

Position Description Health Service Manager

BALMORAL BUSH NURSING CENTRE OVERVIEW

Our Vision

Connecting people through quality safe care locally

Our Values

Teamwork, Respect, Adaptability, Community, Advocacy

Balmoral is a small rural service centre situated on the picturesque banks of the Glenelg River. It is 79 kms SW of Horsham, 64 kms NNW of Hamilton and 328 kms NW of Melbourne. The Balmoral Bush Nursing Centre (BBNC) plays a key role in delivering a community-based healthcare service providing a broad range of health and community care to the population of Balmoral and district, tourists and visitors.

POSITION INFORMATION

Position:	Health Service Manager
Objective:	<ul style="list-style-type: none"> Lead the BBNC workforce in ensuring high quality and innovative service delivery that meets all quality, service delivery and financial targets. Ensure service delivery aligns with the objectives of the BBNC Strategic Plan. Lead and direct the business development, community engagement and manage the day-to-day operations of the organisation to achieve optimum health outcomes and effective use of human resources and business assets.
Reports to:	BBNC Board of Management
Direct reports:	Area Coordinators
Award:	BBNC Nurses Enterprise Agreement 2020 (AG2020/3352) Term of appointment – 3 years, renewable by negotiation
Remuneration and benefits:	Salary as per contract agreement and commensurate with experience and qualifications. Access to salary packaging provisions. Employer superannuation. Employee Assistance Program. Centre vehicle provided. Accommodation may be available by negotiation.
Mandatory requirements:	BBNC expects all applicants to present evidence of (or be willing to undertake at their own cost) the following: <ul style="list-style-type: none"> Current Victorian Working with Childrens check Current National Criminal History check (police check) Current Victorian Drivers Licence or equivalent Other registrations, legislative compliance screenings e.g. NDIS worker screening, AHPRA registration and mandatory vaccinations as relevant to your position

ORGANISATIONAL REQUIREMENTS

General	<p>A BBNC employee:</p> <ul style="list-style-type: none"> Becomes familiar with and works within all BBNC policies and procedures. Works within the BBNC Instrument of Delegation consistent with the role. Accepts accountability for own actions and seek guidance from an appropriate senior leader when limited by own level of expertise. Complies with the BBNC Code of Conduct. Contravention of a provision in the code may constitute misconduct and/or be regarded as a breach of the employee's employment agreement. Ensures that the affairs of BBNC, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for
----------------	--

