|  |  |
| --- | --- |
| TEAM | West Coast Health System - Leadership Team |
| POSITION TITLE | Operations Manager, Hospital Services |
| REPORTS TO  PROFESSIONALLY REPORTS TO | General Manager West Coast DHB |

|  |  |
| --- | --- |
| OUR TEAM ACCOUNTABILITY | As a member of the West Coast Health System   * **Engaging** the Hospital Services workforce within the West Coast District Health Board and our health system to build trust, common understanding and ownership. * **Growing** the understanding and engagement of the Hospital Services workforce with the vision and goals for the West Coast health systems. * **Ensuring** clarity of purpose within the Hospital Services workforce, developing clear direction, plans, alignment and priority and making sure all teams and roles know their accountability and responsibility. * **Building** the capability of the Hospital Services workforce function to ensure it meets clinical objectives, and continues to develop and prosper effectively and efficiently. * **Communicating,** in order that within the Hospital Services workforce, the West Coast DHB and our health system, everyone remains aligned with and informed about the plans, priority and progress. |

|  |  |
| --- | --- |
| MY ROLE RESPONSIBILITY | The Operations Manager, Hospital Services will;   * Assist and complement the General Manager by providing a focus on communication, integration and consistency across the service areas, and by coordinating the activities of the service areas within hospital services. * Provide day to day leadership, encourage and actively participate in identifying service development opportunities. Work with clinical leaders and managers to enable transformation of services as per the West Coast District Health Board (WCDHB) vision. * Work as part of a multi-faceted leadership team which supports clinicians and managers to meet their collective accountabilities around patient service provision, financial targets, Ministry of Health ESPI targets and the overall strategic direction of the West Coast Health System. * Ensure Ministry of Health initiatives are implemented. |

|  |  |
| --- | --- |
| MY CAPABILITY | * Display self-knowledge * Build relationships and mobilise support * Communicate a vision and sense of purpose * Empower others to act * Stimulate innovation and create immediate wins * Foster a positive culture |

|  |  |  |
| --- | --- | --- |
| MY RELATIONSHIPS TO NURTURE | Internal  * SMO Workforce * RMO Workforce * CBU / CBU Team Leader * Medical Records * Telephonists * Admitting Clerks * Medical Secretaries * Medical Staffing Unit * Librarian * Associate Director Allied Health * Nurse Manager Operations * Nurse Manager Strategic * Laboratory * Radiology * Pharmacy * Medical Director * Finance Manager * Quality & Patient Safety Manager * Communications Manager * P&C Manager & Staff * Learning & Development Staff | **External**   * Patients and their families * Primary Health Care Providers * Other health providers * Health related groups * Community Stakeholders * Other DHBs * Union Officials * Professional Colleges * Health & Disability Commissioner Advocacy Service * Ministry of Health |