

Position Description / Job Demands Checklist



* indicates required field

* indicates a field that may be required depending on selections

Position Number: *Establishment number*

***Position Title:** Operations Manager/Director of Nursing (Site Manager)

***Cost Centre:** xxxx

***Organisation Unit:** Illawarra Shoalhaven Local Health District

***Location:** Berry

***Facility:** David Berry Hospital

***Are there multiple awards relevant to this position?** No

***Award Classification:** Public Health System Nurses' & Midwives' (STATE) Award
Nurse Manager Level 5

Registration/Licence Requirements Current Registration with AHPRA

Speciality Code: *only applicable for Medical or Nursing positions*

***Vaccination Category:** A

***Responsible To:** Operationally: General Manager
Professionally: Shoalhaven Director of Nursing & Midwifery

***Responsible For (staff):** Department Heads and Department Managers

***Purpose of Position:**

The Operations Manager /Site Manager is a member of the Hub Executive and works in partnership with other senior managers in the Hub. The role provides executive leadership in directing the operational management of all services delivered in David Berry Hospital. The Operations Manager/ Site Manager is responsible for working with the Department Heads and Department Managers to ensure high quality safe clinical services are delivered effectively and efficiently and that the divisional strategic plans and goals are implemented throughout the hospital. The position models and promotes the CORE Values of ISLHD to ensure the hospital delivers patient/client focussed services in an adaptive, responsive and performance oriented manner.

This role is also responsible for:

- Leadership and accountability for nursing clinical governance within their portfolio.
- Professional leadership of nurses and midwives and fostering an environment that promotes personal and professional growth and the achievement of ISLHD organisational objectives

***Key Accountabilities:**

Patient/Client Care/consumers

Clinical Leadership

- Ensures effective liaison with the Department Heads and Department Managers for the provision of clinical services.
- Meets regularly with the leadership team to provide guidance and support.
- Ensures care delivery is safe and undertaken in accordance with professional standards and supported by the best available evidence.
- Ensures effective processes are in place or the recognition of and response to, clinical emergencies, to optimise patient/client outcomes.
- Monitors nursing staff-patient ratios and skills mix, across nursing cost centres, to ensure safe delivery of nursing services.
- Promotes and supports models of care and innovative nursing roles appropriate to the patient/client population and nursing staff ratios and skills mix.
- Ensures communication processes, documentation of assessment and care is performed in such a way as to provide effective communication to the health care team across time and service boundaries, in order to optimise patient safety.
- Facilitates effective teamwork through professional leadership and mentorship.
- Supports clinical risk management approaches to ensure accountability for professional practice and patient/client safety.
- Acts as an advocate for patients/clients and staff.
- Promotes and supports consumer involvement in care delivery and their empowerment through education.
- Ensures that the rights of the patients/clients are protected in all activities, including teaching and research, in accordance with legislation and professional codes of conduct.

Standards, Policies and Procedures

- Ensures there are outcome standards for nursing documentation relating to nursing assessment, planning, implementation and evaluation of care and compliance with them.
- Reinforces, promotes and complies with Illawarra Shoalhaven Local Health District (ISLHD) stream and site Clinical Policies and Procedures.
- Works with the Department Head and Department Manager to facilitate the development and or implementation of policies and procedures to promote safe, appropriate and effective practice within the clinical services and compliance with them.
- With the site Executive ensures policies are current and in accordance with legislative requirements, Australian Standards, NSW Health and district policies.
- Monitors incident reports, changes to clinical practice and in the health service, and extramural events, that indicate the need for the development of new, or review or withdrawal of current, policies and procedures.

Risk Management

- Ensures a Risk Management Program is in place and monitored and evaluated regularly for appropriateness, effectiveness and compliance.
- Ensures a safe and secure environment is promoted and maintained for patients/clients, staff.
- Promotes a culture of safety and an environment conducive to the reporting of incidents and 'near misses'.
- Ensures the timely and appropriate management of complaints, including follow-up and feedback.

- Ensures compliance with the Incident Notification System (IIMS) and the timely and appropriate management of incidents, in accordance with NSW Health, district and site policies and the follow-up of actions and outcomes.
- Ensures staff conduct and practice is in accordance with professional standards, legislation and ethical codes.
- Ensures that all nursing staff are registered with AHPRA and practice in accordance with their Role Position.
- Ensures that all nursing staff have achieved designated mandatory competencies within the stated time frame.
- Ensures that all nursing students are supervised appropriately, in accordance with district policy.
- Reinforces, promotes and complies with ISLHD Work, Health and Safety policies, procedures and safe work practices.
- Consults with staff on all matters related to health and safety.

Strategic Leadership

- Provides leadership and accountability for effective clinical and corporate governance, organisational management, medico-legal risk and broad quality service delivery, in collaboration within the multidisciplinary team.
- Leads the implementation of change management strategies across the service.
- Participates in the hub and divisional strategic planning processes.
- Able to contribute and influence emerging trends within nursing and health.
- Identifies and acts upon opportunities to promote and profile services.
- Able to contribute to a strategic plan for health care in a range of forums, including State and National levels.
- Promotes service initiatives through participation in internal and external professional forums.
- Promotes and coordinates service participation in clinical practice, professional and service initiatives at District, State and National levels, where appropriate.

Quality Improvement

- Implement the leadership and Governance Framework, which underpins the development of clinical quality programs promoting a focus on the needs of the patients as individuals to ensure the delivery of high quality and safe clinical services.
- Ensures the principles of continuous quality improvement are embedded in the wards utilising the Clinical Practice Improvement methodologies espoused by NSW Health.
- Utilises case mix and performance data to identify improvement opportunities and/or potential risks, to enhance the quality and safety of patient care and optimise patient outcomes.
- Monitors key performance indicators and benchmarks to ensure they are met and intervenes when necessary.
- Promotes a culture of safety and continuous quality improvement.

Professional Competence and Career Development

- Provides leadership and support for workforce education and career development to achieve evidence-based professional practice.
- Implements strategies to assess the learning and development needs of the nursing team.
- Identifies and ensures mandatory compliance with professional competencies.
- Assist with the provision of transitional support programs for new graduates.
- Promotes and supports the education of the workforce (including attendance at conferences) and adopts strategies to evaluate the effectiveness of such programs.
- Provides leadership and innovative strategies to support the career development of clinicians.

- Establishes partnerships with relevant organisations in support of the professional and career development of clinicians.
- Promotes and supports research and publishing activities of clinicians.

Personal

- Maintain a standard of conduct, which reflects the ISLHD Code of Conduct, and those of relevant professional codes.
- Sets annual goals for role in conjunction with the General Manager.
- Participates in own annual Performance Management.
- Maintains an effective personal professional development plan.

