



General Manager

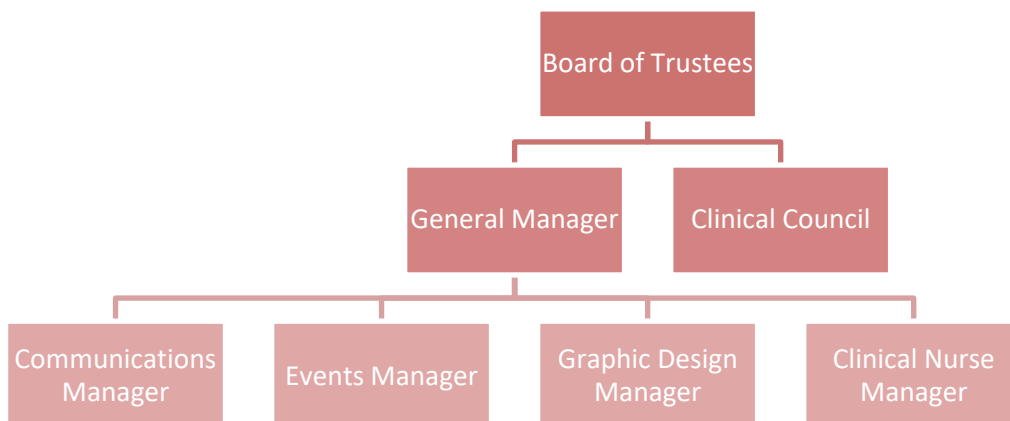
POSITION DESCRIPTION

PURPOSE OF THE ROLE

The General Manager is responsible for all aspects of the management and leadership of the Southern Charity Hospital's operations including clinical leadership and co-ordination, human resource management including volunteers, operational functions, strategy and planning, financial funding and performance, service quality, provision of care and health and safety.

The General Manager will work closely with the Board of Trustees to shape SCH's image and values, as well as the appropriate methods to communicate them to the public.

ORGANISATIONAL STRUCTURE



VISION

Together we can make a difference to the health and wellbeing of our community.

FUNCTIONAL RELATIONSHIPS

- Board of Trustees
- Clinical Nurse Manager
- Clinical Council
- Communications Manager
- Events Manager
- Team Leaders - Doctors, Nursing Staff & other ancilliary staff
- Reception and Administrative staff
- General public

KEY RESPONSIBILITIES

Clinical Management and Leadership	<ul style="list-style-type: none"> • Promote excellence in clinical service provision through the sharing of new knowledge, ideas, and research. • Encourage innovation and practice initiatives that enhance clinical care or service provision • Liaise and work effectively with the Clinical Council • Clearly assign responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress and results utilising clear feedback loops • Providing clinical leadership, coordination, and management to ensure the safe provision of patient care, whilst acting as a positive role model • Proactively deal with staff/volunteer conflict and performance issues • Ensure effective orientation and induction of all staff/volunteers to the environment, policies, and procedures • Work closely and collaboratively with the Clinical Nurse Manager (CNM) in undertaking these responsibilities
Clinical Care Delivery	<ul style="list-style-type: none"> • The discharge of these responsibilities will have GM oversight but will be undertaken with delegation and a high degree collaboration with the CNM. • Demonstrates the ability to work effectively with the multi-disciplinary team and other health care providers.
Operational Management	<ul style="list-style-type: none"> • Oversees the effective operation and administration of the Southern Charity Hospital. • Responsible for oversight of all statutory obligations associated with the Southern Charity Hospital. • The task of managing clinical referrals will be the primary responsibility of the Clinical Nurse Manager (CNM). However the GM will have overall responsibility and oversight, for receiving, triaging, and appropriately managing all clinical referrals • Ensure the Hospital and its facilities are appropriately maintained and in safe and optimum working order at all times • Develop and implement capital and asset management plans that ensure all plant and equipment is maintained, replaced and/or purchased. • Maintain and advise on all assets and infrastructure

