

## Position Description – General Manager Support Services



### Our Purpose Statement

Best Care – Every person, every time

### Our Values (C.A.R.E.)

Collaboration – Less me, more we

Accountability – Own it. Do it

Respect – Everyone matters

Excellence – Better, best, brilliant

**Position Title:** General Manager Support Services

**Responsible To:** Chief Executive Officer

**Department :** Support Services

**Hours of work:** 80 hours per fortnight

**Duration:** Ongoing

**Date:** 31 August 2020

### PURPOSE OF THE ROLE

The General Manager Support Services will lead a professional team to ensure the provision of high quality outcomes in the areas of Financial Services, Administration, Information Technology, Infrastructure Projects, Contract Management and Procurement.

Reporting to the Chief Executive Officer this role includes, understanding, contributing to and building the strategic direction of the organisation. Additionally, this role requires being a hands on and active member of the Executive Team.

### KEY SELECTION CRITERIA

#### Essential:

1. Demonstrated strong values driven leadership skills with the ability to motivate, provide direction and support staff to achieve agreed organisational objectives
2. Demonstrated highly developed interpersonal and communication skills and the ability to work with others in a collaborative way to achieve ongoing quality improvement
3. Demonstrated experience in developing and maintaining effective relationships with a range of internal and external stakeholders
4. Highly developed written and oral communication skills with the ability to provide clear and concise written and verbal advice, information and reports
5. Demonstrated commercial business acumen, effective human resources and financial management skills with well-developed skills in conceptual thinking, analysis, problem resolution and decision making
6. Demonstrated knowledge of best practice accounting standards and statutory requirements combined with high level computer literacy, including accounting software platforms
7. Demonstrated ability to collaboratively identify and lead improvements in systems and processes
8. Highly developed organisation, project and time management skills and a demonstrated ability to effectively plan, prioritise and delegate tasks.

**Desirable**

- Minimum of at least 10 years management experience in health management

**Qualifications**

- A combination of the following, in conjunction with significant workplace experience
  - Tertiary qualifications in a relevant discipline (Management, Finance, Human Resources, Information Technology or Business) and
  - Post Graduate qualifications in Leadership, Management or Business

**Also required**

- Must hold a current Victorian driver's license.

**KEY PERFORMANCE INDICATORS - RESPONSIBILITIES / ACCOUNTABILITIES****Leadership and Governance**

- Responsible to the Chief Executive Officer for providing leadership for the Support Services team in the formulation of philosophy, strategies, operational plan and policies
- Ensure that Moyne Health Services' Purpose and Values are known, understood and practiced
- Take responsibility for defined project and capital works within Moyne Health Services, as required
- Ensure records and reports required by the Executive team and MHS Board are prepared in an appropriate form and timely manner
- Participate at relevant MHS committee meetings
- Ensure all relevant policies and procedures are in place, to guide consistent, contemporary professional practices that meet legislative requirements.

**Safety, Quality & Risk Management**

- Demonstrate commitment, participate and contribute to continuous quality improvement and risk management process within Moyne Health Services
- Identify opportunities to progress the development of a centre of excellence for Support Services
- Actively promote and participate in quality improvement activities by initiating and coordinating relevant activities and take action to ensure best possible outcomes for MHS
- Promptly report issues relating to or causing adverse outcomes
- Manage performance and facilitate compliance to optimize safe and quality Support Services
- Ensure that all complaints, grievances, disputes and disciplinary measures are managed in accordance with the corresponding policy and procedures and in line with the relevant State legislative requirements
- Actively support quality improvement in an environment that fosters and delivers high quality outcomes based on National Safety and Quality Health Service Standards (NSQHS), Aged Care Standards, Community Care Common Care Standards and DVA guidelines
- Assist in the development of Recruitment and Retention strategies for Support Services
- Actively assist and participate in Support Services staff members' performance appraisals.
- Implement succession-planning strategies for Support Services
- Taking a leading role in identification of risks and development of contingency plans or mitigation strategies to manage these risks effectively and ensure service continuity

**Developing our People**

- Provide overall leadership and operational management of the Support Services team
- Facilitate a team work approach within the various functions of the Support Services team including the identification of team goals
- Participate in ongoing professional development as required
- Be responsible for the overall development and implementation of internal Education Programs for the Support Services of Moyne Health Services
- Encourage Support Services staff to participate in professional development opportunities

### **Information Technology**

- Develop the vision and leadership for developing and implementing information technology initiatives
- Planning and implementation of enterprise information systems to support business operations
- Provide strategic and operational oversight of all management information systems (MIS), as well as ensuring linkage and integration of systems, telecommunication and related technology.

### **Efficient Services and Financial Sustainability**

- Provide complete, accurate and reliable financial reports and the provision of technical advice to ensure compliance with legislative and accounting standard requirements
- Prepare timely financial reports in accordance with Australian Accounting Standards, *Financial Management Act 1994* and Department of Treasury workforce requirements
- Lead the audit plan and manage the internal and external auditor visits including following through on response to the auditors recommendations
- Enhance the financial viability of the organisation and the development of efficient business policies, plans and practices
- Identify external and internal trends and policy changes with regard to financial accounting, government funding policy and compliance requirements and analyse impact for the organisation
- Develop and maintain appropriate monitoring and reporting systems, including performance targets, to measure effectiveness of the performance of Human Resources across the organisation
- Assist with planning, implementing and evaluating the effectiveness of the use of financial resources
- Prepare and co-ordinate annual budget preparation process
- Provide oversight and management of the end of month and end of the year processes
- Participate in annual budget development and take responsibility for ongoing monitoring.
- In conjunction with relevant senior staff prepare funding submissions for the Clinical Services.
- Promote an atmosphere, which is conducive to learning and safety for patients, clients, residents, staff, visitors and volunteers.
- Treat all persons with respect and equity, whilst being responsive to their needs.

### **Maintaining and Developing Effective Infrastructure**

- Ensure that the organisations property and equipment is properly maintained and treated with appropriate care
- Ensure that the equipment and environment support safe practice for the benefit of all patients, residents, clients, visitors and staff
- Ensure that the equipment is appropriate to the needs of clients.

### **Building Effective Partnership with our Communities**

- Develop a community engagement strategy and governance structure to form partnership with consumers
- Represent and direct human resource issues for the health service in dealing with other organisations, employer groups, industry associations, unions, government authorities, schools and other relevant bodies as required
- Participate in committees of the Board of Management that have a direct impact on Support Services.
- Participate in external and internal meetings on an ongoing basis as required.
- Promote and foster a positive image for the organisation's Support Services.
- Recognise that effective working conditions depend on harmonious working relationships and positively endeavour to promote and maintain these relationships to achieve service delivery excellence.
- Act at all times to protect the rights of patients, residents and clients including confidentiality, privacy, individual choice and decision making.
- Promote and contribute to the ongoing development of a culture within the clinical services of continuous improvement and achievement of excellence in service delivery

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

The General Manager of Support Services is responsible for:

- Ensuring that all tasks are implemented in accordance with Department of Human Services and other funding requirements and accountabilities, and in accordance with Moyne Health Services policies, practices and guidelines.
- Reporting monthly on outcome measures of key responsibility areas and referring relevant issues to the Chief Executive Officer in a timely manner.

## JUDGEMENT AND DECISION MAKING

Demonstrated ability to make judgements and decisions regarding best practice within the Care Division.

REQUIREMENTS	
<b>Code of Conduct</b>	The expectation is that Moyne Health Services employees will adhere to the values as outlined in the <i>“Code of Conduct for Victorian Public Sector Employees (No1) 2007</i> You may be disciplined if you breach the Code of Conduct.
<b>Confidentiality</b>	You must ensure that the affairs of Moyne Health Services, its patients, residents, clients and staff remain strictly confidential and are not divulged to any third party, for any reason, except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests of Moyne Health Services. Any breach of confidentiality will be viewed as a serious matter and may be the subject of disciplinary action including termination.
<b>Contract of Employment</b>	Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment. Terms and condition will apply until by mutual agreement they are altered or replaced in writing.
<b>Infection Control</b>	It is the responsibility of the employee to comply with the Infection Control policies and practices of Moyne Health Services. You will also be expected to participate in infection control education yearly.
<b>Information Technology</b>	The employee is to be aware of the need to be familiar with and able to access and use the technology systems e.g. computer, intranet, email, telephone, photocopier, facsimile machines, Data Projector. The will also need to become familiar with the programs used by Moyne Health services e.g. Electronic patient records –TRAK, Riskman,
<b>OH&amp;S</b>	The employee is required to comply with all Moyne Health Services Occupational Health and Safety policies and procedures. To take reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of the employee in the workplace. Rectify actual or potentially hazardous situations where appropriate. To report as soon as practicable, unsafe equipment, work practices or conditions (Occupational Health and Safety Act, clause 25)
<b>Performance Appraisal</b>	The manager responsible for the employee will conduct performance Appraisal at three months and at least annually.
<b>Police Check</b>	Appointment is subject to a satisfactory police records check. As this process can take several weeks prior to the commencement of shifts, the successful applicant shall supply a statutory declaration indicating that they have no conviction of murder, sexual assault or assault resulting in imprisonment. These convictions will automatically preclude individuals from working in Moyne Health Services.
<b>Probation period</b>	A probation period of three months will be adhered to after which a permanent contract will be offered if the incumbent's performance is satisfactory.
<b>Privacy and Confidentiality</b>	Employment is subject to compliance with the <i>Health Records Act</i> . This <i>Act</i> requires compliance with Principles related to privacy regarding data collection (including photos), usage and security.

<b>Quality and Safety</b>	<p>Moyne Health Services is committed to providing Safe, High Quality Care across all services. Expectations on staff to support this include:</p> <ul style="list-style-type: none"> <li>• Staff members are expected to demonstrate a commitment to best practice.</li> <li>• Staff must take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• Staff must ensure all Health Service activities are in accordance with the National Safety and Quality Healthcare Standards (Organisation wide); the Community Common Care Standards (Primary and Community Health); the Aged Care Accreditation Standards (Belfast and Moyneyana House).</li> <li>• Staff must actively participate in the Moyne Health Services Safety and Quality Program. All staff will contribute to quality improvement activities aimed at improving patient/resident/client outcomes and maintaining accreditation standards.</li> <li>• Staff are actively involved in processes to monitor and evaluate the performance of the services provided by the work area.</li> </ul> <p>It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Procedures.</p>
<b>Cultural Diversity</b>	Recognise and respect cultural diversity within the community and is committed to respecting the individual beliefs, age gender, economic , cultural and linguistic backgrounds of MHS clients and staff
<b>Staff Development</b>	The employee is required to attend an Orientation Day prior to commencement of employment and participate in the Professional Development Program.
<b>Termination of Employment</b>	Four weeks (or as per award) written notice of termination of employment to be provided to their Department Manager.
<b>Smoke Free Campus Policy</b>	Smoking is prohibited throughout all buildings and vehicles controlled by Moyne Health Services. This policy applies to staff, patients, residents, clients, volunteers, visitors and contractors.

I have read and understood the above position description and agree to undertake duties as outlined for the position of Deputy Chief Executive Officer for Moyne Health Services.

General Manager Support Services \_\_\_\_\_ Date     /     /

Chief Executive Officer \_\_\_\_\_ Date     /     /

People and Culture Manager \_\_\_\_\_ Date     /     /