***Challenges/Problem Solving:**

- Maintaining performance levels across a large range of services.
- Ensuring there is appropriate collaboration, communication and liaison with all the Division Co Directors.
- The continued implementation and embedding of an ABF approach to funding.
- Consistently leading and driving the CORE values based culture within the operational team.
- Achieving budget parity for the operational team.
- Ensuring effective clinical and corporate governance structures are implemented with an emphasis on clinical leadership and accountability.

***Communication:**

- Ensures timely and effective communication strategies are established and promoted at all levels within the teams.
- Ensures complaints/compliments are communicated and actioned in a timely and appropriate manner.
- Ensures all reports are of a high quality, accurate and provided within the required timeframes.
- Consults with and provides timely reports of projects and initiatives to the General Manager.
- Collaborates with all members of the hub executive in the development, implementation and evaluation of clinical and professional initiatives.

***Staffing:**

- Ensures that Programs services are managed safely, timely, appropriately and efficiently and that future needs are incorporated into prospective planning processes.
- Assist in the recruitment, appointment, welfare, conduct and discipline of clinical staff.
- Adopts effective strategies for the recruitment and retention of staff.
- Ensures the principles of equitable employment opportunities and anti-discrimination are incorporated into all recruitment and selection processes.
- Ensures checks, including Criminal Record checks and Prohibited Employment, are conducted.
- Ensures adherence to the Industrial Award conditions for nurses.
- Ensures that nursing/midwifery staff – patient ratios, skills mix and rostering are appropriate and in accordance with Reasonable Workload guidelines.
- Facilitates and monitors Performance Management for nurses and midwives and provides strategies to address weakness and develops strengths.
- Implements mechanisms to monitor staff satisfaction.
- Supports, promotes and participates in succession planning initiatives of staff.

***Budget:**

- Collaborates in the development of a financial strategy to meet the Programs budgetary and financial goals.
- Monitors compliance with approved budget and initiates timely and appropriate corrective action.
- Monitors Nursing Hours Per Patient Day against agreed targets, in collaboration with Nurse Unit Managers and in line with Reasonable Workloads guidelines.
- Ensures resources are adequate for the safe and timely care of patients/clients and ensures unacceptable deficits are communicated to, and actioned by, the appropriate person in a timely manner.
- Contributes to the annual organisational review and negotiation of the budget and its management.
- Contributes to the forward-planning of services and activities to maximise effective use of current and future resources.

***Financial Delegation:**

As per financial delegations manual.

***Decision Making:**

- In accordance with ISLHD Policies and Procedures.

***Selection Criteria:**

1. Current Registration as a Registered Nurse with the National Nurses and Midwives Registration Board (AHPRA)
2. Appropriate tertiary qualifications.
3. Evidence of extensive management experience encompassing administration, human resource management and health service delivery. Experienced in the workforce planning and development
4. Demonstrated sound knowledge of current clinical practice and its delivery and models of care.
5. Demonstrated leadership skills and the ability to motivate and inspire staff to achieve professional development.
6. Demonstrated high level written and verbal communication and interpersonal skills.
7. Proven experience in the application of quality improvement and risk management principles.
8. Current unrestricted NSW Drivers Licence.

***Employment Screening Checks:**

- ☐ **National Criminal Record Check**
- ☐ **National Criminal Record Check (Aged Care)**
- ☐ **Working with Children Check**

Select one from the above options

DRAFT

JOB DEMANDS CHECKLIST

Definitions:

* Denotes a critical requirement of the job

Frequency

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CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks			X			
	Standing Remaining standing without moving about to perform tasks		X				
	Walking Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	Running Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks	X					
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks	X					
	Kneeling Remaining in a kneeling posture to perform tasks	X					
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks	X					
	Crawling Moving by crawling on knees & hands to perform tasks						X
	Leg/ Foot Movement Use of leg and or foot to operate machinery						X
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding						X
	Lifting/ Carrying Light lifting & carrying – 0 – 9kg						X
	Moderate lifting & carrying – 10 – 15kg						X
	Heavy lifting & carrying – 16kg and above						X
	Reaching Arms fully extended forward or raised above shoulder	X					
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body	X					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)		X				
	Hand & Arm Movements Repetitive movements of hands & arms			X			
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands						X
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						X
	Driving Operating any motor powered vehicle						X

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen			X			
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries			X			
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people eg. emergency or grief situations	X					
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness	X					
	Unpredictable people eg. dementia, mental illness, head injuries	X					
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL ★	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust						X
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances eg. dry chemicals, glues						X
	Noise Environmental/background noise necessitates people to raise their voice to be heard						X
	Inadequate lighting Risk of trips, falls or eyestrain						X
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground						X
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls						X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: **Date:**/...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: **Date:**/...../20.....

* indicates required field

* indicates a field that may be required depending on selections

Position Number: *Establishment number*

***Position Title:** Director of Nursing and Midwifery – Shoalhaven Hub – Nurse Manager 7

***Cost Centre:** *cost number and name*

***Organisation Unit:** Illawarra Shoalhaven Local health District

***Location:** Nowra

***Facility:** Shoalhaven District Memorial Hospital

***Are there multiple awards relevant to this position?** No

***Award Classification:** NSW State Nurses and Midwives Award

Registration/Licence Requirements *enter details if applicable*

Speciality Code: *only applicable for Medical or Nursing positions*

***Vaccination Category:** *A or B*

***Responsible To:** Operational: Hub General Manager
Professional: Executive Director of Nursing and Midwifery
***Responsible For (staff):** Infection Prevention and Control Nursing Staff
Hospital Nurse Educator
Site Clinical Nurse Consultants
DRG Facilitator

***Purpose of Position:**

The Director of Nursing and Midwifery (DoNM) provides advice and support to the General Manager to ensure high quality and safe nursing care is delivered across the Shoalhaven Hub (the Hub).

The DoNM works collaboratively with the Executive of the Hub to meet the strategic priorities and operational plans. The DoNM works with the managers and staff in the Hub to achieve the best outcomes for patients and their families through ensuring a highly skilled competent and compassionate nursing workforce. The DoNM ensures workforce planning and effective people management strategies are in place that attract, recruit, develop and retain quality nursing and midwifery staff to provide excellent patient care to the community served by the hospital.

The role provides effective leadership to the nursing and midwifery professions across the hospital. The DoNM will ensure the development and implementation of the clinical scope of practice for both nurses and midwives. This will be supported by appropriate standards and professional development strategies.

The DoNM is responsible for developing and implementing a framework for continuous improvement in the quality of service and practice, safeguarding high standards of care, encouraging excellence in clinical care through promotion of clinical governance.

The DoNM works in close partnership with the Hub Executive, ISLHD Executive DoNM and Divisions to plan and support the operations of the hospital.

The DoNM is responsible for nursing research that informs the profession of nursing care and works with the Practice Development team to further the nursing research agenda within the Hospital. They work collaboratively with the ISLHD Director of Research to maximise opportunities for collaboration on inter-professional research areas and in aligning to the ISLHD Research strategy.

The DoNM is responsible for providing advice to the General Manager to ensure a high quality education service for the Hub. The DoNM is responsible for ensuring a specialist Simulation program for the Hub of a national standard that delivers a highly skilled, contemporary, professional workforce. The position works in collaboration with the Health Education and Training Institute (HETI) to plan and achieve system wide development specific to the educational agenda. The DoNM is responsible for Education and Training of nursing staff at the facility and will work in collaboration with higher education providers to advise on, plan and implement a contemporary specialist work force. They are active in responding to the Ministry of Health agenda to have a highly skilled, contemporary professional workforce.

This role is specifically responsible for:

- Professional nursing and midwifery matters within the Hub
- Nursing casual pool and workforce
- Falls
- Wound Management
- Infection Prevention and Control
- Planning and Preparedness for Disasters
- Nursing Education and Training

***Key Accountabilities:**

Patient/Client Care/consumers

Clinical Leadership

1. Lead and develop a highly skilled contemporary professional nursing and midwifery workforce committed to high quality standards and the provision of excellent patient care.
2. Leads the professional nursing and midwifery initiatives of the hospital to align with the LHD and State-wide imperatives.
3. Provide professional leadership and direction of nursing and midwifery clinical standards by ensuring accountability for clinical practice and safety requirements through appropriate nursing and midwifery staffing, clinical competence, and evidence based standards of practice.
4. Works in partnership with the District Divisions and hub executive to plan, monitor and deliver high quality timely services to patients and their families.
5. Works with External Partners including :
 - Ministry of Health
 - Pillars and NSW Health Agencies

- HCCC
 - Medicare Locals
 - Industrial Organisations including NSWNMA
 - Nursing Homes and relevant Non-Government Organisations
 - Private Health Organisations
 - Volunteer and Community Groups
 - Other LHDs
6. Provide strategic education leadership in the hospital contributing to strategy and business planning processes and the development, operationalizing, monitoring and evaluation of a Hub Strategic Plan for education. Act in a liaison role with undergraduate and postgraduate training organisations affiliated with the hospital.
 7. Ensure there is financial responsibility and accountability within the portfolios of Nursing and Midwifery and Education and Training through the development and implementation of financial strategies that will support budgetary targets and KPIs being met.
 8. Develop collaborative relationships with key stakeholders to capitalise on opportunities to share educational material and to standardise where possible clinical practices and to enhance networking.
 9. Working as part of the Executive team, lead and foster an organisational culture of excellence, innovation and collaboration. Work with the Director of Workforce to develop and implement effective workforce planning and people development strategies that attract, recruit, develop and retain quality staff and to ensure new and innovative work practices are supported by educational and training.
 10. Comply with and implement the NSW Health Risk Management Enterprise –Wide Policy and Framework and ensure the effective identification, management, monitoring and reporting of risks within the Health Service.
 11. Commitment and capacity to implement, and provide leadership in uptake of government policies and practices, including EEO, OH&S, cultural diversity, ethical practice and continuous improvement.

*** Decision Making**

- The Director, Nursing and Midwifery, is accountable to the Hub General Manager for the professional nursing and midwifery issues of the Hospital/Hub and the advancement of the objectives of ISLHD as a whole.
- The Director Nursing and Midwifery is expected to participate in decision making with the Divisional Clinical Directors, Operations Managers, Nurse Managers and ISLHD Executive.
- The position holder is expected to operate with minimal supervision demonstrating clinical leadership and sound judgement in managing key strategic decisions and balancing competing work priorities.

*** Challenges and Problem Solving**

- Nursing and midwifery recruitment and retention including the successful transition of newly registered nurses and midwives into the workforce ensuring that 'craft' transfer is supported and enabled.
- The consideration of different ways of working and the successful incorporation of different skillsets of clinical staff into efficient and effective teams that provide quality care.
- Support and facilitation of the role of clinical staff in supporting the education of undergraduate students, post graduate students and the development of the future workforce.
- Management within existing resources to meet the health care needs of the community and the appropriate utilisation of staff within a variety of new and existing service delivery models.
- Effective change management in response to new service delivery models and demands
- Effective implementation of new nursing and midwifery industrial agreements.

*** Performance Measures**

Leadership

- Meet roles and responsibilities as outlined in this PD
- Contribute to the development and implementation of the strategic directions for the Hub and LHD
- Provide sound clinical and corporate governance with particular reference to nursing and midwifery
- Provide sound corporate governance for Network Education and Training
- Build effective relationships with senior health leaders and managers within the LHD and with key partners e.g. Universities and TAFE
- Facilitate the implementation of Essentials of Care recommendations and associated strategies
- Actively contribute to the development of state wide nursing and midwifery strategies
- Facilitate the implementation of state-wide nursing and midwifery strategies
- Supports the successful delivery of indicators outlined in the ISLHD agreement with the Ministry of Health

Management

- Competently undertake key roles and responsibilities as specified in PD
- Demonstrate sound decision making and problem solving skills
- Achieve allocated budgets and implementation of financial and budget strategies/targets
- Exercise sound human resource and change management

Professional Practice

- Enable the nursing and midwifery workforce to deliver care to a high standard with appropriate clinical governance
- Enable and promote a highly skilled professional and non-professional workforce to deliver at a high standard in meeting the care requirements of patients and their families/carers within sound governance

* Essential Criteria

1. Current Registration as Registered Nurse Division 1 or Registration as a Registered Nurse Division 1 and Registered Midwife with the Nurses and Midwives Board of Australia or meets criteria for registration within Australia.
2. Appropriate tertiary qualifications preferably at Masters level or equivalent experience.
3. Broad clinical experience and nursing/ midwifery management expertise at a senior level within a hospital setting, including proven experience in successfully planning and achieving financial, services, operational, workforce and strategic outcomes, incorporating current health service governance, continuous improvement and patient safety focuses
4. Demonstrated understanding of NSW Health's Strategic Directions, Quality and Safety Framework and the Nursing and Midwifery agenda together with a commitment to Nursing Professional and Practice development and research.
5. Comprehensive knowledge of and experience in managing current issues in nursing workforce, nursing education and training and industrial requirements for nurses.
6. Demonstrated interpersonal and leadership skills of a high order including the ability to communicate effectively (using verbal, written and information technology media) with a wide range of stakeholders including patients, public, NSW Health and government representatives and conduct complex negotiations.
7. Proven effective ability to motivate, inspire and manage staff and work successfully with other disciplines in the management of health care services to achieve professional and organisational objectives.
8. Demonstrated experience in successful project/change management from inception through to evaluation and completion, including human resource, financial and risk management and the ability to develop, implement and evaluate associated evidence based policies and procedures.

