Date : May 2016

Job Title : Operations Manager – Gastroenterology

Department : Medicine & Health of Older People

Location : WDHB Sites

Reporting To : General Manager – Medicine & Health of Older People

Direct Reports : Service Delivery Manager
Endoscopy Nurse Coordinator
Clerical Team
Clinical Nurse Specialists

Functional Relationships with : Internal
Clinical Director – Gastroenterology
Gastroenterology Medical Staff (SMO, Fellows, RMO)
Head of Division – Nursing and Medical
Operations Manager Theatres
Patient Service Centre Manager
Elective Services Manager
Operations Managers, Medicine & Health of Older People
Finance Manager
Human Resource Manager / HR Advisor
Health Information Group Analyst
Waitemata Central
Radiology Department
Planning and Funding team

External
National Bowel Screening Program
MOH
External service providers (GP’s, PHO’s)

Purpose : • To provide daily operational management to the service, with regards to human resources, effective and efficient systems and processes, and high quality service delivery to optimise patient experience and patient outcomes
• Ensure the service meets all Ministry of Health and internal endoscopy targets and Elective Services Performance Indicators
• Work in partnership with the Clinical Director to effectively manage the demand and capacity of the service
• Ensure the service meets best practice standards
Our Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health, and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.
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<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
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| **Gastroenterology Service Planning & Coordination** | • Plan Gastroenterology service delivery to ensure it meets Ministry of Health and internal endoscopy targets, Elective Service Performance Indicators, and diagnostic waiting times.  
• Ensure structures, systems, and processes are aligned for effective business performance.  
• Proactively monitor and manage resources and the work environment to ensure best outcomes for the service and patient, and optimise the utilisation of staff, materials, methods, procedures or costs.  
• Plan and develop the business plan and annual budget for the department.  
• Proactively manage resources to ensure best outcome for the service and patient.  
• Identify, manage, and escalate all risks to the appropriate level.  
• In partnership with the Clinical Director of the Gastroenterology service, recognise and integrate best practice clinical standards and procedures; manage suitable medical and clinical resources; take responsibility for the overall performance, compliance and results produced by the service and all relevant reporting. |
| **Maximise Services** | • Maximise the effectiveness of the service by promoting evidence based practice, responsive patient focused care, and working collaboratively with other services – in particular, theatre and bowel screening.  
• Ensure services are accessible to Waitemata patients in a fair and equitable way.  
• Maximise the services available within the constraints of contractual obligations, while ensuring the best quality care for patients. |
| **Financial Management** | • Manage the service appropriately, efficiently, and effectively; through the management of physical and financial resources, within agreed budgeted limits, and in accordance with company policy and procedures.  
• Financial and budget objectives are achieved through regular monitoring progress. Take corrective actions where appropriate.  
• Work with the Clinical Director and Decision Support to ensure there is ongoing analysis of productivity and unit costs.  
• Report monthly on service financial performance.  
• Together with the General Manager and in consultation with the clinical staff, set the yearly capital and operational expenditure budget. |
| **Human Resource Management** | • Lead and develop competent, motivated, and well trained staff that is focused on providing the best possible patient care, by agreeing accountabilities and standards of performance and regularly providing feedback, taking corrective action as appropriate and acknowledging good performance through the WDHB performance management process.  
• In liaison with HR Manager, encourage opportunities for personal and professional development to occur through planned learning activities by groups and individuals to enhance service provision and the retention of valued health professionals within the organisation.  
• Manage change processes in ways which meet, and maintain over time, planned objectives for the services and the organisation. |
### KEY TASKS

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<td>• In partnership with the service Clinical Director and Head of Department (Medical), take operational responsibility for the management of all medical staff in the services.</td>
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<td>• Ensure timely recruitment of staff, in particular fellows, to support service delivery.</td>
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<td>Elective Services Management/Customer Services</td>
<td>• In partnership with the Gastroenterology Clinical Director, manage the booking and scheduling of patients for both procedures and outpatients, thereby ensuring all sessions are fully utilised and the right patients are booked.</td>
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<td>• Manage service based aspects of outsourcing endoscopy inpatients in partnership with Planning and Funding.</td>
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<td>• Ensure all elective services booking and scheduling business rules are adhered to.</td>
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<td>• Work with the Service Delivery Manager to ensure effective waiting list management.</td>
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<td>• Ensure the department/service’s and staff’s philosophy is customer focused and reflects the values of WDHB.</td>
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<td>• Ensure that staff demonstrates good interpersonal relationships in coordination of care with patients and their families.</td>
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<td>• Good relationships are evident with other departments and support personnel.</td>
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<td>• Investigate and respond to complaints proactively, within the organisation’s timeframe and policy. Establish corrective systems where required.</td>
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<td>Quality/Continuous Quality Improvement</td>
<td>• Report to the relevant Governance forums on performance against KPI’s, complaints, Quality Improvement activity, and Projects.</td>
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<td>• Maintain the GRS standards for Endoscopy, this is a shared responsibility with theatres and managed through the Endoscopy User Group.</td>
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<td>• Demonstrate a serious commitment to continuous improvement processes, by developing and disseminating new initiatives and ideas which support WDHB organisational strategy and enhance patient care.</td>
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<td>Statutory Requirements</td>
<td>• Ensure the service meets all statutory, regulatory and contractual obligations and complies with all WDHB policies and procedures including financial reporting, occupational health and safety and human resource policies.</td>
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<td>• Direct reports operate within appropriate authorisations and delegations according to WDHB policy.</td>
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<td>Equalities and Treaty of Waitangi</td>
<td>• Ensure the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.</td>
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<td>• Show sensitivity to cultural complexity in the workforce and patient population.</td>
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<td>To recognise individual responsibility for workplace Health &amp; Safety (H&amp;S) under the Health &amp; Safety Act 1992 &amp; Amendments 2002</td>
<td>Support WDHB H&amp;S Culture by:</td>
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<td>• Following, implementing &amp; ensuring compliance of all H&amp;S policies &amp; processes.</td>
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<td>• Planning, organising and managing H&amp;S activities directed at preventing harm &amp; promoting wellbeing in the workplace.</td>
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<td>• Ensuring a safe working environment &amp; safe working practices through the Safe Way of Working H&amp;S system.</td>
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<td>• Identifying, reporting and self-managing hazards where appropriate.</td>
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**KEY TASKS**

- Early and accurate reporting of incidents at work.

**PERSON SPECIFICATION**

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<td><strong>Qualification</strong></td>
<td>• Healthcare management qualification or comparative relevant management experience</td>
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| **Experience** | • Experience in healthcare sector within a unit / operational management senior health professional role  
• Demonstrated leadership experience  
• Demonstrated experience in change management or process implementation | • Advanced team management ability  
• Demonstrated leadership experience in a clinical setting  
• Management of elective services |
| **Skills Knowledge Behaviour** | • Demonstrated relationship building skills  
• Financial analysis/budgeting skills within a medium/large organisation  
• Team management skills specifically within diverse multifunctional teams  
• High level facilitation and negotiation skills  
• Ability to interpret and evaluate diverse and complex information  
• Ability to write formal papers, discussion documents and business cases for senior management and Board  
• Familiarity with elective production planning principles | • Ability to thrive in a complex and sometimes ambiguous environment |

**VERIFICATION:**

Employee: ___________________________

Manager: ___________________________

Date: ___________________________

**Note:** This job description forms part of an individual’s contract of employment with WDHB and must be placed in the individual’s personal file.