



Cultivating Healthy Communities

Position Title:	Campus Manager
Reports To:	Director of Clinical Services
Direct Reports:	All Clinical Staff
Department:	Clinical Services
Classification:	RN65 Campus DON of Group 8D Campus
Employment Conditions:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024
Qualifying Period:	6 months from commencement date.

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

Our Vision

To see sustainable improvement in the health and wellbeing of our community

Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence



Cultivating Healthy Communities

ROLE STATEMENT

The Campus Manager is to provide high-level strategic leadership and management within the clinical and aged care services whilst ensuring compliance with policies, procedures, regulations and relevant legislation.

The Campus Manager is responsible for the day-to-day operational management of nursing, other clinical and some non-clinical support services at the campus level to ensure delivery of excellence in clinical and person centred care and leading by example through genuine values based positive behaviour.

The Campus Manager has oversight of the management of clinical reporting and documentation, staff training, provision of ongoing management, leadership and support to all nursing staff, non-clinical staff and volunteers at the campus. This includes working closely with and building positive and effective relationships with key stakeholders, including consumers, families and staff, as well as managing quality improvement activities to achieve specific goals and objectives.

Fostering relationships with our primary and community based services who work with the clinical services team to provide options for consumers focusing on reducing readmission and supporting people to stay at home.

POSITION SPECIFIC RESPONSIBILITIES

Leadership and Management

- Develop, foster and support a campus culture aligned to EWHS values in which people work together and support each other to deliver the highest quality of care to our consumers.
- Provide leadership for innovation, change processes and co-ordinated responses to emerging service and workforce needs.
- Facilitate and maintain effective communication with internal and external consumers.
- Actively seek consumer feedback and act upon findings.
- Participates in relevant site and organisational governance committees

Human Resources and Industrial Relations

- Develop teamwork through leadership, role modelling and effective communication.
- Facilitate the performance development and management of staff in collaboration with the Directors.
- Ensure staff are recruited, selected, orientated and managed to meet Health Service objectives and in accordance with EWHS policy.
- Ensure the professional development of staff is consistent with organisational requirements.
- Participate in the annual performance appraisal process at EWHS. Coordinate the performance review programs for staff under your supervision, monitor and review the process.
- Ensure all EWHS clinical policies and procedures are observed and assist to ensure they are maintained up-to-date. Implement and educate EWHS personnel in these policies and procedures to maximise their effectiveness. Comply with health service policies.
- Demonstrate an ability to resolve conflict and promote and maintain an environment of teamwork and professionalism to deliver safe and positive health experiences.
- Assist line manager to undertake Workforce Planning activities.
- Attend relevant briefings regarding legislation changes and provide advice to line manager on required changes or developments.
- Participate in continuous improvement projects.
- Undertake special projects as directed from time to time relevant to expertise and experience.

Quality / Safety and Risk Management

- Act in accordance with all relevant external legislation and internal EWHS policies and procedures that relate to this position and the organisation.
- Participate in and contribute to quality improvement programs and other organisational activities to meet National Safety and Quality Health Service and Aged Care Quality Standards.
- Participate and contribute in occupational health and safety activities to ensure a safe work environment for consumers, community, staff and visitors.
- Minimise exposure to incidents of infection / cross-infection of patients, consumers, staff, visitors and the public by adhering to the Health Service Infection Control policies and procedures.
- Abide by the EWHS's Occupational Health and Safety policies, participate in appropriate safety education and evaluation activities.

Financial Risk Management

- Observe and contribute to the successful achievement of divisional budgets and targets, to fulfil operating objectives and capital requirements
- Participate in the development of capital and minor works proposals for equipment and facilities as appropriate.
- Actively participate in financial risk management activities for the health service.

Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

PERFORMANCE INDICATORS

- Manages and supervises nursing staff, through performance management and clinical supervision to ensure the care provided is safe, appropriate and meets professional standards, as per EWHS policy and procedures
- Follow our EWHS Clinical Governance Framework as this underpins our governance systems that ensure that all consumers receive a high level of clinical care and support during their stay at the any of our facilities.
- Monitoring and maintaining of the clinical staffing profile to ensure recruitment of professional staff is undertaken to minimise the risk not being able to adequately provide the delivery of safe and high quality clinical care.
- In conjunction with the Support Services Manager, monitor the support services staff profile to ensure timely recruitment to FTE vacancies.
- Manage complaints, grievances, disputes, performance and disciplinary measures within in accordance with EWHS policy and procedures.
- Communicates themes and trends of feedback and ensures feedback is incorporated into the quality improvement plan.
- Identify, minimise and manage organisational risks using the Risk Management Framework.
- Monitor and manage staff leave as per EWHS policy and procedure
- Provide regular reports to the Director of Clinical Services



Cultivating Healthy Communities

- Compliance with the Education Training Schedule (ETS).