***Staffing:**

***Budget:**

***Financial Delegation:**

***Employment Screening Checks:**

- ☐ **National Criminal Record Check**
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Illawarra Shoalhaven
Local Health District

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(Site Manager)

***Cost Centre:** xxxx

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***Location:** Milton

***Facility:** Milton Ulladulla Hospital

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***Purpose of Position:**

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- Meets regularly with the leadership team to provide guidance and support.
- Ensures care delivery is safe and undertaken in accordance with professional standards and supported by the best available evidence.
- Ensures effective processes are in place or the recognition of and response to, clinical emergencies, to optimise patient/client outcomes.
- Monitors nursing staff-patient ratios and skills mix, across nursing cost centres, to ensure safe delivery of nursing services.
- Promotes and supports models of care and innovative nursing roles appropriate to the patient/client population and nursing staff ratios and skills mix.
- Ensures communication processes, documentation of assessment and care is performed in such a way as to provide effective communication to the health care team across time and service boundaries, in order to optimise patient safety.
- Facilitates effective teamwork through professional leadership and mentorship.
- Supports clinical risk management approaches to ensure accountability for professional practice and patient/client safety.
- Acts as an advocate for patients/clients and staff.
- Promotes and supports consumer involvement in care delivery and their empowerment through education.
- Ensures that the rights of the patients/clients are protected in all activities, including teaching and research, in accordance with legislation and professional codes of conduct.

Standards, Policies and Procedures

- Ensures there are outcome standards for nursing documentation relating to nursing assessment, planning, implementation and evaluation of care and compliance with them.
- Reinforces, promotes and complies with Illawarra Shoalhaven Local Health District (ISLHD) stream and site Clinical Policies and Procedures.
- Works with the Department Head and Department Manager to facilitate the development and or implementation of policies and procedures to promote safe, appropriate and effective practice within the clinical services and compliance with them.
- With the site Executive ensures policies are current and in accordance with legislative requirements, Australian Standards, NSW Health and district policies.
- Monitors incident reports, changes to clinical practice and in the health service, and extramural events, that indicate the need for the development of new, or review or withdrawal of current, policies and procedures.

Risk Management

- Ensures a Risk Management Program is in place and monitored and evaluated regularly for appropriateness, effectiveness and compliance.
- Ensures a safe and secure environment is promoted and maintained for patients/clients, staff.
- Promotes a culture of safety and an environment conducive to the reporting of incidents and 'near misses'.

- Ensures the timely and appropriate management of complaints, including follow-up and feedback.
- Ensures compliance with the Incident Notification System (IIMS) and the timely and appropriate management of incidents, in accordance with NSW Health, district and site policies and the follow-up of actions and outcomes.
- Ensures staff conduct and practice is in accordance with professional standards, legislation and ethical codes.
- Ensures that all nursing staff are registered with AHPRA and practice in accordance with their Role Position.
- Ensures that all nursing staff have achieved designated mandatory competencies within the stated time frame.
- Ensures that all nursing students are supervised appropriately, in accordance with district policy.
- Reinforces, promotes and complies with ISLHD Work, Health and Safety policies, procedures and safe work practices.
- Consults with staff on all matters related to health and safety.

Strategic Leadership

- Provides leadership and accountability for effective clinical and corporate governance, organisational management, medico-legal risk and broad quality service delivery, in collaboration within the multidisciplinary team.
- Leads the implementation of change management strategies across the service.
- Participates in the hub and divisional strategic planning processes.
- Able to contribute and influence emerging trends within nursing and health.
- Identifies and acts upon opportunities to promote and profile services.
- Able to contribute to a strategic plan for health care in a range of forums, including State and National levels.
- Promotes service initiatives through participation in internal and external professional forums.
- Promotes and coordinates service participation in clinical practice, professional and service initiatives at District, State and National levels, where appropriate.

Quality Improvement

- Implement the leadership and Governance Framework, which underpins the development of clinical quality programs promoting a focus on the needs of the patients as individuals to ensure the delivery of high quality and safe clinical services.
- Ensures the principles of continuous quality improvement are embedded in the wards utilising the Clinical Practice Improvement methodologies espoused by NSW Health.
- Utilises case mix and performance data to identify improvement opportunities and/or potential risks, to enhance the quality and safety of patient care and optimise patient outcomes.
- Monitors key performance indicators and benchmarks to ensure they are met and intervenes when necessary.
- Promotes a culture of safety and continuous quality improvement.

Professional Competence and Career Development

- Provides leadership and support for workforce education and career development to achieve evidence-based professional practice.
- Implements strategies to assess the learning and development needs of the nursing team.
- Identifies and ensures mandatory compliance with professional competencies.
- Assist with the provision of transitional support programs for new graduates.
- Promotes and supports the education of the workforce (including attendance at conferences) and adopts strategies to evaluate the effectiveness of such programs.

- Provides leadership and innovative strategies to support the career development of clinicians.
- Establishes partnerships with relevant organisations in support of the professional and career development of clinicians.
- Promotes and supports research and publishing activities of clinicians.

Personal

- Maintain a standard of conduct, which reflects the ISLHD Code of Conduct, and those of relevant professional codes.
- Sets annual goals for role in conjunction with the General Manager.
- Participates in own annual Performance Management.
- Maintains an effective personal professional development plan.

***Challenges/Problem Solving:**

- Maintaining performance levels across a large range of services.
- Ensuring there is appropriate collaboration, communication and liaison with all the Division Co Directors.
- The continued implementation and embedding of an ABF approach to funding.
- Consistently leading and driving the CORE values based culture within the operational team.
- Achieving budget parity for the operational team.
- Ensuring effective clinical and corporate governance structures are implemented with an emphasis on clinical leadership and accountability.

***Communication:**

- Ensures timely and effective communication strategies are established and promoted at all levels within the teams.
- Ensures complaints/compliments are communicated and actioned in a timely and appropriate manner.
- Ensures all reports are of a high quality, accurate and provided within the required timeframes.
- Consults with and provides timely reports of projects and initiatives to the General Manager.
- Collaborates with all members of the hub executive in the development, implementation and evaluation of clinical and professional initiatives.

***Staffing:**

- Ensures that Programs services are managed safely, timely, appropriately and efficiently and that future needs are incorporated into prospective planning processes.
- Assist in the recruitment, appointment, welfare, conduct and discipline of clinical staff.
- Adopts effective strategies for the recruitment and retention of staff.
- Ensures the principles of equitable employment opportunities and anti-discrimination are incorporated into all recruitment and selection processes.
- Ensures checks, including Criminal Record checks and Prohibited Employment, are conducted.
- Ensures adherence to the Industrial Award conditions for nurses.
- Ensures that nursing/midwifery staff – patient ratios, skills mix and rostering are appropriate and in accordance with Reasonable Workload guidelines.
- Facilitates and monitors Performance Management for nurses and midwives and provides strategies to address weakness and develops strengths.
- Implements mechanisms to monitor staff satisfaction.

- Supports, promotes and participates in succession planning initiatives of staff.
-

***Budget:**

- Collaborates in the development of a financial strategy to meet the Programs budgetary and financial goals.
 - Monitors compliance with approved budget and initiates timely and appropriate corrective action.
 - Monitors Nursing Hours Per Patient Day against agreed targets, in collaboration with Nurse Unit Managers and in line with Reasonable Workloads guidelines.
 - Ensures resources are adequate for the safe and timely care of patients/clients and ensures unacceptable deficits are communicated to, and actioned by, the appropriate person in a timely manner.
 - Contributes to the annual organisational review and negotiation of the budget and its management.
 - Contributes to the forward-planning of services and activities to maximise effective use of current and future resources.
-

***Financial Delegation:**

As per financial delegations manual.

***Decision Making:**

- In accordance with ISLHD Policies and Procedures.
-

***Selection Criteria:**

1. Current Registration as a Registered Nurse with the National Nurses and Midwives Registration Board (AHPRA)
 2. Appropriate tertiary qualifications.
 3. Evidence of extensive management experience encompassing administration, human resource management and health service delivery. Experienced in the workforce planning and development
 4. Demonstrated sound knowledge of current clinical practice and its delivery and models of care.
 5. Demonstrated leadership skills and the ability to motivate and inspire staff to achieve professional development.
 6. Demonstrated high level written and verbal communication and interpersonal skills.
 7. Proven experience in the application of quality improvement and risk management principles.
 8. Current unrestricted NSW Drivers Licence.
-

***Employment Screening Checks:**

- ☐ **National Criminal Record Check**
- ☐ **National Criminal Record Check (Aged Care)**
- ☐ **Working with Children Check**

Select one from the above options

DRAFT

JOB DEMANDS CHECKLIST

Definitions:

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks			X			
	Standing Remaining standing without moving about to perform tasks		X				
	Walking Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	Running Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks	X					
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks	X					
	Kneeling Remaining in a kneeling posture to perform tasks	X					
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks	X					
	Crawling Moving by crawling on knees & hands to perform tasks						X
	Leg/ Foot Movement Use of leg and or foot to operate machinery						X
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding						X
	Lifting/ Carrying Light lifting & carrying – 0 – 9kg						X
	Moderate lifting & carrying – 10 – 15kg						X
	Heavy lifting & carrying – 16kg and above						X
	Reaching Arms fully extended forward or raised above shoulder	X					
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body	X					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)		X				
	Hand & Arm Movements Repetitive movements of hands & arms			X			
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands						X
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						X
	Driving Operating any motor powered vehicle						X

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen			X			
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries			X			
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people eg. emergency or grief situations	X					
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness	X					
	Unpredictable people eg. dementia, mental illness, head injuries	X					
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL ★	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust						X
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances eg. dry chemicals, glues						X
	Noise Environmental/background noise necessitates people to raise their voice to be heard						X
	Inadequate lighting Risk of trips, falls or eyestrain						X
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground						X
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls						X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: **Date:**/...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: **Date:**/...../20.....

Position Description / Job Demands Checklist



* indicates required field

* indicates a field that may be required depending on selections

Position Number: *Establishment number*

***Position Title:** Operations Manager

***Cost Centre:** xxxx

***Organisation Unit:** Illawarra Shoalhaven Local Health District

***Location:** Nowra

***Facility:** Shoalhaven District Memorial Hospital

***Are there multiple awards relevant to this position?** No

***Award Classification:** Public Health System Nurses' & Midwives' (STATE) Award
Nurse Manager Level 4
Or Equivalent HSM award

Registration/Licence Requirements Current Registration with AHPRA

Speciality Code: *only applicable for Medical or Nursing positions*

***Vaccination Category:** A

***Responsible To:** Operationally: General Manager
Professionally: Director of Nursing & Midwifery

***Responsible For (staff):** Department Heads and Department Managers (as per the organisational chart)

***Purpose of Position:**

The Operations Manager is a member of the Hub Executive and works in partnership with other senior managers in the Hub. The role provides executive leadership in directing the operational management of 9 Services as per the organisational chart) delivered in Shoalhaven District Memorial Hospital. The Operations Manager is responsible for working with the Department Heads and Department Managers to ensure high quality safe clinical services are delivered effectively and efficiently and that the divisional strategic plans and goals are implemented throughout the hospital. The position models and promotes the CORE Values of ISLHD to ensure the hospital delivers patient/client focussed services in an adaptive, responsive and performance oriented manner.

This role is also responsible for:

- Leadership and accountability for nursing clinical governance within their portfolio.
- Professional leadership of nurses and midwives and fostering an environment that promotes personal and professional growth and the achievement of ISLHD organisational objectives

***Key Accountabilities:**

Patient/Client Care/consumers

Clinical Leadership

- Ensures effective liaison with the Department Heads and Department Managers for the provision of clinical services.
- Meets regularly with the leadership team to provide guidance and support.
- Ensures care delivery is safe and undertaken in accordance with professional standards and supported by the best available evidence.
- Ensures effective processes are in place or the recognition of and response to, clinical emergencies, to optimise patient/client outcomes.
- Monitors nursing staff-patient ratios and skills mix, across nursing cost centres, to ensure safe delivery of nursing services.
- Promotes and supports models of care and innovative nursing roles appropriate to the patient/client population and nursing staff ratios and skills mix.
- Ensures communication processes, documentation of assessment and care is performed in such a way as to provide effective communication to the health care team across time and service boundaries, in order to optimise patient safety.
- Facilitates effective teamwork through professional leadership and mentorship.
- Supports clinical risk management approaches to ensure accountability for professional practice and patient/client safety.
- Acts as an advocate for patients/clients and staff.
- Promotes and supports consumer involvement in care delivery and their empowerment through education.
- Ensures that the rights of the patients/clients are protected in all activities, including teaching and research, in accordance with legislation and professional codes of conduct.

Standards, Policies and Procedures

- Ensures there are outcome standards for nursing documentation relating to nursing assessment, planning, implementation and evaluation of care and compliance with them.
- Reinforces, promotes and complies with Illawarra Shoalhaven Local Health District (ISLHD) stream and site Clinical Policies and Procedures.
- Works with the Department Head and Department Manager to facilitate the development and or implementation of policies and procedures to promote safe, appropriate and effective practice within the clinical services and compliance with them.
- With the site Executive ensures policies are current and in accordance with legislative requirements, Australian Standards, NSW Health and district policies.
- Monitors incident reports, changes to clinical practice and in the health service, and extramural events, that indicate the need for the development of new, or review or withdrawal of current, policies and procedures.

Risk Management

- Ensures a Risk Management Program is in place and monitored and evaluated regularly for appropriateness, effectiveness and compliance.
- Ensures a safe and secure environment is promoted and maintained for patients/clients, staff.
- Promotes a culture of safety and an environment conducive to the reporting of incidents and 'near misses'.

- Ensures the timely and appropriate management of complaints, including follow-up and feedback.
- Ensures compliance with the Incident Notification System (IIMS) and the timely and appropriate management of incidents, in accordance with NSW Health, district and site policies and the follow-up of actions and outcomes.
- Ensures staff conduct and practice is in accordance with professional standards, legislation and ethical codes.
- Ensures that all nursing staff are registered with AHPRA and practice in accordance with their Role Position.
- Ensures that all nursing staff have achieved designated mandatory competencies within the stated time frame.
- Ensures that all nursing students are supervised appropriately, in accordance with district policy.
- Reinforces, promotes and complies with ISLHD Work, Health and Safety policies, procedures and safe work practices.
- Consults with staff on all matters related to health and safety.

Strategic Leadership

- Provides leadership and accountability for effective clinical and corporate governance, organisational management, medico-legal risk and broad quality service delivery, in collaboration within the multidisciplinary team.
- Leads the implementation of change management strategies across the service.
- Participates in the hub and divisional strategic planning processes.
- Able to contribute and influence emerging trends within nursing and health.
- Identifies and acts upon opportunities to promote and profile services.
- Able to contribute to a strategic plan for health care in a range of forums, including State and National levels.
- Promotes service initiatives through participation in internal and external professional forums.
- Promotes and coordinates service participation in clinical practice, professional and service initiatives at District, State and National levels, where appropriate.

Quality Improvement

- Implement the leadership and Governance Framework, which underpins the development of clinical quality programs promoting a focus on the needs of the patients as individuals to ensure the delivery of high quality and safe clinical services.
- Ensures the principles of continuous quality improvement are embedded in the wards utilising the Clinical Practice Improvement methodologies espoused by NSW Health.
- Utilises case mix and performance data to identify improvement opportunities and/or potential risks, to enhance the quality and safety of patient care and optimise patient outcomes.
- Monitors key performance indicators and benchmarks to ensure they are met and intervenes when necessary.
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- Provides leadership and support for workforce education and career development to achieve evidence-based professional practice.
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Personal

- Maintain a standard of conduct, which reflects the ISLHD Code of Conduct, and those of relevant professional codes.
 - Sets annual goals for role in conjunction with the General Manager.
 - Participates in own annual Performance Management.
 - Maintains an effective personal professional development plan.
-

***Challenges/Problem Solving:**

- Maintaining performance levels across a large range of services.
 - Ensuring there is appropriate collaboration, communication and liaison with all the Division Co Directors.
 - The continued implementation and embedding of an ABF approach to funding.
 - Consistently leading and driving the CORE values based culture within the operational team.
 - Achieving budget parity for the operational team.
 - Ensuring effective clinical and corporate governance structures are implemented with an emphasis on clinical leadership and accountability.
-

***Communication:**

- Ensures timely and effective communication strategies are established and promoted at all levels within the teams.
 - Ensures complaints/compliments are communicated and actioned in a timely and appropriate manner.
 - Ensures all reports are of a high quality, accurate and provided within the required timeframes.
 - Consults with and provides timely reports of projects and initiatives to the General Manager.
 - Collaborates with all members of the hub executive in the development, implementation and evaluation of clinical and professional initiatives.
-

***Staffing:**

- Ensures that Programs services are managed safely, timely, appropriately and efficiently and that future needs are incorporated into prospective planning processes.
 - Assist in the recruitment, appointment, welfare, conduct and discipline of clinical staff.
 - Adopts effective strategies for the recruitment and retention of staff.
 - Ensures the principles of equitable employment opportunities and anti-discrimination are incorporated into all recruitment and selection processes.
 - Ensures checks, including Criminal Record checks and Prohibited Employment, are conducted.
 - Ensures adherence to the Industrial Award conditions for nurses.
 - Ensures that nursing/midwifery staff – patient ratios, skills mix and rostering are appropriate and in accordance with Reasonable Workload guidelines.
 - Facilitates and monitors Performance Management for nurses and midwives and provides strategies to address weakness and develops strengths.
 - Implements mechanisms to monitor staff satisfaction.
-

- Supports, promotes and participates in succession planning initiatives of staff.
-

***Budget:**

- Collaborates in the development of a financial strategy to meet the Programs budgetary and financial goals.
 - Monitors compliance with approved budget and initiates timely and appropriate corrective action.
 - Monitors Nursing Hours Per Patient Day against agreed targets, in collaboration with Nurse Unit Managers and in line with Reasonable Workloads guidelines.
 - Ensures resources are adequate for the safe and timely care of patients/clients and ensures unacceptable deficits are communicated to, and actioned by, the appropriate person in a timely manner.
 - Contributes to the annual organisational review and negotiation of the budget and its management.
 - Contributes to the forward-planning of services and activities to maximise effective use of current and future resources.
-

***Financial Delegation:**

As per financial delegations manual.

***Decision Making:**

- In accordance with ISLHD Policies and Procedures.
-

***Selection Criteria:**

1. Current Registration as a Registered Nurse with the National Nurses and Midwives Registration Board (AHPRA)
 2. Appropriate tertiary qualifications.
 3. Evidence of extensive management experience encompassing administration, human resource management and health service delivery. Experienced in the workforce planning and development
 4. Demonstrated sound knowledge of current clinical practice and its delivery and models of care.
 5. Demonstrated leadership skills and the ability to motivate and inspire staff to achieve professional development.
 6. Demonstrated high level written and verbal communication and interpersonal skills.
 7. Proven experience in the application of quality improvement and risk management principles.
 8. Current unrestricted NSW Drivers Licence.
-

***Employment Screening Checks:**

- ☐ **National Criminal Record Check**
- ☐ **National Criminal Record Check (Aged Care)**
- ☐ **Working with Children Check**

Select one from the above options

DRAFT

JOB DEMANDS CHECKLIST

Definitions:

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks			X			
	Standing Remaining standing without moving about to perform tasks		X				
	Walking Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	Running Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks	X					
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks	X					
	Kneeling Remaining in a kneeling posture to perform tasks	X					
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks	X					
	Crawling Moving by crawling on knees & hands to perform tasks						X
	Leg/ Foot Movement Use of leg and or foot to operate machinery						X
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding						X
	Lifting/ Carrying Light lifting & carrying – 0 – 9kg						X
	Moderate lifting & carrying – 10 – 15kg						X
	Heavy lifting & carrying – 16kg and above						X
	Reaching Arms fully extended forward or raised above shoulder	X					
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body	X					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)		X				
	Hand & Arm Movements Repetitive movements of hands & arms			X			
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands						X
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						X
	Driving Operating any motor powered vehicle						X

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen			X			
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries			X			
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people eg. emergency or grief situations	X					
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness	X					
	Unpredictable people eg. dementia, mental illness, head injuries	X					
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL ★	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust						X
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances eg. dry chemicals, glues						X
	Noise Environmental/background noise necessitates people to raise their voice to be heard						X
	Inadequate lighting Risk of trips, falls or eyestrain						X
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground						X
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls						X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: **Date:**/...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

.....

.....

.....

Signature of Employee: **Date:**/...../20.....

Position Description / Job Demands Checklist



** indicates required field*

** indicates a field that may be required depending on selections*

Position Number:	Establishment number
*Position Title:	Operations Manager/Deputy Director of Nursing and Midwifery
*Cost Centre:	xxxx
*Organisation Unit:	Illawarra Shoalhaven Local Health District
*Location:	Nowra
*Facility:	Shoalhaven District Memorial Hospital
*Are there multiple awards relevant to this position?	No
*Award Classification:	Public Health System Nurses' & Midwives' (STATE) Award Nurse Manager Level 5 Or Equivalent HSM award
Registration/Licence Requirements	Current Registration with AHPRA
Speciality Code:	only applicable for Medical or Nursing positions
*Vaccination Category:	A
*Responsible To:	Operationally: General Manager Professionally: Hub Director of Nursing & Midwifery
*Responsible For (staff):	Department Heads and Department Managers (as per the organisational chart)

***Purpose of Position:**

The Operations Manager/ Deputy Director of Nursing and Midwifery is a member of the Hub Executive and works in partnership with other senior managers in the Hub. The role provides executive leadership in directing the operational management of (as per the organisational chart) services delivered in Shoalhaven District Memorial Hospital. The Operations Manager/ Deputy Director of Nursing and Midwifery is responsible for working with the Department Heads and Department Managers to ensure high quality safe clinical services are delivered effectively and efficiently and that the divisional strategic plans and goals are implemented throughout the hospital. The position models and promotes the CORE Values of ISLHD to ensure the hospital delivers patient/client focussed services in an adaptive, responsive and performance oriented manner.

This role is also responsible for:

- Leadership and accountability for nursing clinical governance within their portfolio.
- Professional leadership of nurses and midwives and fostering an environment that promotes personal and professional growth and the achievement of ISLHD organisational objectives

***Key Accountabilities:**

Patient/Client Care/consumers

Clinical Leadership

- Ensures effective liaison with the Department Heads and Department Managers for the provision of clinical services.
- Meets regularly with the leadership team to provide guidance and support.
- Ensures care delivery is safe and undertaken in accordance with professional standards and supported by the best available evidence.
- Ensures effective processes are in place or the recognition of and response to, clinical emergencies, to optimise patient/client outcomes.
- Monitors nursing staff-patient ratios and skills mix, across nursing cost centres, to ensure safe delivery of nursing services.
- Promotes and supports models of care and innovative nursing roles appropriate to the patient/client population and nursing staff ratios and skills mix.
- Ensures communication processes, documentation of assessment and care is performed in such a way as to provide effective communication to the health care team across time and service boundaries, in order to optimise patient safety.
- Facilitates effective teamwork through professional leadership and mentorship.
- Supports clinical risk management approaches to ensure accountability for professional practice and patient/client safety.
- Acts as an advocate for patients/clients and staff.
- Promotes and supports consumer involvement in care delivery and their empowerment through education.
- Ensures that the rights of the patients/clients are protected in all activities, including teaching and research, in accordance with legislation and professional codes of conduct.

Standards, Policies and Procedures

- Ensures there are outcome standards for nursing documentation relating to nursing assessment, planning, implementation and evaluation of care and compliance with them.
- Reinforces, promotes and complies with Illawarra Shoalhaven Local Health District (ISLHD) stream and site Clinical Policies and Procedures.
- Works with the Department Head and Department Manager to facilitate the development and or implementation of policies and procedures to promote safe, appropriate and effective practice within the clinical services and compliance with them.
- With the site Executive ensures policies are current and in accordance with legislative requirements, Australian Standards, NSW Health and district policies.
- Monitors incident reports, changes to clinical practice and in the health service, and extramural events, that indicate the need for the development of new, or review or withdrawal of current, policies and procedures.

Risk Management

- Ensures a Risk Management Program is in place and monitored and evaluated regularly for appropriateness, effectiveness and compliance.
- Ensures a safe and secure environment is promoted and maintained for patients/clients, staff.

- Promotes a culture of safety and an environment conducive to the reporting of incidents and 'near misses'.
- Ensures the timely and appropriate management of complaints, including follow-up and feedback.
- Ensures compliance with the Incident Notification System (IIMS) and the timely and appropriate management of incidents, in accordance with NSW Health, district and site policies and the follow-up of actions and outcomes.
- Ensures staff conduct and practice is in accordance with professional standards, legislation and ethical codes.
- Ensures that all nursing staff are registered with AHPRA and practice in accordance with their Role Position.
- Ensures that all nursing staff have achieved designated mandatory competencies within the stated time frame.
- Ensures that all nursing students are supervised appropriately, in accordance with district policy.
- Reinforces, promotes and complies with ISLHD Work, Health and Safety policies, procedures and safe work practices.
- Consults with staff on all matters related to health and safety.

