

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Nursing Director - Patient Transfer and Integrated Care
Position Number:	525238
Classification:	Registered Nurse Grade 8 Level 4
Award/Agreement:	Nurses and Midwives (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Ambulance Tasmania
Position Type:	Permanent, Full Time
Location:	Statewide
Reports to:	Executive Director - Operations
Effective Date:	March 2024
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>Registered with the Nursing and Midwifery Board of Australia as a Registered Nurse</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>
Desirable Requirements:	<p>Relevant post graduate tertiary qualification.</p> <p>Specialist knowledge and expertise gained through experience to provide operational program management, strategic policy and planning and research in health.</p> <p>Advanced knowledge of contemporary emerging education, health and professional development issues and their impact on health service delivery.</p>
Position Features:	Ambulance Tasmania is committed to promoting a positive workplace culture.

Intra-state travel, as well as some interstate travel, as 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:

Provide strategic leadership, and operational management and direction for Ambulance Tasmania Patient Transfer and Integrated Care (PTIC) services statewide.

The Director, PTIC ensures the delivery of a high-quality patient transfer service and integrated care Coordination by:

- Providing strategic clinical and operational leadership for the Patient Transfer and Integrated Care initiatives within AT, including secondary triage, mental health telehealth, Extended Care Paramedic, Community Paramedic, Mental Health Co-Responder Programs, Interfacility Patient Transfer and Non-Emergency Patient Transfer programs.
- Planning and implementing operational and strategic objectives to promote a culture of continual improvement and ensure high levels of operational resilience and redundancy.
- Setting and monitoring performance standards, including operational, clinical, and financial standards, and ensuring compliance with legislative and regulatory requirements
- Leading quality improvement and quality assurance processes relevant to the portfolio, including evaluation of projects.
- Leading quality, safety and accreditation initiatives.
- Collaborating with relevant health industry, community group, professional bodies and private and public sector providers at a regional, state and national level.
- Develop policies, procedures, guidelines, clinical determinants and practice standards for Integrated Care initiatives, in accordance with the AT Clinical Governance Plan.
- Report on key performance indicators to monitor the impact of Integrated Care on the deployment of emergency ambulance responses and patient transfer services.

As a member of the Senior Leadership Team the Director, PTIC plays a key role in the development of Ambulance Tasmania's strategic and business plans, and the development and enhancement of service delivery models.

Duties:

1. Provide strategic leadership and management to the PTIC nursing, paramedic and non-nursing operational/support services on a statewide basis.
2. Develop strategic planning, policy documents, interdisciplinary systems in line with organisational, Departmental, state and national health policy frameworks.
3. Lead and manage all financial, administrative, and operational functions and resources, according to Ambulance Tasmania and Department of Health (DoH) policy and relevant legislation.
4. Lead the development, implementation and maintenance of PTIC standards of service delivery in line with regulatory requirements and Ambulance Tasmania requirements.

5. Develop and foster a learning environment through mentoring and promoting team development, individual capability development and, managing performance and service delivery outcomes.
6. Represent Ambulance Tasmania with the authority to conduct and commit to negotiated outcomes regarding strategies, policies, programs and objectives for PTIC.
7. Facilitate and establish effective partnerships and alliances with relevant stakeholders.
8. Lead, develop and implement significant projects, programs and/or research activities in line with the Ambulance Tasmania Strategic Plan.
9. Evaluate operational and program effectiveness, in accordance with established nursing precedents, systems and procedures and organisational design.
10. Implement and regularly test emergency management plans and business continuity plans in relation to the PTIC and in conjunction with other emergency services where applicable.
11. Manage and provide high level input into the preparation of high-level reports, complex submissions, briefings, and other correspondence for a range of audiences including the Executive Director of Operations, Chief Executive, Head of Department and the Ministerial level.
12. Provide leadership and innovative thinking to establish goals and strategies for the implementation and ongoing management of major strategic planning decisions including workforce planning and implementing workforce profile changes and service restructuring within the wider framework of Ambulance Tasmania.
13. 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, safeguarding practices for vulnerable people, and related training.
14. 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:

In collaboration with the Executive Director Operations, the Nursing Director of Patient Transfer and Integrated Care provides significant input, influence and leadership in the development and implementation of strategic health service initiatives. The Nursing Director will operate with considerable autonomy, initiative and professional judgement, and will be responsible for:

- Demonstrating advanced management capability in guiding the strategic development and operations of PTIC.
- Leading a team of managers in each respective sub-portfolio encompassing integrated care, interfacility patient transfer and non-emergency patient transport.
- Developing and implementing service policies and practices and build overall organisational capability, ensuring service delivery is provided in accordance with state, national, and organisational strategic priorities and relevant legislation.
- Identifying and progressing quality improvement and risk management strategies for the service area.
- The Director of PTIC is a key member of the senior leadership team and is responsible and accountable to the Executive Director of Operations for:

- The efficient and effective operation of PTIC nursing and paramedic operational services, including strategic and operational policies and integration and coordination of resources for improved health care outcomes.
 - Clinical practices, including developing clinical policy, systems, procedures, processes and providing input into organisational policy.
 - Identifying, defining, developing and implementing new organisational program strategies and policies directed towards achieving organisational and Departmental strategic priorities.
 - Clearly articulating highly complex and difficult issues, which may be politically, industrially or socially sensitive
 - The management of human, physical and financial resources of the business unit, ensuring that key Statewide health priorities and objectives are met.
 - Championing and leading organisational change and improvements through identifying and implementing improvements to work processes and systems and maintaining the highest standards of quality, accuracy, and timeliness of advice.
 - The implementation and administration of Acts, Regulations, policies, practices, and procedures as they relate to the operation of PTIC
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
 - 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.
 - Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category B position.

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:

- I. 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. Extensive knowledge and experience in the delivery of complex operational health services, including the development and implementation of patient-focused service delivery models, supporting innovation, enhancing clinical standards and continuous improvement, and achieving appropriate clinical outcomes.
2. Previous exposure to ambulance operations including mobile integrated healthcare and virtual models of care.
3. High-level management skills with a demonstrated understanding of contemporary management practices, including the ability to manage human, financial and physical resources, monitor efficiency and effectiveness, and achieve results through others.
4. Ability to identify, develop and drive quality improvement strategies relating to the incumbent's portfolio, utilising evidence-based principles to ensure safe and effective clinical care, including demonstrated capability in analysing data and research from a range of sources.
5. Proven ability to effectively lead change through managing competing priorities, pressure and ambiguity in a complex multidisciplinary environment, with the ability to impart vision and establish long-term strategic goals with stakeholders.
6. High-level interpersonal, communication, negotiation and conflict resolution skills including the ability to build and maintain effective relationships with a diverse range of stakeholders, liaise and negotiate complex and sensitive issues effectively, and identify and negotiate mutually acceptable solutions in situations of differing interests.

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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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 | Tasmanian Department of Health](#).