Grampians Health

Position Title: Manager – Complex Care

Campus: Ballarat

Directorate: Community and Aged Care

Department: Community Care Services

Reporting to: Director of Community Programs (DON EPC)

Direct Reports: Hospital Admission Risk Program Team (HARP)

Grampians Regional Continence Service (GRCS)

Complex Geriatric Clinic

CDAMS Clinic

Appointment Terms/Conditions:

Classification and Code: Nurse Unit Manager Level 1 (NM10)
or level of experience

Enterprise Agreement: Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

Time Fraction: As per employment contract.

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over $700m.

Collaboration *We are stronger together.*	***Compassion*** *We show that we care.*	***Accountability*** *We do what we say and say what we do.*	***Respect*** *We appreciate and value all people.*	***Innovation*** *We adapt and innovate to achieve best outcomes.*
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Manager Complex Care provides high level clinical support, planning, delivery and direction in the day-to-day operations of the HARP, GRCS, Complex Geriatric Clinic and CDAMS multidisciplinary teams. The Manager is responsible for overseeing clinical practice within the teams and implementing improvements in service delivery, ensuring the programs are delivered in a cost effective and efficient manner in accordance with program guidelines and frameworks.

The Manager will demonstrate capability in:

- Achieving Results, Innovation and Driving Change to Deliver High Quality Clinical Care
- Business and Financial Acumen
- Critical Thinking & Decision Making
- Interpersonal Communication, Influence and Leadership
- Managing Performance

KEY ACCOUNTABILITIES

- Participates as a key member of the Community Care Services leadership team.
- Demonstration and leadership of the values of Grampians Health.
- Management of all operational aspects of Complex Care programs within the scope of the HIP Guidelines, NSQHS, NDIS and VINAH requirements and frameworks.
- Provide expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a consumer centred model of care.
- Consults with the Director regarding all professional practice matters.
- Continuously review and evaluate the delivery of best practice, evidence based and safe clinical care.
- Monitor, measure and lead actions to achieve operational, financial and service delivery KPI's.
- Accountable to manage, monitor and deliver on designated budgets in partnership with the Director and the Business Manager
- Build effective and collaborative working relationships within the multidisciplinary team's and with all key stakeholders to clearly communicate and establish shared goals.
- Responsible for human resource management requirements including (not limited to) recruitment and selection, rostering, leave management, PDR's, monthly accountability's and performance management.
- Supports research, publication of work and public presentation within the clinical, national and international healthcare community

KEY SELECTION CRITERIA

Qualifications and experience

- Bachelor Degree in Nursing (Registered Nurse Division 1) with current AHPRA Registration
- Post Graduate qualifications or working towards in management/leadership (Highly Desired)

Technical/Professional Knowledge and Skills

- Minimum 3yrs experience in a clinical leadership/management/supervisory role
- Experience and skills in leading teams to deliver high quality clinical care to complex consumers ensuring patient safety
- Advanced assessment, care planning and clinical reasoning skills

- Demonstrated financial management experience
- Demonstrated commitment to continuing professional development

Work Environment

- Experience in delivering community-based services or programs
- Demonstrated ability to meet agreed goals and timeframes in a rapidly changing environment.

Personal attributes

- High level communication, liaison, interpersonal and negotiating skills working with multiple stakeholders

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.