

Position Description	
Position Title:	General Manager Clinical Services
Location:	Clutha Health First
Reports To:	Chief Executive Officer
Number of Direct Reports:	6
Date:	November 2023

Our Purpose
Collaborate – Innovate – Advocate ... for a healthy community.
Our Shared Values
<ul style="list-style-type: none"> We value our people. We value honesty and respect. We value excellence. We value the environment we live in.

Purpose of Role
<p>The purpose of the role is to provide values-based leadership and clinical governance to clinical staff. The Clinical Director will work with others to enable design and delivery of sustainable high-quality services within revenue, budget and clinical quality parameters. The leadership system incorporates the following:</p> <ul style="list-style-type: none"> A whole of health system perspective: including community, primary care and hospital services (multi-disciplinary approach). Formal Leadership that integrates <ul style="list-style-type: none"> <i>Strategic Leadership:</i> focused on future service requirements, integration across the system (multi-disciplinary approach) and better health outcomes for the population; AND <i>Operational Leadership:</i> focused on day-to-day operational delivery as a clinical partnership with nursing, allied health leaders. This incorporates people management, quality improvement, patient safety and the delivery of high-quality services that are best for the system and people management

Key Relationships	
Internal:	<ul style="list-style-type: none"> All staff in the service Relevant colleagues in other directorates and / or on other sites Clinical Governance Committee
External:	<ul style="list-style-type: none"> Patients, families / whanau Primary health care sector Community groups and NGOs Private Health Care providers Inter-sectoral agencies e.g., Welfare Medical Council of NZ and Health and Disability Commissioner Relevant College or professional body Ministry of Health Tertiary and other education institutions including University of Otago and Dunedin School of Medicine



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Capability Profile	
Competencies	Behaviours
Strategic Agility	<ul style="list-style-type: none"> • Anticipates future consequences and trends • Has broad knowledge and perspective of the service across the district. • Manages conflicting priorities and effectively delegates • Seeks creative solutions to overcome anticipated problems
Managing Purpose & Vision	<ul style="list-style-type: none"> • Communicates a compelling and inspired vision or sense of core purpose • Inspires and motivates the service with a positive outlook
Total Work Systems	<ul style="list-style-type: none"> • Is dedicated to providing common systems for designing and measuring work processes • Seeks to reduce variances in organisation processes • Delivers the highest quality products and services for internal and external customers • Is committed to continuous improvement through empowerment and management by data • Leverages technology to positively impact quality • Is willing to re-engineer processes from scratch • Is open to suggestions and experimentation • Creates a learning environment leading to the most efficient and effective work processes
Interpersonal Savvy	<ul style="list-style-type: none"> • Relates well to all kinds of people inside and outside the organisation • Builds appropriate rapport and constructive and effective relationships • Uses diplomacy and tact • Can defuse even high-tension situations comfortably
Integrity and Trust	<ul style="list-style-type: none"> • Is widely trusted • Is seen as a direct, truthful individual • Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences • Consistently demonstrates respect for colleagues and other disciplines
Communication	<ul style="list-style-type: none"> • Practises active and attentive listening. • Explains information and gives instructions in clear and simple terms. • Willingly answers questions and concerns raised by others.. • Is confident and appropriately assertive in dealing with others. • Deals effectively and productively with conflict.
Building Effective Teams	<ul style="list-style-type: none"> • Blends people into teams when needed • Creates strong morale and spirit in her/his team • Shares wins and successes • Fosters open dialogue

	<ul style="list-style-type: none"> • Let's people finish and be responsible for their work • Defines success in terms of the whole team • Creates a feeling of belonging in the team
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Person Specification		
	Essential	Desirable
Training, Work Experience and Qualifications	<ul style="list-style-type: none"> • Relevant tertiary qualification in Clinical/Health or Business • Demonstrate strong commitment to working for CCHCL and its values • Understanding of systems thinking and quality improvement • Excellent communications and relationship management skills • Preference is to have prior experience in leading multi-disciplinary teams and familiarity with HNZ systems 	<ul style="list-style-type: none"> • Demonstrate a strong Interest in operational leadership where the focus is on delivering high quality improvement and patient safety, doing what is best for the system and managing day-to-day operations and people related matters • Demonstrate a strong Interest in strategic leadership development where the focus is on future requirements for the health system, service integration, and better health outcomes. Ability to think strategically, and to translate strategic goals into operational plans. • Committed to identifying and developing future leaders by demonstrating distributive leadership on a day-to-day basis and implementing succession planning for those that display the positive attributes
Skills and Knowledge	<ul style="list-style-type: none"> • Provide leadership, support, and oversight to the clinical workforce (multi-disciplinary) • Ensure effective delivery of day-to-day services • Ensure a quality improvement patient safety focus to service delivery • Consider future developments • Strong commitment to Treaty of Waitangi and working effectively with a range of cultures 	
Physical Task Requirements	<ul style="list-style-type: none"> • The following denote the key physical requirements for the position including: <ul style="list-style-type: none"> ○ Standing ○ Sitting ○ Walking ○ Light lifting 	

