

Position title	Operations Manager
Work Location	1836 Sturt St Alfredton
Employment type	Ongoing 0.8 EFT
Duration	Permanent
Position reports to	CEO
Date approved	April 2022

Organisational Environment

Ballarat Hospice Care Inc. (BHCI) is a home-based palliative care service; caring for people living with a life limiting illness and supporting their family and carers in their place of residence. We are a team of specialist palliative care nurses, supportive care advisors, patient and family support volunteers and compassionate administrative staff. We work closely with GPs, local hospitals, specialist doctors, nursing and community services – all to meet the varying and individual needs of the people we care for including 24hr support and loan of equipment without direct cost to the patient or family. We also offer education to carers and patients and to health and community services and community groups. We cover the Hepburn Shire, City of Ballarat, the northern end of the Golden Plains Shire and the western end of Moorabool Shire.

Our palliative care philosophy is that death is a normal and expected part of life. The model of care incorporates physical, spiritual, social and emotional support; including grief and bereavement support for a period of 13 months, as endorsed by the *National Bereavement Standards*. BHCI is an inclusive organisation and undertakes accreditation in accordance with QIP and Rainbow ✓ quality standards.

As an incorporated organisation we work under the Incorporations Act and hold a Service Agreement with the Department of Health and Human Services Victoria. BHCI works within the frameworks of Safer Care Victoria (SCV) as the state's healthcare quality and safety improvement agency. We operate a Friends of Hospice Op Shop, which is supported by volunteers. BHCI is a flexible workplace and values investment in development of students, research and learning.

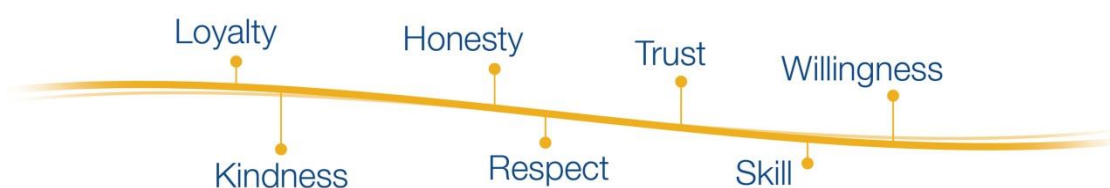
Vision

To offer our community a specialist palliative care service focused on end of life issues and care

Mission

Using a skilled interdisciplinary team approach, to facilitate with compassion, the provision of Home-Based, holistic palliative care, to anyone facing end of life issues

Values



Position Purpose

In consultation with the Chief Executive Officer (CEO), provide leadership to and management of, the interdisciplinary team to achieve a consistently high standard of Service Delivery.

This role will operate within the Clinical Governance Framework (Safer Care Victoria) and will oversee operational requirements including management of staff, compliance and reporting, finance and partnerships.

The Operations Manager will ensure that BHCI service outcomes meet quality industry standards and legislative requirements, and that service development is in line with the strategic direction of BHCI.

Scope

This position contributes to the strategic aspects of Service Delivery and oversees the operational components of Service Delivery.

Key Responsibilities

1. Demonstrate and uphold the values of BHCI through professional attributes and behaviours
2. Demonstrate cultural appropriateness and respect for diversity
3. Leadership and management
4. Human resource management
5. Compliance, Data and Reporting
6. Finance
7. Stakeholder and community relationships

Key Responsibility 1

Demonstrate and uphold the values of BHCI through professional attributes and behaviours

- To embrace the mission, values and philosophy of BHCI and use these principles as the basis of work practice
- Proactively contribute to professional attributes and behaviours (please see over)
- Ensures the provision of service complies with the policies and procedures of BHCI
- Effective and efficient management of own workload to include opportunities for research and quality improvement

Key Responsibility 2

Demonstrate cultural appropriateness and respect for diversity

- Demonstrate a positive regard for diverse cultures, genders, sexual orientation and person-centred care
- Respond to all people in a non-judgemental, inclusive and supportive manner
- Demonstrate awareness of the relationship between culture, diversity, health beliefs, and health seeking behaviour
- Participate in education specific to cultural diversity, cultural safety, LGBTIQ+ inclusivity and the inclusion of minority groups regardless of how they identify.

