

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Operations Manager
<b>Position Number:</b>	Generic
<b>Classification:</b>	Ambulance Manager Level 2B
<b>Award/Agreement:</b>	Tasmanian Ambulance Service Award
<b>Group/Section:</b>	Community, Mental Health and Wellbeing – Ambulance Tasmania
<b>Position Type:</b>	Permanent/Fixed-Term, Full Time/Part Time
<b>Location:</b>	South, North, North West and the State Operations Centre
<b>Reports to:</b>	Relevant Director
<b>Effective Date:</b>	April 2020
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	<p>Registered with the Paramedicine Board of Australia</p> <p>Holds a Bachelor of Paramedic Science or other qualification approved by the Service and relevant work experience with an additional qualification in management or equivalent</p> <p>Current Driver Licence</p> <p><i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
<b>Desirable Requirements:</b>	<p>Post-Graduate qualifications in management or current studies being undertaken in this area</p> <p>A minimum of six-years' experience working in ambulance operations</p>
<b>Position Features:</b>	Ambulance Tasmania is committed to promoting a positive workplace culture

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

## Primary Purpose:

In an operational environment:

- Provide leadership and management of people and systems to deliver operational performance and outcomes in line with Ambulance Tasmania (AT) standards and expectations.
- Support the health and wellbeing of team members by reviewing practices and developing and implementing organisational mental health and wellbeing strategies in conjunction with HR and other key stakeholders.
- Manage team members with a focus on enabling a culture of high performance through positive mentoring and provision and support of personal development.
- Take the lead in providing operational planning across the spectrum of specific tactical plans, emergency plans and business continuity plans for the Director.
- Model and uphold positive workplace behaviours and monitor and ensure compliance with organisational Values and the Code of Conduct at all levels.
- Monitor and continuously improve systems of operational performance management and feedback.
- Act as the delegate for the Director as required.

## Duties:

1. Manage people, physical and financial resources of the business unit within an operational management team environment.
2. Monitor and review changing workload pressures for AT staff and regularly evolve work practices to minimise the impact of stress and fatigue.
3. Promote a climate of mutual respect and maintain a positive working relationship with AT staff by listening to the experiences, encouraging support systems and following up on key steps associated with coping strategies.
4. Take a leadership role in reporting and communicating standards of performance, including ambulance response performance and quality assurance within the business unit.
5. Regularly test emergency management plans and business continuity plans concerning the region in conjunction with other emergency services.
6. Collaborate with other emergency services and coordinate regional preparedness and response capability for major incidents or disasters.
7. Develop, recommend and implement policies and procedures concerning the resourcing and delivery of ambulance services in the region.
8. Maintain professional development to maintain contemporary management practices and organisational understanding.
9. Coordinate Performance Development Appraisals (PDAs) and ensure PDAs are in place for all available staff within the business unit. This includes undertaking regular performance reviews for team members to promote and facilitate ongoing personal and professional development and quality improvement.
10. Lead and support Duty Managers in the implementation of Work Health and Safety policy and principles, ensure that they are upheld and addressed as required, and ensure the necessary liaisons to provide a safe and healthy workplace for all employees.

11. Perform the duties of the Senior Manager on-call, providing senior leadership on a state-wide basis, as rostered.
12. Collate and present data and information to the Director to identify trends relevant to improving service delivery.
13. Provide both operational and strategic support in the event of disaster or significant incidents.
14. Provide expert advice on policies and procedures relative to the operational environment.
15. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
16. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

- Responsible to the Director for:
  - a) Day-to-day operational performance and management of people and systems, including the efficient and effective use of resources.
  - b) Assisting the Director in the planning, development and implementation of practices and procedures pertaining to the management of AT people-related resources.
  - c) Liaising with and providing advice to the Director and other senior ambulance staff in relation to a broad range of operational performance and service delivery issues.
  - d) Promoting effective communication between AT team members, other service providers and the community.
- Required to act with a significant degree of initiative and independence with broad direction provided by the Director.
- Act as the delegate for the Director as required.
- The occupant is accountable for the implementation and support of positive workplace culture and is responsible for identifying and addressing inappropriate workplace behaviours. The occupant will be a role model for appropriate behaviours in the workplace.
- The occupant will perform the duties allocated consistent with AT's organisational values and will promote and support those values in the workplace.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

- Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category A position.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
  - e. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. High-level resource management skills and experience and knowledge of contemporary management practice, including change management and best practice and the ability to monitor effectiveness and efficiency.
2. Demonstrated capability to participate in and give authoritative advice on a broad range of ambulance service operations including multi-casualty incidents or disaster planning and management.
3. Demonstrated knowledge and ability to support and manage staff in line with best practice Human Resources and Workplace Health Safety processes, including the ability to positively support the mental health and wellbeing of staff in an operational environment.
4. High level interpersonal, communication, collaboration, negotiation and conflict resolution skills. Ability to represent Ambulance Tasmania and identify and negotiate mutually acceptable solutions in situations of differing interests, including the ability to work with external providers and/or non-government organisations.
5. High level strategic, conceptual, analytical and creative skills, with a sound understanding and knowledge of the political, social and organisational environment impacting on Ambulance Tasmania.
6. Demonstrated ability to prepare, present and evaluate high level reports and submissions and negotiate the implementation and review of recommendations.
7. Sound understanding and knowledge of the current issues impacting on the delivery of ambulance services.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](#)