

## POSITION DESCRIPTION

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|-----------------------------|---|
| <b>Position:</b>            | Director of Outpatient Services   |
| <b>Directorate</b>          | Clinical Operations   |
| <b>Division:</b>            | Outpatient Services   |
| <b>Business Unit:</b>       | Outpatient Services   |
| <b>Enterprise Agreement</b> | NURSES AND MIDWIVES (VICTORIAN PUBLIC HEALTH SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2016 - 2020 OR EQUIVALENT HEALTH SERVICE EA |
| <b>Reports to:</b>          | Executive Director – Clinical Operations  |



## MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 900 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

## VISION

Mildura Base Public Hospital – providing exceptional care.

## PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

## VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to page 6 of this document.

## INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

## STRATEGIC OBJECTIVES

Our  
Vision

**Mildura Base Public Hospital – providing exceptional care**

Strategic  
pillars

We  
achieve  
this by...

**Caring for our community**

Ensuring our focus is on person centred care.  
 Using best evidence-based practice to deliver exceptional care.  
 Empowering our communities to manage and improve their health and wellbeing.

**Aspirational through our culture**

Leading a values based, accountable, quality & safety culture.  
 Continuous improvement of service delivery and provision of care.  
 Operating safely and efficiently with a skilled and effective workforce.  
 Being an employer of choice, enabling our staff to be at their best.

**Trusted in our relationships**

Community have an understanding of our role and confidence in our services.  
 Partnering across sectors to strengthen our services.  
 Addressing our communities shared challenges in partnership by applying innovative solutions.

**Sustainable in our Services**

Reinvesting in the community and its wellbeing through sustainable models of operations.  
 Delivering and supporting shared services to improve access to the best and right care.  
 Strengthening our planning approach with the patient at the centre.

## POSITION SUMMARY

The Director of Outpatient Services (DOS) reports directly to the Executive Director – Clinical Operations. The Director will have operational and professional responsibility for the effective delivery of clinical operations across Allied Health, Community Programs, Oncology and Day Services, Renal Dialysis Services and Specialist Clinics at MBPH, as designated.

The position will provide clinical workforce management and operational leadership as part of the senior management team to support Executive management meet operational, business and workforce objectives.

The DOS role has a key responsibility to lead, manage, develop outpatient services across the organisation and enable each department to provide efficient, high quality services to patients and consumers of MBPH. The position will take an active role in the development of services and programs to meet the current and future needs of MBPH and the broader community and will facilitate the achievement of the organisation's Statement of Priorities, strategic and operational business plans.

The Outpatient Services portfolio includes:

- Allied Health
- Community Programs
- Oncology and Day Services
- Renal Dialysis Services
- Specialist Clinics

## KEY RESPONSIBILITIES AND DUTIES

Specific duties include:

- Responsible for effective leadership, management, direction, support and development of staff whilst maintaining and enhancing standards of clinical excellence that reflect the vision and goals of MBPH.
- To work collaboratively with senior management and colleagues across the organisation to ensure efficient and effective strategic and operational performance, planning and service delivery.
- To administer and manage the professional, operational, financial and human resources of the directorate. The DOS shall be proactive in developing, monitoring and measuring clinical and budgetary Key Performance Indicators for the unit under the direction of the Executive Director.
- Facilitate the achievement of the organisation's Statement of Priorities, Strategic and Operational Business Plans, and high-level objectives.
- Responsible to plan, set and monitor clear targets for the department whilst ensuring projects are aligned to the goals of the organisation's strategic plan.

- Play a key role in establishing systems and processes for the workforce planning and development and monitoring of professional standards and adherence to MBPH credentialing policies and procedures.
- Participate in organisation, local, regional and state-wide initiatives aimed at improving services of the directorate.
- Create an environment of continuous quality improvement within the department including encouraging staff to implement evidence-based practice, development of a research agenda and building research capacity.
- Further develop associations and alliances with appropriate universities for student placements and mutually advantageous academic opportunities.
- Undertake agreed portfolios.

## GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct and MBPHs Heartbeat Guideline**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee, you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards) in alignment with the MBPH Clinical Governance Framework. All employees are responsible for contributing to safe, effective, accountable and person-centred care by:

- Proactively identifying and reporting risks to minimise and mitigate them
- Operating within their scope of practice and seeking help when needed

Ensuring patient and consumer safety and quality of care is your highest priority.

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

## KEY SELECTION CRITERIA

### Essential Skills, Competencies, Qualifications & Personal Attributes

- Current AHPRA registration as a Registered Nurse or Allied Health Professional.
- Demonstrated experience and success in organisational leadership and service management in a health care setting.
- Ability to manage a budget, meet deadlines, set goals and manage projects including excellent report writing skills.
- Demonstrated abilities in strategic planning, project and change management including the ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills.
- Sound knowledge and demonstrated skills in human resource management issues.
- Proven ability to lead, motivate and support a team in an environment of change.
- Demonstrated understanding of the application of quality management tools.

### Preferred Skills, Competencies, Qualifications & Personal Attributes Highly Desirable Skills & Attributes

- Post graduate qualifications in business or management.

- Extensive knowledge of contemporary human resource management and industrial issues.
- Experience in clinical research/academic environment desirable.
- Knowledge of new National Safety and Quality standards with demonstrated achievement in and commitment to continuous quality improvement.

#### **Personal Attributes**

- High level of self-confidence.
- Ability to interact and communicate with a diverse range of people at all levels.
- A personal approach which is positive, enthusiastic, friendly and helpful.
- A willingness and ability to learn.
- Ability to give excellent customer service to both internal and external customers.
- Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills.
- Ability to work as part of a team, as well as to work independently.
- Flexibility to operate in an environment of change and continuous improvement.

### **MANDATORY REQUIREMENTS**

#### **National Police Record Check**

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

#### **Working with Children Check:**

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

#### **Registration with Professional Association**

For example, AHPRA, AHRI, CPA etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

#### **Immunisation Requirements**

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

#### **Drivers Licence**

A current Victorian driver's licence is required for this position

*All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.*



### **ACKNOWLEDGEMENT BY EMPLOYEE**

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Happy WE ARE POSITIVE

### As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



## Empathetic WE ARE CARING

### As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



## Accountable WE ARE COMMITTED

### As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

## LANGUAGE WE USE

"I choose..."  
"I care..."  
"I prefer..."  
"I will..."  
"I can..."  
"Is there a better way to do this?"  
"Can we explore that more so I can understand it better?"  
"We will...us...we can..."

## LANGUAGE WE DON'T USE

"I have to..."  
"I must..."  
"If only..."  
"Ah well, that is because of XYZ..."  
"Our processes do not let us do it"  
"Things have always been done this way"  
"Them and us"

## THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

