Date: April 2006

Job Title: Operations Manager, Respiratory, Diabetes/Endocrinology, Acute Stroke and Infectious Diseases

Department: Gastroenterology Service

Location: North Shore and Waitemata Hospitals

Reporting To: General Manager, Medicine and Health of Older People

Key Relationships:
- Clinical Directors
- Heads of Department (Medicine, Nursing and Allied Health)
- Clinical Directors - Medicine, Surgery, Mental Health, ED
- Senior medical staff
- RMOs
- Operations Managers of other services
- Director of Nursing
- Outpatients Department
- Booking and Scheduling
- Clinical Support Services i.e. Radiology, Pharmacy

Direct Reports:
- Charge Nurse Managers
- Clinical Nurse Specialists
- Nursing staff
- Clerical staff

Purpose:
- To provide daily operational management to the service with regards to people, systems, resources and patient care
- Work in partnership with the Clinical Directors to manage the demand and capacity of the services
- Meet Ministry of Health’s targets for lung cancer and Elective Services Performance Indicators

<table>
<thead>
<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
</tr>
</thead>
</table>
| Service Planning and Coordination | • Together with the clinical directors and regional partners, plan service delivery to ensure it meets Ministry of Health’s target for Elective Service Performance Indicators and lung cancer waiting times  
• Plan and develop the business plan and annual budget for the department.  
• Proactively manage resources to ensure best outcome for the service and patient  
• Work collaboratively with regional providers to maximise available resources in the region  
• All risks are identified and escalated to the appropriate level |
| Financial Management              | • Services are managed efficiently and effectively.  
  This will be done through the management of the physical and financial resources within agreed  |

Waitemata District Health Board –Operations Manager, Respiratory, Diabetes/Endocrinology, Acute Stroke, Infectious Diseases
<table>
<thead>
<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>budgeted limits and in accordance with organisation’s policy and procedures.</td>
<td>• Financial and budget objectives are achieved through regular monitoring progress. Take corrective actions where appropriate.</td>
</tr>
<tr>
<td>• Financial and budget objectives are achieved through regular monitoring progress. Take corrective actions where appropriate.</td>
<td>• Resources are used appropriately, efficiently and effectively.</td>
</tr>
<tr>
<td>• Resources are used appropriately, efficiently and effectively.</td>
<td>• Works with the relevant team to ensure there is on-going analysis of productivity and unit costs.</td>
</tr>
<tr>
<td>• Works with the relevant team to ensure there is on-going analysis of productivity and unit costs.</td>
<td>• Report monthly on service performance including demand, capacity, waiting lists and risks</td>
</tr>
<tr>
<td>• Report monthly on service performance including demand, capacity, waiting lists and risks</td>
<td>• Correctly completes capital expenditure submissions and codes expenditure correctly</td>
</tr>
<tr>
<td>• Correctly completes capital expenditure submissions and codes expenditure correctly</td>
<td>• Together with the General Manager and in consultation with the clinical staff, sets the yearly capital and operational expenditure budget</td>
</tr>
<tr>
<td>KEY TASKS</td>
<td>EXPECTED OUTCOMES</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Statutory Requirements</strong></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>
</tr>
<tr>
<td><strong>Continuous Improvement</strong></td>
<td>• Demonstrates a serious commitment to continuous improvement by identifying, developing, and disseminating new initiatives and ideas which support WDHB organisational strategy and enhance patient care.</td>
</tr>
</tbody>
</table>
| **Customer Service**                                                    | • The department’s/services and staff’s philosophy is customer focused  
  • Care is culturally appropriate and sensitive  
  • Staff demonstrate good interpersonal relationships in coordination of care with patients and their families  
  • Good relationships are evident with other departments and support personnel  
  • Investigates and responds to complaints proactively establishing corrective systems where required.  
  • All complaints are investigated and responded within the organisation’s policy and timeframe |
| **Treaty of Waitangi**                                                  | • Ensures the professional and political integrity of WDHB by carrying out all functions in compliance with the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive. |
| **Quality Management**                                                  | • Is a leader and advocate of quality to the team  
  • Develops and maintains a Quality Plan and approach for services.  
  • Actively participates in the Ministry of Health’s lung cancer treatment  
  • Responds to complaints within the 14 day timeframe |
| **To recognise Individual Responsibility for Workplace Health and Safety under the Health and Safety in Employment Act 1992** | • Company health and safety policies are read and understood and relevant procedures applied to their own work activities  
  • Workplace hazards are identified and reported, including self management of hazards where appropriate  
  • Can identify health and safety representative for area |

**VERIFICATION:**

Employee:  

Department Head:  

Date:
# PERSON SPECIFICATION

**POSITION TITLE:** Operations Manager, Respiratory, Diabetes/Endocrinology, Acute Stroke and Infectious Diseases

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Qualification</strong></td>
<td>• Healthcare management qualification or comparative relevant management experience.</td>
<td>• Degree or post-graduate tertiary education in either Healthcare Management or other relevant Management (Business/Finance) qualification.</td>
</tr>
</tbody>
</table>
| **Experience**   | • Experience in the healthcare sector within a unit management or senior health professional role.  
|                  | • Demonstrated leadership experience at a senior level  
|                  | • Demonstrated expertise change management and process implementation. | • Experience in commissioning and developing healthcare services  
|                  |                                                                      | • Advanced Team Management ability  
|                  |                                                                      | • Demonstrated leadership experience in a clinical setting  
|                  |                                                                      | • Demonstrated expertise in setting clinical standards and managing the implementation of these standards. |
| **Skills/Knowledge/Behaviour** | • Demonstrated relationship building skills.  
|                  | • Demonstrated financial analysis/budgeting skills within a medium-large organisation.  
|                  | • Demonstrated team management skills specifically within diverse multi-functional teams.  
|                  | • High level facilitation and negotiation skills.  
|                  | • Demonstrated analytical ability to interpret and evaluate diverse and complex information.  
|                  | • Attention to detail | • Demonstration of the application of the minimum skills in a healthcare setting.  
|                  |                                                                      | • Ability to thrive in a complex and sometimes ambiguous environment  
|                  |                                                                      | • Clinical management experience is highly desirable  
|                  |                                                                      | • Respected by clinicians for knowledge, skill and ability to show clinical leadership. |