DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Operations Supervisor |
| **Position Number:** | Generic |
| **Classification:** | Ambulance Manager Level 1 |
| **Award/Agreement:** | Tasmanian Ambulance Service Award |
| **Group/Section:** | Community, Mental Health and Wellbeing–Ambulance Tasmania |
| **Position Type:** | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| **Location:** | South, North, North West |
| **Reports to:** | Director |
| **Effective Date:** | January 2021 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Essential Requirements:** | Registered with the Paramedicine Board of Australia  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  Current Driver’s Licence  *\*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.* |
| **Position Features:** | Ambulance Tasmania is committed to promoting a positive workplace culture  Located in the designated operational region and includes shift work.  Frequent travel within the designated operational area is required and some intrastate travel may be required  There is an extensive on-call requirement with the position |

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:

Responsible to the Director for all aspects of day to day ambulance service delivery within the assigned operational region.

Responsible for the supervision of human and physical resources of the operational region.

Provide tactical and short-term strategic planning, deployment of emergency response resources and development and maintenance of links with other health professionals and emergency services.

### Duties:

1. Provide overall direction and supervision of operations within the region.
2. Provide expert advice to the Director and make recommendations in respect of improving the delivery of ambulance services to the region.
3. Ensure that a high standard of patient care is delivered by implementing and evaluating appropriate quality assurance programs and reviewing activities and performance within the region.
4. Supervise the human, physical and financial resources of the region, including assistance with management of budgets.
5. Develop, recommend and implement policies related to the resourcing and servicing of the activities within region.
6. Liaise with local hospitals, emergency services, other health care providers, and the community on matters of common concern.
7. Undertake clinical practice as required.
8. 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.
9. 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:

The occupant:

* Receives minimal supervision and is expected to exercise initiative, judgement and, be self-motivated and must operate within Ambulance Tasmania guidelines and policy and as directed by the Director. The occupant is expected to have the potential to develop in the role, relieve at higher positions and to occasionally carry out higher level project tasks for the Service.
* Will maintain their patient care competencies ensuring compliance with established standards of practice.
* Exercises delegated authority from the Regional Manager to ensure the efficient operation of the region, and is responsible for:
  1. Supervising all aspects of day to day ambulance service delivery in the region
  2. Supervising the human, physical and financial resources of the operational region
  3. The implementation and administration of Acts, Regulations, policies, practices and procedures as they relate to the operation of the region
  4. Ensuring Equal Employment Opportunity and Work Health & Safety policies are implemented and maintained.
* Will commit to uphold, role model and always support positive workplace behaviours, consistent with the service’s organisational values and the *State Service Act 2000*.
* Is responsible for identifying and addressing inappropriate workplace behaviours
* 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 A 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:

1. Conviction checks in the following areas:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
   5. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. Knowledge and demonstrated understanding in the provision of quality assurance programs to facilitate the highest quality of service.
2. Working knowledge, or ability to acquire knowledge, of relevant State Service Acts, Regulations and Policies together with relevant Acts, Regulations and policies pursuant to Ambulance Tasmania for the effective functioning of Ambulance Tasmania.
3. Demonstrated ability to lead, supervise and manage ambulance work teams, volunteers and independent ambulance service providers in service delivery and tactical command.
4. Contemporary management skills in order to effectively and efficiently manage the human, physical and financial resources of the Region.
5. Ability to consistently display high level interpersonal, communication and supervision skills in an emergency service with work stressors, competing priorities, conflict situations and resourcing issues, to achieve the best possible outcomes.
6. Demonstrated ability to represent Ambulance Tasmania at meetings, public forums and other events, and present Service policy in a pro-active manner.
7. Proven experience in a broad range of supervisory tasks commensurate with the requirements to provide day-to-day supervision of human and physical resources, to deploy emergency resources effectively and to provide tactical and short-term strategic planning.
8. Qualification in management or current studies being undertaken in this area.

### 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](http://gormpr-cm01/pandp/showdoc.aspx?recnum=P19/000365).