	<ul style="list-style-type: none"> ○ Repetitive arm, hand and finger movements ○ Use of minor office equipment e.g. calculators, staplers, pens ○ Operating machinery/equipment e.g. photocopiers, printers <ul style="list-style-type: none"> ● Mental activities require high level of concentration, accuracy & organisation. 	
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Key Tasks / Accountabilities and Performance Indicators	
Key Tasks/ Accountabilities:	Performance Indicators:
<p>Treaty of Waitangi / Te Tiriti o Waitangi</p> <p>CCHCL is committed to its obligations under the Treaty of Waitangi. Employees are required to adhere to the principles of the Treaty of Waitangi - Partnership, Participation and Protection</p>	<ul style="list-style-type: none"> ● Participate in appropriate training ● Maintain cultural competence
<p>Integrated Strategic and Operational Leadership</p> <ul style="list-style-type: none"> ● Clinical engagement in the service through delivering day-to-day activity targets (supported by Team Leaders) ● Shared responsibility (with Team Leaders) to effectively manage resources ● Shared responsibility (with Team Leaders and Finance) for the Service's operational plan including annual staffing plan and operational & capital expenditure ● Staff Management & Welfare ● Contribute to staff development and training, including clinical leadership. ● Ensure internal peer review, audit and credentialing activities are completed. ● Lead, or delegate where appropriate a service complaint review process. ● Adhere to CCHCL's media policy. ● Maintain effective working relationship(s) with leadership group(s). ● Contribute to service activities including planning, meetings, reporting and quality improvement programmes and case mix. ● Maintain relevant documentation of work as GM Clinical Services ● Meet regularly with Medical Director to review progress and address issues and concerns. ● Effective and visible professional leadership and advocacy. ● Effective relationships with colleagues and staff. 	<ul style="list-style-type: none"> ● GM and Team Leaders to meet on a fortnightly basis at a minimum to review rosters and task allocations ● Evidence that Annual operational plan aligned with 3 year strategic service plan ● Evidence of Implementation of day-to-day operational work plan and task assignment that has led to the development of service projects ● Implementation of Service Quality improvement plan ● Management of Leave including CME Evidence of participation in Staff recruitment; up to date job descriptions; performance review of SMOs; MOs; GPs credentialing process ● Evidence of professional guidance and support for staff including leadership development for succession planning. ● Timely investigation of all complaints; implement necessary changes from complaints ● Set high standards of professional behaviour (zero tolerance for disruptive professional behaviour) ● Peer review process in place ● Adhere to Media management protocol ● Evidence that tasks are effectively delegated

<p>GM's performance and professional development</p> <ul style="list-style-type: none"> • Exhibit high standards of professional and personal behaviour and lead by example. • Undertake responsibilities and conduct self in all matters relating to their employment in accordance with best practice. • Attend relevant professional development programmes e.g. communications skills, conflict negotiation, strategic planning, influencing, and media management. • Maintains a close link (where appropriate) with the University of Otago to develop research opportunities and/or shared appointments. 	<ul style="list-style-type: none"> • Examples of benefits from the relationship with University of Otago School of Medicine, Dunedin Campus.
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> • Support and foster commitment to achieving the highest level of Health and Safety practice. 	<ul style="list-style-type: none"> • Oversight of Health & Safety work in Service area.
<p>Quality and Performance</p> <ul style="list-style-type: none"> • Establishment of quality systems within Service and a cycle of monitoring, reporting and improvement. • Oversight of service specific guidelines, policies and protocols. 	<ul style="list-style-type: none"> • Implementation of service level clinical governance programme. • Evidence of quality activities for: <ul style="list-style-type: none"> ○ Reportable events ○ Complaints ○ Reviews ○ Clinical indicators ○ Accreditation standards. ○ Clinical audit records • Up-to-date risk register Service specific guidelines, policies and protocols registered with quality committee.

Performance Measures

- Set realistic measurable goals for own performance and assume responsibility for acquiring knowledge/experience to meet those goals.
- Plans for growth and undertakes change based on regular self-evaluation and the Staff Appraisal process.
- Participates in an annual Staff Appraisal with the Chief Executive Officer

Treaty of Waitangi

- Clutha Health First recognises the special relationship between Māori and the Crown and has an understanding of the articles/principles of the Treaty of Waitangi.
- As an employee you will be required to develop an understanding of the cultural concepts, values and tikanga that might affect the well being of Māori patients.

Health and Safety

Clutha Health First is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of Clutha Health First, the health and safety of clients, patients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in the health and safety programs. It is expected that you will report all accidents or potential hazards to your manager.

Clutha Health First employees will participate in and comply with the requirements of the Health & Safety at Work Act 2015 plus amendments and associated CHF procedures.

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, hazards eliminated, minimised or isolated.
- Comply with Clutha Health First incident reporting and Health & Safety policy
- Emergency management procedures and compulsory/compliance education and training completed.

Quality and Risk

Clutha Health First is committed to continuous quality improvement. Our focus is to improve our practice and the quality of care received by patients. Our goal is to embed continuous improvement in our daily activities, by focusing on improving systems and processes, enhancing our communication with other health providers and increasing consumer involvement.

Changes to Position Description

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

Employee Name

Employee Signature

Date

Chief Executive Officer Name:

Chief Executive Officer Signature:

Date