	<p>clinical reasons with consent or by law. Such confidentiality shall extend to the commercial and financial interests and activities of BBNC.</p> <ul style="list-style-type: none"> Ensures all patients, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from bullying, harassment and discrimination. Embraces the BBNC Vision and Values. 						
Work Health and Safety (WHS)	<ul style="list-style-type: none"> Performs the role in a safe manner by adhering to BBNC Work Health and Safety Policies, regulations and agreed safe work procedures. Carries out duties in a manner which does not adversely affect their own health and safety or that of others and reports immediately any potential hazards, near misses and/or incidents occurring in the workplace. Undertakes any training provided in relation to Work Health and Safety and performs only those tasks for which they have received appropriate training and instruction. Cooperates with measures introduced in the interest of health and safety and correctly uses any information, training, personal protective equipment and safety equipment provided. Refrains from recklessly or wilfully interfering with anything that has been provided for health and safety reasons or wilfully putting anyone at risk. Adheres to Infection Control policies, procedures or advice. Adheres to emergency procedures as detailed in BBNC Emergency Management Plan. Are required to provide evidence of vaccination (or are absolved for documented medical reasons) against vaccine preventable diseases (VPD: Hepatitis B, Measles, Mumps, Rubella, Pertussis, Varicella COVID-19 and annual Influenza vaccines) or not susceptible to VPDs; to help protect our patients, staff, and the wider community. 						
Inherent Physical Requirements	<p>Balmoral Bush Nursing Centre has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.</p> <p>The role may require the following tasks among other things:</p> <table border="1"> <thead> <tr> <th><i>Patient/ client care role</i></th> <th><i>Facilities maintenance/ Environmental Services role</i></th> <th><i>Clerical/ Administration role</i></th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> manual handling (pushing, pulling equipment) general patient handling and clinical nursing duties sitting, standing, bending, reaching, holding pushing pulling trolleys and equipment general clerical, administration work, computer work use of personal protective equipment and handling handling general and infectious waste working outside After hours work in most roles </td> <td> <ul style="list-style-type: none"> generic maintenance work, working at heights (as authorised) generic outdoor work / pushing, pulling trolleys. sitting, standing, bending, reaching, holding general clerical, computer and some administration work use of personal protective equipment and handling handling general and or infectious waste working outside After hours work in some roles </td> <td> <ul style="list-style-type: none"> sitting, standing, bending, reaching, holding computer work, data entry general clerical work at varying levels use of personal protective equipment handling general waste pushing and pulling trolleys / filing After hours work in some roles </td> </tr> </tbody> </table>	<i>Patient/ client care role</i>	<i>Facilities maintenance/ Environmental Services role</i>	<i>Clerical/ Administration role</i>	<ul style="list-style-type: none"> manual handling (pushing, pulling equipment) general patient handling and clinical nursing duties sitting, standing, bending, reaching, holding pushing pulling trolleys and equipment general clerical, administration work, computer work use of personal protective equipment and handling handling general and infectious waste working outside After hours work in most roles 	<ul style="list-style-type: none"> generic maintenance work, working at heights (as authorised) generic outdoor work / pushing, pulling trolleys. sitting, standing, bending, reaching, holding general clerical, computer and some administration work use of personal protective equipment and handling handling general and or infectious waste working outside After hours work in some roles 	<ul style="list-style-type: none"> sitting, standing, bending, reaching, holding computer work, data entry general clerical work at varying levels use of personal protective equipment handling general waste pushing and pulling trolleys / filing After hours work in some roles
<i>Patient/ client care role</i>	<i>Facilities maintenance/ Environmental Services role</i>	<i>Clerical/ Administration role</i>					
<ul style="list-style-type: none"> manual handling (pushing, pulling equipment) general patient handling and clinical nursing duties sitting, standing, bending, reaching, holding pushing pulling trolleys and equipment general clerical, administration work, computer work use of personal protective equipment and handling handling general and infectious waste working outside After hours work in most roles 	<ul style="list-style-type: none"> generic maintenance work, working at heights (as authorised) generic outdoor work / pushing, pulling trolleys. sitting, standing, bending, reaching, holding general clerical, computer and some administration work use of personal protective equipment and handling handling general and or infectious waste working outside After hours work in some roles 	<ul style="list-style-type: none"> sitting, standing, bending, reaching, holding computer work, data entry general clerical work at varying levels use of personal protective equipment handling general waste pushing and pulling trolleys / filing After hours work in some roles 					
Health Promotion	Supports and contributes to the activities and projects outlined within the BBNC Health Promotion Plan, as required.						

Strategy and Planning	Participates in planning processes, including program, team and individual to ensure alignment to the BBNC strategic plan such as meetings.
Continuous Quality Improvement	Adopts and promotes a culture of Continuous Quality Improvement. Contribute to the accreditation process, including identifying, developing, implementing and evaluating quality improvement activities.
Community Engagement	Seeks and facilitates community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of the people we serve.
Risk Management	Participates in and contributes to risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace. Actively contribute to creating an organisational culture that promotes risk identification and mitigation.
Equal Opportunity	BBNC is committed to providing equal opportunity to potential applicants as well as existing employees. All employees agree to adhere to the Equal Opportunity policies and practices of BBNC.
Diversity	At BBNC we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes a culture that respects a diverse community.
Child Safety	BBNC is committed to providing a safe environment for all children including those from culturally and/or linguistically diverse backgrounds and those with a disability. BBNC recognises that the healthcare service plays a vital role in the early identification and effective response to vulnerable children at risk of child abuse and neglect.