Key Responsibility 3

Leadership and Management

- Provide strategic and operational leadership and direction to the Service Delivery team (includes Nursing, Supportive Care, Volunteers and Stores)
- In collaboration with the CEO, develop and implement an annual Operational Plan that meets the strategic and operational goals and continuous improvement opportunities
- Mentor staff and manage the functions of the Service Delivery team including overseeing the teams commitment to:
 - Excellent patient and family centered care

- Maintaining relevant industry and other standards
 - Understanding the needs of patients and families and maximizing outcomes
- Contribute as a skilled and productive member of the Leadership team by participating in activities to achieve strategic and organisational goals including planning, reporting and KPI monitoring
- Coordinate with and escalate to, the CEO, strategic and operational issues and risks for Service Delivery in a timely manner
- Provide effective leadership that encourages and supports clinical excellence and staff development
- Provide monthly reports to the CEO on the operations of the Service Delivery team
- Ensure staff receive regular support and ensure appropriate supervision both individually and as a team is available

Key Responsibility 4

Human Resources

- Continue to build and support a flourishing team environment consistent with BHCI's values
- Manage the recruitment, selection, orientation and onboarding and performance of Service Delivery staff in conjunction with appropriate Coordinators (Clinical and Supportive Care)
- Lead and manage change processes within the Service Delivery team, in consultation with the CEO and in line with BCHI's culture and values
- Work collaboratively with the Coordinators to implement any change processes

Key Responsibility 5

Compliance, Data and Reporting

- Ensure funding body targets within service agreements are met with preparation of accurate and timely reports that monitor quality of documentation and the accuracy of VINAH targets and benchmarking audits
- In conjunction with the Business Operations Group:
 - Develop and update policies, procedures and systems relevant to the Service Delivery team
 - Contribute to the BHCI strategic planning process
 - Monitor quality and compliance with implementation of the Quality Action Plan
- Evaluate all BHCI Service Delivery components systematically to ensure that individuals and families are benefiting from the services they receive

Key Responsibility 6

Finance

- Collaborate with the CEO and Finance Manager (FM) to develop and monitor the Service Delivery budget
- Work collaboratively with the FM to provide the CEO with monthly financial reports together with variance analysis
- Assist with the development of budgets for Service Delivery business cases, new programs, projects and events as required

Key Responsibility 7

Stakeholder and Community relationships

- Develop and maintain links with other palliative care providers and relevant service providers
- Attend relevant planning and community development meetings as agreed with the CEO
- Contribute to planning and participate in BHCI community education and community development activities as required

It is expected that the Operations Manager will undertake the role in a manner which is aligned to the values of the organisation and the following leadership performance criteria.

Shapes strategic thinking

- Proactively supports BHCI vision
- Inspires innovation
- Leads and influences change

Forges relationships and engages others

- Establishes and maintains stakeholder networks
- Communicates clearly and adapts to audience
- Promotes information sharing and values and encourages input from a broad range of stakeholders
- Willingly represents the organisation with humility and respect

Achieves results

- Achieves and delivers results which promotes best practice and drives effectiveness
- Assumes accountability

Exemplifies personal drive and professionalism

- Models BHCI values
- Engages with others in a respectful and professional manner
- Promotes quality, safety and sustainability

Drives business excellence

- Builds team and individual capability and expertise
- Predicts and plans for future clinical needs

For all BHCI team members:

Occupational Health and Safety

- BHCI acknowledges its responsibility under the OHS Act 2004 and the OHS Regulations 2017 to eliminate risks to health and safety in the workplace as far as is practicable. The legislation also places a duty on all employees to take responsibility for their own and others health and safety, to cooperate with management in relation to training, policies and actions to better the working environment.
- As a member of the team you are expected to consistently undertake meaningful self-care and professional self-development throughout the year.

