

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Regional Manager
<b>Position Number:</b>	Generic
<b>Classification:</b>	Ambulance Manager Level 3B
<b>Award/Agreement:</b>	Tasmanian Ambulance Service Award
<b>Group/Section:</b>	Community, Mental Health and Wellbeing – Ambulance Tasmania
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Director Operations
<b>Effective Date:</b>	November 2015
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	<p>Registered with the Paramedicine Board of Australia.</p> <p>Holds a Bachelor of Paramedic Science or other qualification approved by the Service and relevant work experience with an additional qualification in management or equivalent.</p> <p>Current Driver's Licence.</p> <p><i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
<b>Desirable Requirements:</b>	Appropriate tertiary qualifications in management or significant progress towards completion of a management qualification.

**Position Features:** Ambulance Tasmania is committed to promoting a positive workplace culture.

The positions are in Hobart, Launceston or Burnie.

Frequent communication with organisations and people outside the Department and intra-state and interstate travel is required.

*NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.*

## Primary Purpose:

- Manage the provision of ambulance and non-emergency patient transport services in the geographical region.
- Provide strategic and operational planning management for the Chief Executive and Director Operations in accordance with Ambulance Tasmania (AT) Business Plan.
- Assist the Director Operations, in conjunction with other regional management personnel, in:
  - a) Setting and monitoring performance standards, including operational, clinical and financial standards
  - b) Planning objectives
  - c) Information feedback systems
  - d) Comparing actual performance with the predetermined standards
  - e) Ensuring that all the regional resources, including financial, human resources and assets, are used in the most effective and efficient way possible to achieve the Service's objectives.
- Manage Statewide portfolios as directed by the Director Operations.

## Duties:

1. Ensure provision of a high standard of patient care to people located within the region and/or neighbouring regions as required.
2. Be accountable for all financial, administrative, and operational functions and resources within the region in the provision of ambulance and non-emergency patient transport services according to AT and Department of Health (DoH) policy and relevant legislation.
3. Establish consistent Statewide regional procedures and provide input to strategic planning.
4. Monitor standards of performance, including ambulance response performance and quality assurance within the region.
5. Provide reports and other information as required by the Director Operations, as well as responding to Ministerial and Departmental briefing requests in a timely manner.
6. Implement and regularly test regional emergency management plans and business continuity plans in relation to the region in conjunction with other emergency services.
7. Ensure equal employment opportunity strategies and principles are applied within the region.

8. Actively participate in an annual Performance Development Appraisal (PDA) and ensure PDAs are in place for all available staff within the region.
9. Develop and maintain close liaisons with heads of relevant utilities and services within the region.
10. Lead the implementation of Work Health & Safety policy and principles, ensure that they are upheld and addressed as required, and ensure the necessary liaisons to provide a safe and healthy workplace for all persons.
11. Proactively monitor staff welfare and provide for staff counselling, grievance resolution and discipline within delegated authorities. Model and uphold positive work place behaviours and monitor and ensure compliance with organisational Values and the Code of Conduct at all levels.
12. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.
13. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

- Responsible to the Director Operations for:
  - a) All aspects of day-to-day ambulance operations in a region
  - b) The management of human, physical and financial resources of the region, ensuring that key Statewide health priorities and objectives are met
  - c) The implementation and administration of Acts, Regulations, policies, practices and procedures as they relate to the operation of the region
  - d) Ensuring equal employment opportunity and Work Health & Safety policies are implemented and maintained
  - e) Participating as a member of the Senior Leadership Team of AT.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
  - e. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Demonstrated understanding of contemporary management practices and high-level management skills including the ability to manage human, financial and physical resources, to monitor efficiency and effectiveness, and to achieve results through other people.
2. High level strategic, conceptual, analytical and creative skills including an ability to understand the political, social and organisational environment impacting on AT and identify relevant issues.
3. High level of communication, negotiation and conflict resolution skills including an ability to represent AT, explain its goals, policies, products and services and to identify and negotiate mutually acceptable solutions in situations of differing interests.
4. High level of adaptability and flexibility including an ability to deal with pressure, ambiguity and change, to modify approach and to adapt to new situations.
5. Knowledge of appropriate Government personnel, administrative and financial processes and procedures.
6. Demonstrated strategic planning and tactical command skills in the provision of pre-hospital emergency care.
7. Demonstrated knowledge of and experience in business planning.
8. Broad range of ambulance experience.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).