Human Resource Management	<ul style="list-style-type: none"> • Acts as a liaison and communicates effectively between facilitators of services, volunteers, and the Board. • Clearly communicate the vision and objectives for the organisation to all volunteers. • Ensure the Southern Charity Hospital's performance is evaluated based on meeting these objectives and support and training is provided where required. • Lead by example and build capability in the volunteer team. Take appropriate steps to support their individual professional development and their effectiveness in working together on joint tasks and objectives. • Ensure the skillset and team size are appropriate to meet the Southern Charity Hospital's current and future needs, including succession plans for key roles. • Will have oversight over the organisation of clinical sessions and lists, including oversight of rostering of volunteers to those lists and other clinical activities • Regularly monitor policy and procedure frameworks and systems to ensure that they are satisfying the Southern Charity Hospital's core vision and are compliant with relevant legislation.
Strategy and Planning	<ul style="list-style-type: none"> • In accordance with the Board's stated strategic direction, assist with the implementation of a detailed, robust, and achievable strategic plan. • Develop a time bound, action-oriented implementation plan to ensure the achievement of the stated strategic direction. • On a regular basis review the strategic plan, ensuring it remains consistent with the direction set by the Board. • Act as an advisor to the Board on matters of general policy or specific matters of significance. • Develop and prepare reports as and when required by the Board and submit them for approval. • Ensure timely and accurate follow through on all directives issued by the Board.
Continuous Improvement	<ul style="list-style-type: none"> • Fully conversant with current service offering and seeks opportunities to introduce new services to improve outcomes for patients in the community. • Keeps pace with new advances and developments with technology and research, ensuring the implementation of any improvements that demonstrate evidence-based practice. • Is pro-active in investigating and researching new initiatives for the company and leads and drives a range of initiatives approved by the Board, to ensure opportunities are maximised.
Community Relations, Promotion and Funding	<ul style="list-style-type: none"> • Positively represent the Southern Charity Hospital to all external stakeholders. • Ensure applications for grants and funding are submitted

	<p>accurately and on time</p> <ul style="list-style-type: none"> • Develop and maintain relationships with key partners. • Drive media engagement, promote awareness and a valuable profile for the organisation by using effective marketing and communication techniques. • Oversee the application for grants and proactively explore additional opportunities for funding. • Implement and support robust ethical fund-raising initiatives.
Financial Management	<ul style="list-style-type: none"> • Monitor and report to the Board monthly on the financial performance of the Southern Charity Hospital, explaining any unexpected variances, ensuring always that the Southern Charity Hospital operates within its available financial resources. • Prepare annual budgets for all aspects of the operation including cashflow, capital expenditure and revenue. • Ensure cost effective purchasing of consumable and specialist equipment required within budget constraints. • Load monthly bills into Xero, code and obtain Trustee authorisation for payment and pay online. • Keep donor register up to date • Oversee receipting and acknowledgement of donations • Accounting support for these functions will be provided as necessary
Quality Assurance and Risk Management	<ul style="list-style-type: none"> • Ensure quality assurance systems are developed, implemented, and maintained to ensure that quality healthcare is at the forefront of the Southern Charity Hospital's operations. • Oversee the delivery of all services to ensure that the organisation complies with all applicable legislation, bylaws, and regulations. • Oversee the regular external auditing of the Southern Charity Hospital's services and ensure corrective actions are implemented where required. • Ensure that risks are identified early and are eliminated, minimised and/or managed, including through maintenance of appropriate insurance cover across the organisation. • Provide oversight, guidance and training to all personnel in respect of all quality and risk issues.
Health and Safety Management	<ul style="list-style-type: none"> • Ensure the implementation and maintenance of a robust health and safety management system that is compliant with the Health and Safety at Work Act 2015. • Develops and maintains an up-to-date knowledge of health and safety matters including, legislation, regulations and relevant industry requirements and best practice. • Ensures all volunteers understand and adhere to the Southern Charity Hospital's health and safety policies and procedures.

