



POSITION DESCRIPTION

Date	September 2021
Position Title	General Manager – Bethesda Clinic
Division	Mental Health
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 and promotes 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

Bethesda Clinic is a 75-bed private mental health facility providing inpatient and outpatient mental health care services.

The position reports to the Chief Executive Officer and is a member of the Bethesda Health Care Executive team.

As General Manager, the position has broad accountability for operational , financial and human resource management, continuous quality improvement, education and training and Occupational Health and Safety for Bethesda Clinic.

This position is a hands-on, broad leadership and highly visible role with a commitment to building strong relationships across the facility and outpatient based services.

SECTION 3
Key Working Relationships

INTERNAL	EXTERNAL
Chief Executive Officer	General Practitioners
BHC Executive Team	Private Psychiatrists
Medical Director(s)	Suppliers/Contractors
Manager Inpatient Services	Private Health Funds
Wellness & Recovery Program Manager	
Corporate & Support Services Manager	
All staff	

SECTION 4
Key tasks, Responsibilities, Outcomes and Activities

Leadership

- Provides positive relations with clients, peers, medical and nursing staff, allied health colleagues and members of the general public.
- Maintain effective and efficient communication with all members of the multidisciplinary team, community and external agencies.
- Role models and promotes the philosophies, values and goals of Bethesda Health Care.
- Participates as a member of Bethesda Health Care’s Executive Team.

Operational Management

- Manage all aspects of day-to-day operations of the Bethesda Clinic.
- Provide leadership, direction and coordination to staff utilising an evidence-based management style based on best practice.
- Manage, mentor and empower direct reports in the execution of their duties and hold them accountable for the performance of their service.
- Maintain a communication system that ensures staff are informed of relevant changes to policies, procedures, business priorities and quality standards.
- Ensure the Bethesda Clinic operates in accordance with legal and ethical requirements of appropriate health care regulatory bodies.
- Undertake strategic problem solving and project work within the services to establish long term effective solutions
- Actively pursue strategic opportunities for Bethesda Health Care to provide new and or increased services
- Participate in Executive meetings and represent Bethesda Health Care where applicable to external bodies
- Actively participate in networks and forums to ensure Bethesda Health Care is positioned as provider of value and choice.

- Takes a leadership role in implementation and maintenance of the standards of the governing accreditation body.
- Contribute to the corporate strategic planning process and ensure business plans are aligned to the strategic plan and are actioned accordingly.
- Works within the Bethesda Health Care delegation schedule.

Financial Management

- Private health fund negotiations with the BHC PHI fund team and ongoing health funds relationship management
- Ensure direct reports maximise income and control expenditure within approved budgets, report on variations to budget and remedial action being undertaken
- Work with Executive Manager Finance, and CEO and Service Managers to develop the annual budgets
- Regularly access the physical, technological and staffing needs and, in conjunction with Service Managers, develop budget proposals to meet these needs
- Participate in the maintenance of a comprehensive forward capital works and minor expenditure program for each year.

Human Resource Management

- Establish and maintain an appropriate staffing structure, skill sets and levels for the Bethesda Clinic.
- Coach and mentor direct reports to ensure they effectively manage the resources for which they are responsible, drive a culture of excellence and strong consumer focus.
- Partner with People and Culture (HR) to monitor and evaluate all workplace injuries, return to work plans and rehabilitation.

Preventing and Controlling Health Care associated Infection

- Perform hand hygiene as per Hand Hygiene Australia

SECTION 5

Health, Safety and the Environment

- Ensures all staff are compliant with Health and Safety legislation and oversees the provision of a safe work environment
- Adhere to policies, procedures and standard operating procedures
- Report incidents, hazards and injuries
- Takes responsibility for own health and safety and that of others who may be affected by workplace conduct.
- Raises OSH issues with OSH representative/s

SECTION 6

Quality and Risk

- Record initiatives and issues in Riskman
- Abide by Bethesda Health Care's Code of Conduct, Occupational Health and Safety legislation, Equal Opportunity Act and all other relevant legislation

- Complete mandatory training and participate in development reviews

SECTION 7

Partnering with the Consumer

- Working in partnership with consumers to develop holistic, trauma informed and recovery-oriented care, in a genuine and collaborative way

SECTION 8

Selection Criteria

Qualifications
<p>Essential</p> <ul style="list-style-type: none"> • Tertiary qualifications in management and/or administration. <p>Desirable</p> <ul style="list-style-type: none"> • Tertiary qualifications in nursing, allied health or similar and eligible for registration with the relevant health professional Board of Australia. • Post-graduate qualifications or progress towards same in Mental Health
Knowledge and skills
<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated and well developed managerial and leadership skills. • Demonstrated high level communication and interpersonal skills. • Demonstrated contemporary knowledge of the range of mental health issues that are prevalent within private mental health treatment facilities. • Demonstrated knowledge of private mental health funding, policy and accreditation. <p>Desirable</p> <ul style="list-style-type: none"> • Quality improvement and risk management processes • Computer literacy and health information technology skills
Experience
<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated experience in successfully managing clinical and operational areas within a mental health care facility or similar. • Working effectively with multi-disciplinary team including external providers • Determining and exceeding customer expectations • Building and sustaining relationships with colleagues and customers <p>Desirable</p> <ul style="list-style-type: none"> • Experience in senior management positions for private mental health services. • Coaching and mentoring skills at both an organisational and individual level.



SECTION 9
Acceptance of Position Description

Employee

Date

Manager

Date