POSITION SPECIFIC RESPONSIBILITIES

Key responsibilities

The Health Service Manager is primarily responsible for:

1. Working in partnership with the Board to develop and implement the Vision, Values and Strategic Plan of BBNC.
2. Providing leadership to BBNC staff and volunteers and building an organisational culture that fosters the BBNC Values.
3. Developing and maintaining key stakeholder relationships including strategic partnerships.
4. Coordinating, planning, implementing and evaluating service delivery in all areas.
5. Ensuring organisational compliance with all relevant legislation.
6. Providing the Board with comprehensive information, analysis and timely advice on all corporate and clinical governance matters affecting the organisation.
7. Attending Board and Board subcommittee meetings as required.

Organisational

8. Ensuring that the organisational structure, policies and procedures support quality service provision, risk management and regulatory compliance in a way that enables all members of staff to work effectively, efficiently and harmoniously.
9. Ensuring that policies and procedures within the organisation enable the continual review of services so that they are cost effective, accessible, high quality and flexible.
10. Leading and effectively managing the daily operations of the organisation in accordance with the instrument of delegation.
11. Providing proficient and accountable administrative management of the organisation that is in accordance with the instrument of delegation as adopted by the Board.
12. Objectively reviewing and assessing the community's needs to:
 - a) Ensure that the organisation's programs are targeted
 - b) Ensure clear strategic and operational goals and objectives are set for the organisation in response to the community's identified emerging health care needs.

13. Promoting continuous quality improvement and ensuring the quality accreditation status of the services is maintained.
14. Working in partnership with the Board, develop and implement relevant and required plans.
15. Identify and monitor strategic and operational risks and in accordance with instrument of delegation approve expenditure where necessary to control identified risks.
16. Promoting BBNC in the community it serves and maintaining and enhancing its reputation.

Clinical Services (*Item 17-21 only apply to HSM who is a registered nurse*)

17. Provision of first line emergency care (successful completion of the RAN program) and the full range of clinical services offered by BBNC as may vary from time to time. These skills will be inclusive of, but not limited to, primary health education and promotion, post hospital discharge care, collection and dispatch of pathology, district nursing, palliative care.
18. Delivering high quality, accountable clinical care in the broad context of BBNC service delivery within a defined scope of competency and in accordance with the policies and practices as adopted by the Centre.
19. Actively monitoring clinical scope of practice and the alignment of scope with service delivery needs.
20. Providing clinical leadership, supervision and support to all nursing staff employed by the service ensuring they are provided with the information and expertise required to effectively meet their responsibilities.
21. Actively seek out and lead delivery of best practice clinical care.

Human Resources

22. Performance of HR duties in accordance with the instrument of delegation as adopted by the Board.
23. Ensuring the effective and efficient use of Human Resources, overseeing all components of the employment lifecycle, including staff development, appraisal, and training, including ensuring staff competencies meet service delivery requirements.
24. Negotiating terms of employment and partnering with professional advisors on behalf of the organisation to ensure compliance with employment legislation.
25. Ensuring that the organisational structure, policies and procedures support staff and volunteer rights and responsibilities, and compliance with legislative requirements.
26. Ensuring staff and volunteers are managed in accordance with the values of the organisation and in accordance with relevant industrial instruments.
27. Ensuring that all staff are actively encouraged and enabled to undertake relevant professional development.
28. Ensuring organisational culture supports the provision of a safe work environment.

Financial Management

29. Delivery of responsible financial management of the organisation in accordance with budgets and the instrument of delegation as adopted by the Board.
30. Monitoring financial compliance responsibilities on behalf of the Board.
31. Overseeing preparation of annual financial accountability requirements of the organisation on behalf of the Board, ensuring that financial statements are prepared and audited in accordance with Australian Accounting Standards and statutory requirements.
32. Ensuring appropriate operational risk management strategies are in place.
33. Maintaining effective liaison with the Department of Health Victoria and the Commonwealth Department of Health and Ageing, and other funding sources and planning authorities.
34. Ensuring preparation of budgets, development of adequate financial records and the provision of regular financial reports to the Board and funding authorities as required.
35. Ensuring management of investments is responsible, legal and ethical.