Strategic Leadership

- Provides leadership and accountability for effective clinical and corporate governance, organisational management, medico-legal risk and broad quality service delivery, in collaboration within the multidisciplinary team.
- Leads the implementation of change management strategies across the service.
- Participates in the hub and divisional strategic planning processes.
- Able to contribute and influence emerging trends within nursing and health.
- Identifies and acts upon opportunities to promote and profile services.
- Able to contribute to a strategic plan for health care in a range of forums, including State and National levels.
- Promotes service initiatives through participation in internal and external professional forums.
- Promotes and coordinates service participation in clinical practice, professional and service initiatives at District, State and National levels, where appropriate.

Quality Improvement

- Implement the leadership and Governance Framework, which underpins the development of clinical quality programs promoting a focus on the needs of the patients as individuals to ensure the delivery of high quality and safe clinical services.
- Ensures the principles of continuous quality improvement are embedded in the wards utilising the Clinical Practice Improvement methodologies espoused by NSW Health.
- Utilises case mix and performance data to identify improvement opportunities and/or potential risks, to enhance the quality and safety of patient care and optimise patient outcomes.
- Monitors key performance indicators and benchmarks to ensure they are met and intervenes when necessary.
- Promotes a culture of safety and continuous quality improvement.

Professional Competence and Career Development

- Provides leadership and support for workforce education and career development to achieve evidence-based professional practice.
- Implements strategies to assess the learning and development needs of the nursing team.
- Identifies and ensures mandatory compliance with professional competencies.
- Assist with the provision of transitional support programs for new graduates.

- Promotes and supports the education of the workforce (including attendance at conferences) and adopts strategies to evaluate the effectiveness of such programs.
- Provides leadership and innovative strategies to support the career development of clinicians.
- Establishes partnerships with relevant organisations in support of the professional and career development of clinicians.
- Promotes and supports research and publishing activities of clinicians.

Personal

- Maintain a standard of conduct, which reflects the ISLHD Code of Conduct, and those of relevant professional codes.
- Sets annual goals for role in conjunction with the General Manager.
- Participates in own annual Performance Management.
- Maintains an effective personal professional development plan.

***Challenges/Problem Solving:**

- Maintaining performance levels across a large range of services.
- Ensuring there is appropriate collaboration, communication and liaison with all the Division Co Directors.
- The continued implementation and embedding of an ABF approach to funding.
- Consistently leading and driving the CORE values based culture within the operational team.
- Achieving budget parity for the operational team.
- Ensuring effective clinical and corporate governance structures are implemented with an emphasis on clinical leadership and accountability.

***Communication:**

- Ensures timely and effective communication strategies are established and promoted at all levels within the teams.
- Ensures complaints/compliments are communicated and actioned in a timely and appropriate manner.
- Ensures all reports are of a high quality, accurate and provided within the required timeframes.
- Consults with and provides timely reports of projects and initiatives to the General Manager.
- Collaborates with all members of the hub executive in the development, implementation and evaluation of clinical and professional initiatives.

***Staffing:**

- Ensures that Programs services are managed safely, timely, appropriately and efficiently and that future needs are incorporated into prospective planning processes.
- Assist in the recruitment, appointment, welfare, conduct and discipline of clinical staff.
- Adopts effective strategies for the recruitment and retention of staff.
- Ensures the principles of equitable employment opportunities and anti-discrimination are incorporated into all recruitment and selection processes.
- Ensures checks, including Criminal Record checks and Prohibited Employment, are conducted.
- Ensures adherence to the Industrial Award conditions for nurses.
- Ensures that nursing/midwifery staff – patient ratios, skills mix and rostering are appropriate and in accordance with Reasonable Workload guidelines.

- Facilitates and monitors Performance Management for nurses and midwives and provides strategies to address weakness and develops strengths.
 - Implements mechanisms to monitor staff satisfaction.
 - Supports, promotes and participates in succession planning initiatives of staff.
-

***Budget:**

- Collaborates in the development of a financial strategy to meet the Programs budgetary and financial goals.
 - Monitors compliance with approved budget and initiates timely and appropriate corrective action.
 - Monitors Nursing Hours Per Patient Day against agreed targets, in collaboration with Nurse Unit Managers and in line with Reasonable Workloads guidelines.
 - Ensures resources are adequate for the safe and timely care of patients/clients and ensures unacceptable deficits are communicated to, and actioned by, the appropriate person in a timely manner.
 - Contributes to the annual organisational review and negotiation of the budget and its management.
 - Contributes to the forward-planning of services and activities to maximise effective use of current and future resources.
-

***Financial Delegation:**

As per financial delegations manual.

***Decision Making:**

- In accordance with ISLHD Policies and Procedures.
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***Selection Criteria:**

1. Current Registration as a Registered Nurse with the National Nurses and Midwives Registration Board (AHPRA)
 2. Appropriate tertiary qualifications.
 3. Evidence of extensive management experience encompassing administration, human resource management and health service delivery. Experienced in the workforce planning and development
 4. Demonstrated sound knowledge of current clinical practice and its delivery and models of care.
 5. Demonstrated leadership skills and the ability to motivate and inspire staff to achieve professional development.
 6. Demonstrated high level written and verbal communication and interpersonal skills.
 7. Proven experience in the application of quality improvement and risk management principles.
 8. Current unrestricted NSW Drivers Licence.
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***Employment Screening Checks:**

- ☐ **National Criminal Record Check**
- ☐ **National Criminal Record Check (Aged Care)**
- ☐ **Working with Children Check**

Select one from the above options

DRAFT

JOB DEMANDS CHECKLIST

Definitions:

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks			X			
	Standing Remaining standing without moving about to perform tasks		X				
	Walking Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	Running Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks	X					
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks	X					
	Kneeling Remaining in a kneeling posture to perform tasks	X					
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks	X					
	Crawling Moving by crawling on knees & hands to perform tasks						X
	Leg/ Foot Movement Use of leg and or foot to operate machinery						X
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding						X
	Lifting/ Carrying Light lifting & carrying – 0 – 9kg						X
	Moderate lifting & carrying – 10 – 15kg						X
	Heavy lifting & carrying – 16kg and above						X
	Reaching Arms fully extended forward or raised above shoulder	X					
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body	X					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)		X				
	Hand & Arm Movements Repetitive movements of hands & arms			X			
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands						X
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						X
	Driving Operating any motor powered vehicle						X

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen			X			
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries			X			
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people eg. emergency or grief situations	X					
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness	X					
	Unpredictable people eg. dementia, mental illness, head injuries	X					
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL ★	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust						X
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances eg. dry chemicals, glues						X
	Noise Environmental/background noise necessitates people to raise their voice to be heard						X
	Inadequate lighting Risk of trips, falls or eyestrain						X
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground						X
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls						X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: **Date:**/...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: **Date:**/...../20.....