KEY BEHAVIORAL COMPETENCIES

- Motivating Others
- Drive for Results
- Conflict Management
- Organisational Agility
- Building Effective Teams
- Perspective

KEY SELECTION CRITERIA

- Current Nursing registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- Relevant postgraduate qualifications or experience in management or a related field
- Knowledge of the National Safety & Quality and Aged Care Accreditation Quality Standards and ability to support these.
- Alignment with the values and behaviours of the organisation and a commitment to model those behaviours and challenge others to do the same.
- A working knowledge of the principles of Victorian public sector acute and aged care funding principles.
- Broad clinical experience within a health care environment.
- Demonstrated experience in a leadership role with experience in workload management, performance management and critical and reflective thinking skills in decision making and problem solving.
- Demonstrated commitment to the process of quality improvement in support of a safe and positive consumer experience to every person, every time.
- Evidence of recent annual influenza immunisation or willingness to obtain.
- Evidence of full immunisation against COVID-19.

The Campus Manager at East Wimmera Health Service will hold:

- A current Victorian Drivers Licence.
- A current National Police Check or ability to obtain a satisfactory check.
- Ability to comply with the "Behavioural Outcomes" for this role.
- A current employee Working with Children Check.

East Wimmera Health Service		
STANDARDS OF BEHAVIOUR		
Our staff will always:		Our staff will not:
Together	<ul style="list-style-type: none"> • Work as part of the team • Mentor others • Provide encouragement to others • Care for others the way they would like to be cared for themselves • Partner with consumers in decision making about their healthcare 	<ul style="list-style-type: none"> • Be self-centered • Have inappropriate conversations with others • Demonstrate a “can’t-do” attitude • Ignore feedback given by patients or colleagues • Avoid responsibility • Refuse to assist others with their workload
Honesty	<ul style="list-style-type: none"> • Be open & honest with ourselves and with others • Make ethical decisions • Bring ourselves to work • Maintain high levels of integrity • Be responsible and accountable 	<ul style="list-style-type: none"> • Be dishonest • Be unreliable • Pass the buck • Lazy
Empathy	<ul style="list-style-type: none"> • Commit to delivering a positive health experience to every person every time • Show compassion to all people • Demonstrate empathy & understanding 	<ul style="list-style-type: none"> • Be sarcastic • Be judgmental • Make care decisions without consulting the consumer
Community	<ul style="list-style-type: none"> • Maintain customer focus • Lead by example • Be responsible & accountable for their own actions • Stand up and take action • Escalate issues or behaviours of concern 	<ul style="list-style-type: none"> • Be hypocritical • Contribute to rumours • Discriminate against others • Think they’re better than others • Be passive
Open	<ul style="list-style-type: none"> • Demonstrate consistency • Treat people equally • Be considerate & understanding • Be collaborative and collegiate • Deal with issues 	<ul style="list-style-type: none"> • Demonstrate favouritism & exclusion • Withhold information • Ignore issues
Respect	<ul style="list-style-type: none"> • Maintain confidentiality & privacy • Be punctual • Listen to others & accept differences • Respond courteously • Greet all people by saying hello, smiling and introducing themselves • Be culturally informed and sensitive • Respect diverse opinions 	<ul style="list-style-type: none"> • Be arrogant • Be disrespectful • Display rudeness • Bully, harass or display aggression • Allow unacceptable behaviour
Excellence	<ul style="list-style-type: none"> • Expect and deliver excellence • Persevere to do the best job they can • Strive continuously to improve • Be professional & enthusiastic • Have the courage to question what we do 	<ul style="list-style-type: none"> • Give up • Accept mediocrity • Leave an untidy workplace

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct

RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency			
	Occasionally	Regularly	Continual	NA
<u>Work Environment</u>				
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility	✓			
• Working off site which may include clients homes	✓			
• Clinical areas		✓		
• Travelling or Driving in cars on a regular basis		✓		
<u>Work Activity</u>				
• Manage demanding and changing workloads and competing priorities		✓		
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time		✓		
• Sitting at the computer for extended periods of time		✓		
• Sitting in meetings for extended periods of time		✓		
• Use of technology including photocopiers, telephones		✓		
• Undertake manual handling of equipment	✓			
• Patient Handling (<i>No Lift Program operates throughout EWHS</i>)	✓			
• Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>)	✓			
<u>Work relationships</u>				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments			✓	
• Interacts with: <ul style="list-style-type: none"> ○ colleagues and other hospital staff ○ members of the public ○ Patients and relatives 	✓	✓	✓	



Cultivating Healthy Communities

I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name (please print) _____

Signature _____

Date _____

Document Control	
Executive Sponsor: Director of Clinical Services	
Manager Responsible: Director of Clinical Services	
Author(s): Pat Croft – Director of Clinical Services	
Last Review: 10 October 2023	Next Review: 10 October 2025