

Position Title: Operations Manager, Grampians Public Health Unit

Campus: Ballarat

Directorate: Medical

Department: Grampians Public Health Unit

Reporting to: Director Population and Public Health

Direct Reports: Senior Administration Officer

Appointment Terms/Conditions:

Classification and Code: Grade 6 (HS6)

Enterprise Agreement: Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration <i>We are stronger together.</i>	Compassion <i>We show that we care.</i>	Accountability <i>We do what we say and say what we do.</i>	Respect <i>We appreciate and value all people.</i>	Innovation <i>We adapt and innovate to achieve best outcomes.</i>
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.

About Grampians Public Health Unit

Established in January 2021, the Grampians Public Health Unit (GPHU) serves as one of Victoria's nine designated local public health units within the state-wide public health system. Hosted by Grampians Health, the GPHU operates with a distinct mandate and regional scope to provide comprehensive public health leadership across the entire Grampians catchment. As the designated public health unit for the Grampians region, the GPHU is responsible for delivering public health functions across all 11 Local Government Areas within its catchment. This regional responsibility encompasses communicable disease control, health promotion, environmental, and disease prevention for more than 250,000 residents across the 47,000 square kilometer catchment.

The GPHU's purpose is to promote health, prevent disease and protect the health and well-being of all communities throughout our region. We achieve this by leading work to regionalise the response to containing and controlling communicable conditions, as well as promoting health and wellbeing outcomes that matter to people, communities, and the environment across our extensive geographic catchment.

The GPHU works in close collaboration with the Victorian Local Public Health Network and the Department of Health. In fulfilling our comprehensive public health mandate, the GPHU coordinates regional responses to communicable diseases, leads preventative health initiatives, and promotes health and wellbeing across all communities throughout the Grampians region, working alongside diverse stakeholders in every part of our catchment.

Our collaborative approach includes partnerships with leaders from all health services in the region, aged care and disability services, local government authorities, emergency services, community and cultural organisations, businesses and government departments who are motivated to lead health efforts in their own communities. This comprehensive regional approach ensures that public health initiatives reach all communities within the Grampians region through coordinated partnerships with stakeholders across the region.

POSITION PURPOSE

This position is responsible for managing and facilitating the operations of the Grampians Public Health Unit (GPHU). The Operations Manager provides operational leadership and management to ensure the efficient operation of the GPHU. The role supports the delivery of high-quality, safe, and timely public health services across the GPHU's core functions including health protection, population health, and emergency response. The Operations Manager oversees workforce, financial, and resource management, ensuring compliance with relevant legislation, policies, and standards. This role will provide support to the Director Population and Public Health to direct the operational requirements of the unit, and to the leads of Health Protection division, Medical and Epidemiology division, and Population Health division to facilitate operational management within these divisions including enacting and leading their respective operational teams, structures and processes to deliver on the population and public health initiatives across the region.

The Operation Managers will have the duty of the direct line management of the Senior Administration Officer who supports them to provide operational management of the GPHU.

KEY ACCOUNTABILITIES

- Support the Grampians Public Health Unit (GPHU) and the Director Population and Public Health in operational leadership and management of the GPHU both internally and externally in the broader Victorian Public Health Network and across the Grampians region.
- Manage day-to-day operations of the GPHU to ensure service delivery aligns with public health priorities and organizational goals and are in alignment with the Victorian Department of Health (DH) requirement for the GPHU.
- Support the Director Population and Public Health in implementing strategic and business plans for the GPHU and across the region.
- Manage and facilitate the GPHU workforce planning, recruitment, onboarding, rostering, and training for the GPHU staff.
- Be responsible for GPHU, Directorate level, regional and state-wide reporting including but not limited to operational and performance reporting, financial and acquittal reporting, and other reporting as required.

- Work closely with the GPHU Director and the other Divisions Managers and leaders to ensure timely and effective operational support for public health functions including health protection, prevention and health promotion activities, surveillance, outbreak management, emergency management and response and other as required
- Be responsible for budget and resources management and coordination to enable the GPHU core functions, and support public health emergency preparedness and response within the delegation level and with clear reporting and approvals from the GPHU Director.
- Be responsible for the management of GPHU quality, risk, mandatory training, OHS, and financial management functions.
- Maintain systems for incident management, reporting, and record-keeping as required in alignment with the organizational requirements
- Monitor expenditure, identify variances, implement cost-effective measures with timely and appropriate reporting and escalation to the GPHU Director and further.
- Oversee procurement, contracts, and resource allocation in line with policies within delegation level
- Ensure compliance with public health legislation, workplace safety requirements, and organisational policies.
- Implement systems for quality assurance, continuous improvement, and evaluation relevant to the GPHU functions and responsibilities.
- Build and maintain effective relationships with internal teams, other Local Public Health Units (LPHUs), DH, health service partners, local governments, community organisations, and other stakeholders.
- Provide timely, transparent and accurate operational information and reports to GPHU Director, GH Executive, DH and relevant committees.
- Represent the GPHU on appropriate local and State committees, including as Chair where appropriate
- Any other relevant activities as agreed with Director Population and Public Health, GPHU

KEY SELECTION CRITERIA

Qualifications

- Post-graduate qualifications in management, public health, business administration or other appropriate field and extensive experience in operational management in similar settings

Technical/Professional Knowledge and Skills

- Demonstrated experience in operational management of organisations/departments/ units with multidisciplinary teams in a complex health care setting across large geographic region
- Demonstrated expertise in healthcare financing and budgetary management, in health industry workforce and industrial systems
- Demonstrated high-level leadership and change management skills and governance experience
- Excellent communication and interpersonal skills, both written and verbal
- Demonstrated managerial experience and skills and understanding of organisational processes
- Experience in successfully working with health care professionals and executive staff at a senior organisational level, with demonstrated ability to lead high performing teams and individuals
- Project management skills and experience

Work Environment

- Foster a positive, safe, and inclusive workplace culture
- Develops self and others
- Able to support others positively during times of high demand and challenge

Personal attributes

- Adaptability - Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- Decision Making - Identifying and understanding issues, problems, and opportunities; using effective and evidence-based approaches for choosing a course of action or developing appropriate solutions
- Effective communicator including possessing motivation, negotiation and conflict resolution skills
- Exemplifies teamwork and collaboration
- Brings both a strategic and detail focus to the role
- Can bring calm and humour to sometimes fast-moving situations

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.
- 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 a 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 by 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.

