

Position Title: Manager Surgical & Endoscopy Services

Campus: Any

Directorate: Operations

Division: Hospital Services

Department: Surgery and Endoscopy Services

Reporting to: Director – Surgical & Endoscopy Services

Direct Reports:

- Booking Office (Clerical)
- Project Leads
- Planned Surgery Liaison Nurses (Indirect Stawell and Horsham)
- Planned Surgery Clerical Staff (Indirect Stawell and Horsham)

Appointment Terms/Conditions:

Classification and Code: Admin Grade 7 (HS7) or Nursing/ Allied Health Equivalent (based off experience)

Enterprise Agreement: As per discipline

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 7000 people across 21 campuses and sites with an annual operating revenue of over \$1b.

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

POSITION PURPOSE

The Manager, Surgery & Endoscopy Services provides strategic and operational leadership to ensure timely access to planned surgery for GH patients while enhancing the overall patient experience. This role is pivotal in strengthening patient pathways, ensuring compliance with Department of Health (DH) Access policies for planned surgery, and maintaining oversight of critical processes. These include referral management, waiting list administration, theatre/procedure room and clinic scheduling, and patient communication across Grampians Health sites.

This position is also responsible for financial management, workforce leadership, and continuous service improvement, ensuring that planned surgery within Surgery & Endoscopy Services operate in a cost-effective, efficient, and patient-centered manner. The Manager will drive innovation, adaptability, and strategic redesign to optimise service delivery and meet the evolving needs of the organisation. This role works in close collaboration with the Directors of Surgery & Endoscopy Services and other key stakeholders.

KEY ACCOUNTABILITIES

Leadership & Governance

- Provide operational leadership to ensure the efficient delivery of planned surgery services in line with GH strategic priorities and Department of Health (DH) policies.
- This role is GH wide requiring travel across all Surgery and Endoscopy services.
- Foster a positive and collaborative workplace culture, ensuring engagement and professional development opportunities for staff.
- Ensure compliance with all Grampians Health (GH) policies, procedures, and relevant Department of Health (DH) guidelines, maintaining high standards of governance and accountability.
- Oversee financial and resource management to optimise service delivery within budgetary constraints.
- Provide operational procurement guidance and where appropriate responsibility for surgical equipment and consumable contracts.

Patient Flow & Access Management

- Ensure equitable access to planned surgery, with strict adherence to clinical urgency guidelines and government directives.
- Maintain oversight of referral management, waiting lists, and scheduling processes to improve patient flow and minimise delays.
- Implement live monitoring of patient status, ensuring patients are 'ready for care' and that waiting lists remain accurate and up to date.
- Coordinate waiting list audits, follow-up actions, and the removal of patients where clinically appropriate.
- Manage postponements and rescheduling of theatre bookings impacted by emergency procedures or government-mandated changes.

Operational Efficiency & Service Improvement

- Lead service redesign initiatives to enhance the efficiency and effectiveness of Surgery & Endoscopy Services.
- Implement technology-driven solutions to improve workflow processes, communication, and patient management.
- Maximise operating theatre utilisation by effectively allocating resources, including clinician availability, equipment, and patient demographics.
- Support the development of a regional surgery, ensuring timely access to treatment for appropriate patients.

Reporting & Compliance

- Ensure accurate data monitoring, reporting, and compliance with DHHS policies and Statements of Priorities (SoP) in collaboration with Decision support.
- Prepare and distribute reports on surgical access, waiting list trends, and operational performance to inform decision-making in collaboration with Director of Surgery and Endoscopy.
- Identify and report any incidents of inequitable access through the Victorian Health Incident Management System (VHIMS) and oversee subsequent investigations.

KEY SELECTION CRITERIA

Qualifications

- Excellent understanding of Surgical and Endoscopy procedures
- Relevant qualification and professional registration (e.g. AHPRA) for your area of expertise.
- Postgraduate qualifications relevant to the role e.g., Health management, Health informatics is desirable

Technical/Professional Knowledge and Skills

- Demonstrable recent experience developing and managing a successful team.
- Superior ability in data analysis and interpretation as well as presentation of reports.
- High level of computer literacy with experience in IBA/IPM Webpas is desirable
- Experience in either outpatient or planned surgery waiting list management is highly desirable.
- Understanding of DH access policies for planned surgery is desirable.
- High level expertise with process mapping and efficiency improvement is desirable.

Work Environment

- Ability to engage staff in adaptability and change is highly desirable.

Personal attributes

- Highly developed communication and negotiation skills.
- Ability to manage and motivate a team.

ORGANISATIONAL REQUIREMENTS

Grampians Health is committed to a consumer centered 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 centered 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.

