required
- Manage the setting up of new Practices, supporting Doctors requirements
- Be a positive member of the team, resolve issues fairly and effectively, model and promote appropriate behaviour and communication standards consistent with the organisational values and Code of Conduct to support a positive workplace culture and team environment
- Monitor own workload and workflow, and that of the team, to meet set deadlines
- Identify, implement and maintain quality standards and ensure continuous process improvement within your department
- Take an active role in promoting a 'work safe' culture within the team and the organisation including conducting safety huddles, addressing safety concerns and assisting Rehabilitation and Return to Work (RRTW) Coordinators with Return to Work plan management
- Proactively and thoroughly investigate all reported risks, hazards, incidents, injuries and near-misses for all areas of direct responsibility and ensure appropriate follow up is implemented including 'closing out' of incidents within organisational requirements
- Adhere to organisational policies regarding confidentiality, privacy and authorised access to information at all times
- Use opportunities to make adjustments within your own area of responsibility to improve outcomes and efficiencies to assist the organisation in reducing waste and unnecessary spend
- Actively manage organisational resources including manhours, wages and assets within approved budget, reporting on this monthly to the Executive Manager
- Actively manage professional development and mandatory education activities for self and team ensuring compliance with timeframes and organisational requirements
- Conduct staff engagement activities in accordance with organisation requirements including Face to Faces, Rounding, Huddles, Team Meetings and Performance Evaluation Plans (PEPs)
- Develop and maintain positive relationships with external services providers and community services
- Actively promote The Friendlies and our programs within the community and encourage participation by community members
- Have pride in working for the hospital and display a professional, positive outlook to the community
- All other tasks and duties as reasonably directed and within the scope of the role

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge that this position description provides an accurate reflection of the objectives, responsibilities and requirements of the position and I understand the requirement to meet the Key Performance Areas (KPA's), physical and behavioural requirements set for this position.

Employee Name (please print) _____

Signature _____ Date: _____