Assets

36. Ensuring that the organisational structure, policies and procedures enable the security, safety, functionality and maintenance of all buildings, equipment, motor vehicles and other assets of the organisation.

37. Ensuring that purchasing procedures are cost effective and efficient and that purchasing procedures comply with Board and funding guidelines.

Community Engagement

38. Promoting community membership of BBNC.
 39. Promoting community engagement through effective public relations and communication strategies.
 40. Promoting and enhancing relationships with other community organisations to identify partnership opportunities for the betterment of the organisation and community.
 41. Overseeing preparation and publishing of annual reports and other public relations materials including print and social media.

Funding and Fundraising

42. Actively seeking out sustainable funding models and arrangements that are broadly based to optimise future sustainability of the organisation.
 43. Preparing, or oversee preparation of, funding submissions for further growth and development of the organisation including capital, operating and staffing additions.
 44. Facilitating adequate provision of funding to support the ongoing activities and developments of the organisation, through negotiation, advocacy, formal submissions, and ongoing fundraising initiatives.
 45. Working in partnership with and under the direction of the Board to co-ordinate fundraising activities for specific projects and continue to nurture sources of "community" donations and bequests.

KEY SELECTION CRITERIA AND SKILLS/ATTRIBUTES

Essential	<ul style="list-style-type: none"> • Relevant tertiary qualifications (e.g., Nursing, Business or Health Management) • Relevant professional registration (i.e., AHPRA) • Minimum of 5 years' post-graduate nursing experience OR minimum of 5 years' experience in a senior management role in the health sector. • Knowledge, understanding and commitment to Quality and Safety, accreditation systems and continuous quality improvement. • An understanding of and commitment to the principles of community health service provision. • Strong IT skills.
Desirable	<ul style="list-style-type: none"> • Remote Area Nurse competency (for Registered Nurses) • High level of understanding of the National Safety and Quality in Healthcare Standards or National Safety and Quality in Primary and Community Health Standards. • Demonstrated knowledge of the Victorian State Government Clinical Governance Framework. • Highly developed business development, financial and risk management skills • Proven ability to provide leadership and direction, build organisational culture and to manage people and change. • Highly developed interpersonal, communication and negotiation skills with a demonstrated ability to engage effectively with staff, local communities, stakeholders and at all levels of government. • Proven project management skills. • An understanding of the role of a healthcare service in responding to community needs within a rural community.

PERFORMANCE DEVELOPMENT

The Balmoral Bush Nursing Centre is committed to quality human resource management. A performance development review including review of key performance indicators for the position, is conducted 3 months following commencement of employment and then annually taking account of the key roles and responsibilities outlined in your Position Description.

Key performance indicators are expected to be met unless variation is agreed to and approved by the Board. A note is to be made in the employees personnel file at the time of variation. In addition to reviewing performance (individual and work team), the annual review provides an opportunity to:

- Ensure role clarity by the employee.
- Revise key performance indicators.
- Set education and development objectives.
- Set individual employee goals for the year ahead that will provide opportunity for employee growth and support organisational strategic plan implementation.

KEY PERFORMANCE INDICATORS

- Demonstrated awareness and delivery of BBNC's strategic plan.
- Achievement of strategic objectives as adopted by the Board.
- Service agreements actioned with partner organisations and operational to meet BBNC needs.
- Legislative reporting completed as required.
- Community objectives met within capacity.
- Completion of annual competency requirements as relevant to the position.
- Work Health and Safety compliance requirements met.
- Financial performance achieved in accordance with adopted budgets and Board approvals.

Note:

- Statements included in your Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter your Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

APPROVAL**Board President**

The details contained in this document are an accurate statement of the duties and responsibilities of this position.

Name:

Signed:

Date:

Employee

As the occupant of the position, I have read, understood and agree to the contents of this position description including the outlined duties and responsibilities.

Name:

Signed:

Date: