



## Position Description

<b>Position title:</b>	Patient Services Manager	<b>Date:</b>	October 2024
<b>Reports to:</b>	General Manager	<b>Department:</b>	Patient Services
<b>Number of reports:</b>	Direct: 9 Total (include indirect): approx.70	<b>Location:</b>	Hamilton
<b>Delegated financial authority:</b>	TBC	<b>Budget ownership:</b>	Yes
<b>Level of influence:</b>	<b>Leading leaders</b>		

## Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network and at our national support office, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
<b>To help people live their best lives by reimagining healthcare.</b>	<b>To advance the provision of quality healthcare in Aotearoa New Zealand.</b>

## Values and Behaviours

**Teamwork:** We will work together because we know that a strong team will always outperform strong individuals.

**Responsibility:** We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

**Respect:** We will act fairly in a culture of mutual trust and respect.

**Aspiration:** We will aspire to be the best we can be. We will recognise and celebrate success.

## Role Purpose

The purpose of this position is to specifically lead, manage and coordinate the Patient Services staff which consists of Ward and Perioperative services, to obtain optimum efficiency and effectiveness, ensuring a financially responsive service that is centred around partnership with medical specialists and, always, patient focused.

This role will actively support the General Manager to achieve the strategic goals of Southern Cross Hospitals eliciting enthusiasm and initiative from all working within the service.

This position is a critical part of the senior leadership team and makes a significant contribution to the overall performance of the hospital. This includes ensuring that the business retains a leading position within the healthcare market and can respond positively and effectively to competition.

## Key Relationships

### Internal

- General Manager
- Senior Leadership team
- All hospital staff
- National Support Office

### External

- Medical Specialists
- Patients and families
- Allied providers
- Te Whatu Ora
- ACC

## Key Accountabilities

### Key Responsibilities

- Provides the day to day clinical and professional leadership of the Ward and Perioperative Services.
- Effectively manages nursing resources across the service to meet workload demands ensuring efficient safe staffing ratios and skill mix.
- Is proactive in ensuring culturally sensitive principles are applied to nursing practice and leads others in an awareness of the needs of other cultures and ethnicities and oversees its application to practice.
- Develop and maintain systems and processes that support a safe and efficient patient journey.
- Assists with other activities of a clinical or business nature that includes performing delegated tasks, being a team member in work activities and/or project management and action plans.
- Decision making integrates expert nursing knowledge with evidence-based practice.
- Financial and operational decisions are made within limits of authority.

- People management decisions are made in consultation with GM /HR.
- Identify training and development needs of the Ward team.
- Contribute to the quality and continuity of patient care through effective workload management and teamwork.
- Maintains patient privacy at all times.

### **Relationship Management**

- Supports the General Manager by ensuring that the Patient Services team is motivated, engaged and functional and operates within a proactive, collaborative and collegial framework.
- Relationships with Medical Specialists, Contractors and colleagues are nurtured and maintained to ensure positive interaction in regard to patient management.

### **Staff Supervision**

- Role models the principles of the organisational values.
- Motivated and skilled staff are attracted and retained.
- Deploys staff effectively to meet the requirements of the business.
- Orientation and mentoring programmes are in place and evaluated.
- Annual performance review is undertaken for all staff.
- Training and development needs are identified in consultation with the General Manager.
- Effective rostering ensures a legal roster that takes into account as far as possible the preferences of the individual, but is responsive to changing demands.
- Staff mix and numbers are appropriately matched to the planned workload.

### **Safety, Quality & Risk Management**

- Leads the team in compliance with all legislation relating to nursing practice and ensure all staff work within the Southern Cross Healthcare Policies, Guidelines and Clinical Standards of Practice. E.g. Health & Disability Sector Services Standards.
- Ensures quality auditing processes are implemented for all key aspects of care. Audits are reviewed and improvements initiated.

### **Health, Safety and Wellbeing**

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities.
- Actively participate where improvements to health and safety at SCHL can be made.

### **Commitment to the principles of Te Tiriti o Waitangi**

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

### **Commitment to Diversity, Equity and Inclusion (DEI)**

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

### **Commitment to Environment, Social and Governance (ESG)**

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

### **Role Requirements**

#### **Experience and skills required:**

- Minimum 5 years proven leadership experience and ability in operational management within a hospital environment.
- Registered Nurse in NZ with current practicing certificate
- A tertiary qualification in nursing, management or related discipline

#### **Education and qualifications required:**

- Registered Nurse in NZ with current practicing certificate
- Post-graduated qualification, Masters preferred.
- Level 4 PDRP
- Private health experience
- Team building and delegation skills
- Management of budgets
- Conflict resolution experience

### **Leadership Attributes**

#### **Human Centred Leadership**

- Empathy
- Adaptability
- Connection

#### **Performance Coach**

- Accountability
- Engagement
- Collaboration

#### **Change Enabler**

- Execution
- Energy
- Contribution