Privacy and Confidentiality

- Ensure that the business and affairs of BHCI, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required by law. Such confidentiality shall extend to the commercial and financial interests and activities of BHCI
- Agree to maintain strict confidentiality while employed by BHCI and at all times thereafter as to information regarding BHCI and client / customer data, operating procedures, client lists and financial information acquired by you during the course of your employment. At no time must information related to patient/ family or staff member be discussed with anyone other than the relevant staff member and / or care professional providing care / service.
- Awareness of the implications of the National Privacy Principles (Privacy Act 1988 (Cth)), Information Privacy Principles (The Privacy and Data Protect Act 2014 (Vic)) and Health Records Act 2001.

Professional Attributes and Behaviours:

- **Teamwork**
 - committed to sustaining a positive and trusting team culture
 - proactive contributor to the work of the team and contribute towards an interdisciplinary approach to care
 - willing to work collaboratively with all team members and willing to share information with colleagues
 - open and honest communication with all team members
 - willing to negotiate positive outcomes with all team members
 - willing to develop new skills and knowledge rapidly
- **Motivation**
 - demonstrates a confident, optimistic and proactive mindset
 - takes ownership of own job and actively considers the consequences of their actions and the decisions they make
 - demonstrates commitment to the team, is willing to share responsibility for the team's goals & objectives
- **Workplace Integrity**
 - demonstrate ongoing commitment to the Vision and Mission of BHCI
 - preparedness to consistently undertake work in a manner which is in line with the organisation's values of loyalty, honesty, trust, skill, kindness, respect and willingness
 - treating the workplace environment, other staff and contractors with respect
 - dealing with confidential and sensitive information in a professional manner

Workplace Responsibilities

- BHCI acknowledges that its staff and volunteers have legislative responsibilities in relation to workplace rights which include but not limited to: discrimination, victimisation, bullying and harassment including sexual harassment, equal opportunity, disability, family violence and or abuse and children, parents and carers.
- All staff and volunteers work within a Risk Management Culture and report Adverse Events, Near Misses and Incidents as they are identified or arise.

Key Selection Criteria

1. Significant understanding of palliative care and demonstrated commitment and energy for, the objectives, mission and values of BHCI
2. Extensive leadership and management experience, that includes change management and organisational problem solving, in a health care service setting
3. Demonstrated understanding of government policy and frameworks that guide BHCI service delivery
4. Demonstrated ability to contribute to strategic service development, implementation and monitoring of operational plans and the achievement of service goals
5. Demonstrated highly developed interpersonal skills and management style which encourages positive attitudes and outcomes
6. A strong understanding of risk management, compliance and Quality Improvement with demonstrated experience in developing, managing and reporting financial budgets
7. Highly developed written and oral communication skills, with the ability to provide clear and concise written and verbal information and reports.

Qualifications and Experience

Required

- Tertiary qualification in Nursing, Social Work or other Health discipline, with a relevant post Graduate qualification
- Previous experience working in a primary care, not for profit or community organisation
- High level competence in a range of IT apps

Also required

- Current Police Check
- Current working with children check
- Current Driver Licence

Other relevant information:

- You may be required to undertake other projects and duties as directed by the CEO
- The CEO may amend this position description if required. Any changes will be made in consultation with the affected employee(s).
- You are required to comply with Workplace Policies and Procedures (as amended from time to time) and contribute to and maintain a safe workplace environment
- Appointment will be subject to a three-month probationary period from the date of commencement and a Performance Review will occur three (3) months following, then annually considering the key roles and responsibilities and required personal and professional attributes outlined in this position description. In addition to reviewing performance (individual and work team), the meeting provides an opportunity to ensure role clarity, revise key performance activities/measures and set development objectives and goals for the year ahead.

Employee Signature _____

Date _____

CEO Signature _____ Date _____