

POSITION DESCRIPTION

Job Title:	Patient Services Manager
Department:	Executive
Location:	Ormiston Hospital
Reports to:	Chief Executive Officer (CEO)
Direct Reports:	Surgical Administration Team Leader, Charge Nurse – Ward, Charge Nurse – Pre-Operative Services, Learning & Development Coordinator, Clinical Nurse Specialist, and Infection Control Nurse

Our Vision

“To be the healthcare hub of excellence chosen by our communities”

Our Values



PURPOSE

The purpose of this position is to ensure the effective and efficient operational management of the inpatient ward, Pre-operative assessment and admission areas, education programme, infection prevention and control programme, administration, patient bookings and reception services at Ormiston Hospital.

It is an expectation that this role will bring nursing expertise to the Executive Leadership table and work closely with the Theatre Services Manager to provide nursing leadership to the workforce. The Patient Services Manager will ensure that staffing levels are within prescribed guidelines and that optimum nursing numbers and skill set is aligned to patient acuity.

Reporting to the CEO and as a member of the Executive Leadership Team (ELT), the role contributes to the hospital's strategic goals and the growth of services that reflect clinical best practice. The Patient Services Manager will collaborate with the ELT to maintain the hospital's leading position in the healthcare sector, respond effectively to organisational change and competition, and achieve business targets for revenue, costs, and capital investment. The role also upholds and promotes the organisation's values.

RELATIONSHIPS

Internal

Chief Executive Officer
Chief Financial Officer
Executive Leadership Team
Clinical Director
Clinical Governance Committee
Theatre Services and Recovery Team
Supply Chain Team
Surgical Administration Team

External

OSEL Board of Directors
Visiting Specialists
Patients and their whanau
Medical Representatives and suppliers
Southern Cross Healthcare People and Culture Team
Southern Cross Healthcare Payroll Team
Southern Cross Healthcare National Office Resource Team
All contractors

KEY RESPONSIBILITIES

Clinical Practice

To ensure ongoing development and implementation of a framework for professional clinical practice, in collaboration with Education Team, Infection Prevention Control Nurse and key clinical staff.

- Appropriate standards of professional nursing practice are maintained.
- Practising Certificate is current and self-learning opportunities are identified to maintain professional nursing standards.
- Documented guidelines are incorporated into care delivery processes.
- Systems to deliver and manage the clinical processes of patient care are in place.
- Clinical pathways are used to guide practice.
- Staffing plans are implemented to meet clinical needs.
- Nursing research is promoted to ensure contemporary patient management.
- A professional development plan for each clinical staff member is in place.
- Supports the ongoing development of the organisation's learning and development programme.
- Works closely with the Clinical Director to foster a culture of clinical excellence.
- Member of clinical Governance committee

Leadership

Operates within a proactive and collegial ELT framework to maintain a united front, while exercising transformational leadership to inspire the team through a shared vision of the future.

- Ormiston Hospital's culture is positioned to meet the challenges of the modern healthcare environment, so that systems and processes are effective and current practices and behaviors are dynamic and responsive.
- Champions digital innovation, data-driven decision-making, and continuous improvement to advance corporate objectives and optimise organisational performance.
- Sets clear goals and motivates others to achieve the key objectives outlined in the Strategic Plan.
- Promotes transparent communication and role-modelling of organisational values, reinforcing a culture of respect, safety, accountability and high performance.

- Supports the CEO in bringing about change management processes that result in an effective organisational structure.
- The administrative functions of the organization are patient-centered and staff work collaboratively to ensure patient bookings, reception services and general administration duties are carried out in an effective and efficient manner.
- Coordinates and manages the day-to-day service of Volunteer Coordinator's
- Operational management of Pharmacy, laundry and kitchen service agreements in collaboration with CFO as the contract holder

Planning

Leads and implements planning processes resulting in the delivery of clinical excellence across the Hospital.

- There is active participation in service planning processes including the associated management of change to achieve positive outcomes.
- Chairs regular capacity planning meetings to synchronize staffing levels with fluctuating patient volumes and clinical demands.
- Prepares the annual budget and capital expenditure program in consultation with the CEO and CFO, and manages monthly budget variances.
- Advances in Information Technology are resourced and supported such as the Clinical Workstation (electronic medical record).
- Staffing and roster management is efficient and aligned to patient case mix, throughput and acuity.
- Stocks and supplies are efficiently managed and appropriately charged.
- The Patient Services Manager follows the Delegated Authorities Policy.
- Business Cases for Board approval is developed in consultation with the CFO with approval from the CEO.
- Works with the Facility Manager to ensure optimum utilisation of equipment and supplies and waste is minimised.
- Participates in the preparation of annual operational and capital expenditure budgets.
- Nursing rosters are evaluated regularly to ensure the level and skill mix is appropriate for the changing patient casemix and volume.
- Operational management of the on-call roster.

Quality and Risk

To lead the provision of quality, cost effective care and to meet the service expectations and patient care needs.

- Ensures that the Quality Standards are implemented and maintained.

- Is an active member of the hospital's Quality Management Team.
- Ensures staff work within the Ormiston Hospital policies, guidelines and clinical standards of practice.
- A quality auditing process is in place for all key aspects of clinical care. Audits are acted upon and remedial action initiated as required.
- Patient complaints and clinical incidents are fully investigated with the Quality and Risk Manager and reported to the CEO. Complaints are followed up until positive outcomes are achieved.
- The Patient Services Manager is fully aware of all patient issues on a day-to-day basis and reports key events/issues to the CEO as soon as possible.
- Participates as a member of the Ormiston Hospital Clinical Governance Committee.
- Supports business continuity and emergency preparedness planning, ensuring organisational resilience and operational readiness.
- Holds Restraint coordinator role and ensures correct restraint minimisation practices are used across the organisation.