	<ul style="list-style-type: none"> • Ensures the use of all appropriate personal protective equipment to carry out duties safely and effectively. • Ensures all hazards and associated risks are identified and controlled. • Creates a strong safety culture, ensuring all incidents, near misses, accidents, injuries, and notifiable events are reported, recorded, and investigated appropriately. • Ensures all emergency procedures are understood and adhered to • Leads and contributes to health and safety meetings. • Ensures health and safety is a topic covered in the timely periodic reporting to the Board. • Reports any health and safety concerns to the Board.
Additional Duties	<ul style="list-style-type: none"> • Ensures all other tasks, projects, assignments, or responsibilities delegated or assigned by the Board are completed accurately, professionally and in a timely manner.

PROFESSIONAL RESPONSIBILITIES

- Align with Southern Charity Hospital Values and Strategic Goals
- Maintain and ensure high standards of patient care
- Practice in accordance with legal, ethical, cultural safety and professional service standards
- Accountable for own work and provide a high-quality service, and contributes to quality and continuous improvements
- Read and understand the organisations policies and procedures that have an impact on the role
- Follow established health and safety and other policies and procedures to ensure the safety of oneself and others
- Work in partnership with Māori patients and ensure culturally appropriate service provided
- Participate in on-going quality improvement activities throughout the year
- Raise concerns with the Board and/or the Clinical Council, if there are quality or patient / service safety issues

CORE COMPETENCIES

<i>Competency</i>	<i>Definition</i>
Strategic/Visionary Leadership	Creating and achieving a desired future state (vision) through influence on organisational values, individual and group goals, reinforcements, and systems. Creating a desired future state through helping others see, and emotionally feel, how things can be different (and better).

Communication	Expressing ideas effectively in individual and group situations (including non-verbal communication). Adjusting language or terminology to the characteristics and needs of the audience. Expressing ideas clearly in documents that have organisation, structure, grammar, language, and terminology adjusted to the characteristics and needs of the audience.
Coaching	Facilitating the development of others knowledge and skills, providing timely feedback and guidance to help them reach goals.
Analysis and Problem Solving	Securing relevant information and identifying key issues and relationships from a base of information. Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints, and organisation values.
Innovation	Generating creative solutions to work situations, trying different and novel ways to deal with problems and opportunities.
Building and Maintaining Relationships	Able to establish and maintain relationships with people at all levels; puts others at ease; promotes harmony and consensus through diplomatic handling of disagreements and potential conflict.
Persuasiveness/Sales Ability	Using appropriate interpersonal styles and communication methods to gain acceptance of an idea or plan.
Planning & Organising/Work Management	Establishing a course of action for self and/or others to accomplish a specific goal, planning proper assignments or personnel and appropriate allocation of resources.
Tolerance for Stress	Maintaining stable performance under pressure and/or opposition. Relieving stress in an appropriate manner.
Safety Awareness	Being aware of conditions that affect volunteer's safety.

QUALIFICATIONS AND EXPERIENCE

Essential

- Experience in health management.
- Governance experience and/or experience in reporting to a board of directors, preferably within a healthcare/clinical setting.
- Significant experience in managing business finances and budgets, particularly in the not -for-profit sector.
- Experience in strategic planning, implementation, and delivery.
- Experience in public relations
- Leadership and personnel management skills
- Knowledge of quality improvement processes and principles
- Knowledge and understanding of Te Tiriti o Waitangi and its implications on healthcare

PERSON SPECIFICATIONS

- Professional demeanour and high level of personal integrity
- Previous staff management experience
- Empathy, patient service focused and commitment to excellence
- High level of initiative
- Ability to prioritise and cope with high and varied workload
- Ability to delegate tasks as needed
- Well-developed problem solving and analytical skills
- Analytical thinking skills and the ability to exercise sound judgement when making decisions
- Well-developed written and verbal communication skills
- Commitment to Treaty of Waitangi