

POSITION DESCRIPTION

Date	November 2021
Position Title	Executive Manager, Clinical Operations
Division	Clinical Operations
Reports to	Chief Executive Officer

SECTION 1

Mission, Vision and Values

Mission: - To deliver the highest quality healthcare experience for patients

Vision: - To be the preferred choice of Doctor's, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

Values: Bethesda Health Care is committed to the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God's love through a caring expression of kindness, tolerance and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer

Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary and Role Purpose

The Executive Manager, Clinical Operations is responsible for working collaboratively with the Chief Executive Officer and the Executive Team to achieve agreed targets for Clinical Operations, across Perioperative, Surgical, Palliative Care (including MPaCCS) contributing to the achievement of overall strategic objectives of the Organisation.

The role leads and manages Clinical Operations, including human resources, financial management and business planning related to clinical services, achieving agreed financial targets and key performance indicators. In addition, the role is responsible for business process improvement activities within clinical operations.

SECTION 3

Key Working Relationships

INTERNAL	EXTERNAL
Chief Executive Officer	Visiting Medical Officers (VMOs)
Executive Team	Nurses Board of WA and AHPRA
Clinical Nurse Managers	Industry Peak Bodies

Teamwork, Respect, Integrity, Compassion, Excellence, Professionalism

Support Service Unit Managers	Nursing Agencies
Department staff	Suppliers of medical equipment and services
	Contracted allied health
	Imaging and pathology providers

SECTION 4

Key Tasks, Responsibilities, Outcomes and Activities

- Operational management and leadership of clinical departments including Perioperative Services, Surgical Department, Palliative Care Unit (including MPaCCS).
- Ensure clinical managers are working collaboratively and cooperatively with VMOs and all VMO's standard operating procedures managed to highest quality.
- Overall responsibility of human resources and financial management of clinical departments.
- Ensure VMO satisfaction with facilities, staffing and services.
- Establish objectives and targets for clinical services aligned with overall strategic initiatives and organisation goals.
- Manage the budget planning process and monitor ongoing financial position of departments.
- Ensure clinical and corporate governance and accountability is well defined, established, understood and executed by all levels of management and staff, including risk management and ensuring compliance with relevant legislation, regulations, statutory obligations and care standards.
- Business process improvement activities including quality compliance with business process activities related to compliance and risk.
- Collaborate with People and Culture on workforce planning and development strategies to ensure resourcing requirements met and skills mix relevant to operational needs – clinical and non-clinical.
- Support entry pathway programs in collaboration with Learning and Development – Students, Graduates, Return to Practice and early entry.
- Support implementation of strategies and initiatives to support future clinical services.
- Manage and see through to resolution patient complaints and issues.

SECTION 5

Health, Safety and the Environment

- Abide by Bethesda Health Care's Code of Conduct, Work Health and Safety legislation, Equal Opportunity Act
- Adhere to policies, procedures and standard operating procedures
- Report incidents, hazards and injuries
- Use personal protective equipment as required and directed
- Raise OSH issues with OSH representative/s and introduce change
- Support staff health and mental well being

SECTION 6

Governance, Quality and Risk

- Record initiatives and issues in Riskman or relevant risk register
- Complete mandatory training, participate in development reviews and support the performance of others.

SECTION 7

Partnering with the Consumer

- Acknowledge and involve patients with their care, respond to queries, provide assistance as appropriate, encouraging the use of formal feedback systems.

SECTION 8

Selection Criteria

Qualifications
Essential <ul style="list-style-type: none"> ▪ Current Police Check and Working with Children Check (no more than 6 months old). ▪ Registered AHPRA Nurse Qualification and current State registration. Desirable <ul style="list-style-type: none"> ▪ Postgraduate studies in relevant discipline.
Knowledge
Essential <ul style="list-style-type: none"> ▪ Knowledge of clinical practice standards across perioperative, surgical and palliative care functions. ▪ Knowledge of contemporary financial management practices and systems relevant to the hospital environment. ▪ A sound understanding of economic, market, financial, technological and other external and internal factors that affect the business.
Skills
<ul style="list-style-type: none"> ▪ Able to lead and inspire, creating a cohesive and harmonious work environment. ▪ Leadership and management of overall operations of the Clinical Services, with a demonstrated ability to delegate and manage all human and financial resources. ▪ High-level communication skills, both verbal and written across all levels. ▪ High-level relationship building and maintenance skills. ▪ Demonstrated record of making a strong contribution to the overall strategic leadership and management in a hospital environment. ▪ Ability to formulate and implement strategic plans that facilitate sustainable revenue growth in line with the Organisation's risk profile. ▪ High-level analytical and sound decision-making ability. ▪ Demonstrated business acumen and commercial skills.
Experience
Essential <ul style="list-style-type: none"> ▪ A minimum of five years recent experience in a senior leadership clinical role. ▪ Demonstrated leadership capacity in the overall management of operations, quality and risk.

- Experience in a multi-functional business role in health care environment.
- Experience establishing and executing successful relationships with key senior personnel internal and external to an organisation.
- Extensive experience in building strategic relationships that result in positive outcomes for the business.
- A demonstrated genuine leader of people, with a strong history of being proactive, energetic and inspiring.

Desirable

- Experience gained in private or public hospital setting.

SECTION 9
Acceptance of Position Description

Employee

Date

Manager

Date