Performance

To optimise the efficiency and economy of the Hospital's Services ensuring assets are protected, and expenditure is properly managed to meet Ormiston Hospital's business objectives.

- Service contracts are managed according to contractual agreements and schedules.
- Performance is monitored against the organisational goals in liaison with the CEO.
- Key performance indicators are developed for staff that reflects the goals of the organisation.
- Day to day feedback/reports are provided to the CEO, or as appropriate.
- Costs and expenditure are maintained within budget and allocated resources.
- Clinical, financial and operational information is collected, analysed and reported formally by way of a monthly report to CEO.
- Capital proposals are prepared and presented in a timely manner. Decisions are in line with the Delegated Authorities Policy.
- Benchmark activities are actively pursued to ensure OSEL is in line with best practice, market standards.

Occupational Health and Safety

- Ensures that all areas of responsibility are compliant with Health and Safety Standards.
- Staff are aware and work within the health and safety guidelines and parameters set.
- A Hazard ID Register is maintained on a regular basis.
- Take personal responsibility for own Health and Safety in the Workplace.

- H&S Reps are appointed, and time is allocated to ensure they fulfil their H&S duties.
- All incidents and accidents are reported, investigated, managed and evaluated in a timely manner.
- Is aware of the signs of workplace stress and actively supports team members as required under the Health and Safety at Work Act 2015.

People Leadership

To lead the team by demonstrating a positive attitude and willingness to change in response to business requirements ensuring motivated staff are attracted and retained.

- Lives the values and ensures that Ormiston Hospital is an employer of choice.
- A recruitment strategy is developed with the CEO and maintained reflecting the needs of the business.
- Manages all aspects of HR matters for the surgical service within delegated authority seeking support from the ELT as required.
- Ensures all staff perform at a level that meet the needs of the company and in line with KPI's.
- Along with other members of the Executive Leadership Team, supports the CEO in maintaining a staff reward and recognition programme.
- Ensures annual performance reviews are completed, and ongoing conversations occur.
- Ensures training needs and goals are identified and planned for and resourced within budget.
- Addresses poor performance and matters of conflict quickly and appropriately, seeking support as required.
- Ensures effective rostering occurs which provides the required cover matching clinical experience with case mix/acuity.
- Rostering should consider, as far as possible, the preferences of the individual, but is responsive to revenue fluctuations, changes in case mix and seasonal variations.
- Exit interviews are offered and supported.

Corporate

To support a strong and positive image of Ormiston Hospital within the community and with key internal and external stakeholders.

- Ensure consistent internal communication across departments to support unified executive decision-making and organisational cohesion.
- Builds and maintains strong relationships with specialists, industry partners, and relevant external agencies to enhance Ormiston Hospital's reputation and competitive position.
- Positive and professional relationships with Specialists are maintained through regular contact and consultation.
- A professional appearance and image are maintained.
- The ELT is portrayed as being united at all times and a collective responsibility is maintained.
- Relationships with key health funders and providers across the sector are developed and maintained.

- Implementation plans are developed to operationalise new business activities.
- Represents Ormiston Hospital at external forums, professional networks and sector meetings, acting as a credible ambassador for the organisation.
- Strategies to increase the profile of Ormiston Hospital are identified and discussed with the CEO before implementation.

PERSON SPECIFICATION

<p>Experience and skills required:</p> <ul style="list-style-type: none"> • At least 5-years proven leadership experiences and ability in operational management within a Surgical Hospital environment. • New Zealand Registered Nurse • A current Annual Practicing Certificate (APC) with the relevant New Zealand regulatory authority. <p>Experience and skills desirable:</p> <ul style="list-style-type: none"> • Extensive hands-on experience in surgical patient care and clinical emergency procedures. • Proven track record in leading teams, including recruitment, performance development, and effective delegation. • Practical experience in implementing infection control, risk management frameworks, and quality standards. • Demonstrated understanding of operational requirements within a private hospital or healthcare setting. • Experience in clinical incident investigation and managing high-pressure emergency situations. 	<p>Education and qualifications required:</p> <ul style="list-style-type: none"> • Tertiary qualification in health sciences, business, or a related field to establish credibility in role. • PDRP Level 4 (Expert) <p>Education and qualifications desirable:</p> <ul style="list-style-type: none"> • Master’s degree in Nursing, Healthcare Leadership or Business
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<ul style="list-style-type: none"> • Ability to make astute, timely decisions to ensure patient safety and operational efficiency. • Strong capacity to analyse complex issues and implement effective clinical solutions. • Advanced skills in navigating and resolving professional conflicts within clinical practice. • Ability to foster a positive, collaborative team environment and drive staff engagement. • High level composure and clear communication during organisational or clinical crises. 	
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Personal Attributes

- Patient and customer-centric focus
- Excellent interpersonal and communication skills
- Goal-oriented with a drive for results
- Project and time management excellence
- Adaptable and resilient under pressure
- Proactive and self-directed work ethic
- Collaborative and supportive team member
- Empowerment-based leadership style
- Positive change agent
- Committed to continuous professional development

The ROLE will be responsive to the needs of our customers so duties may change, and flexibility will be required from the jobholder.

Name:	
Signature:	
Date:	

Chief Executive Officer:	
Signature:	
Date:	