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www.bidwillhospital.co.nz

OUR VISION

To provide patients with a quality service to meet the needs of each individual during their hospital stay.

Position	General Manager
Location	Administration
Reports To	Board of Trustees

PURPOSE OF THE POSITION

To manage all resources of the Hospital, including staff and facilities. To ensure patient safety and excellent service delivery with a focus on quality improvement.

PERSON SPECIFICATION

Knowledge and Qualifications

- To have achieved tertiary qualifications in health, management or related discipline
- Previous management experience preferably in the health sector

Experience Required

- Experience in middle to senior management preferable in a health-related industry
- Project management
- Demonstrated leadership experience preferably in the health industry
- Financial management

Skills

- Human resource management
- Financial and information management
- Business development
- Facilities management experience
- Strategic planning and marketing
- Risk and quality management
- Contract management
- Proven leadership skills, with experience in managing multi-disciplinary teams
- Team building and delegation skills
- Excellent problem-solving skills
- IT proficient

Personal Attributes

- Excellent communication skills
- Pleasant and approachable manner
- Culturally sensitive
- Analytical, critical thinker and problem solver
- Works well under pressure
- Commitment to quality improvement
- Commitment to workplace health and safety
- In good health

JOB DESCRIPTION

<u>POSITION:</u>	General Manager
<u>DEPARTMENT:</u>	Management
<u>DIRECTLY RESPONSIBLE TO:</u>	Bidwill Board of Trustees
<u>DIRECTLY RESPONSIBLE FOR:</u>	All Staff
<u>FUNCTIONAL RELATIONSHIPS:</u>	<u>Internal</u> Staff Medical Specialists Board <u>External</u> External Auditors Suppliers SCDHB ACC Southern Cross NZPSHA Community Groups Allied Health Contractors General Practitioners

AUTHORITIES

Responsible for 65 staff, hospital facilities and consulting rooms with an annual turnover of seven million.

KEY RESPONSIBILITIES	EXPECTED OUTCOMES
<p>Strategic/Risk Management</p> <ol style="list-style-type: none"> 1. Support the Board in the continued development of the Strategic Plan and Operational Plan for the hospital. 2. Identify, minimize, and manage the risk involved in providing hospital and related services. 	<ol style="list-style-type: none"> 1. Reporting to the board on operational activities and achievement of goals and objectives. 2. Oversee the Risk Management Plan to minimize risk exposure to the hospital.
<p>Financial Management</p> <ol style="list-style-type: none"> 1. Oversee the financial management of the Trust, prepare budgets, capital plan, cash flow management and adhere to financial plans. 2. Manage financial risk management policies. 3. Ensure the debtors/creditors are managed effectively. 4. Ensure the monthly financial reports are provided to the Board. 	<ol style="list-style-type: none"> 1. Prudent management of resources that assist in the sustained viability of the organization. 2. Annual financial audit report is satisfactory to the Board. 3. The Board receives accurate and timely financial information at monthly meetings. 4. Review hospital fees to ensure hospital remains competitive in the private sector market.

<p>Operational Management</p> <ol style="list-style-type: none"> 1. Maintain and develop a cost-effective management structure and operational systems with emphasis on providing quality services. 2. Ensure the hospital meets all statutory requirements 3. Maintain and develop an effective IT plan and system. 	<ol style="list-style-type: none"> 1. The Board receives accurate and timely information on performance indicators. 2. All statutory requirements are complied with, including but not limited to the following: <ul style="list-style-type: none"> • Hospital Licence • Health and Disability (Services) Act • Employment Contracts Relations Act • Building Warrant of Fitness • Privacy Act 3. Evidence of an IT system that is cost-effective and progressive.
<p>Human Resources</p> <ol style="list-style-type: none"> 1. Foster an environment within the hospital that respects and the shared values of the Trust. 2. Follow established recruitment and training policies that ensure the needs of the hospital are met. 3. Promote respectful, professional working relationships with medical specialists. 4. Evaluate the performance of all staff. 5. Ensure comprehensive record keeping of all staff employment details. 6. Manage the Collective Agreement, Individual Agreements and wage negotiations. 	<ol style="list-style-type: none"> 1. A respectful and harmonious climate exists throughout the organisation and resources are managed prudently. 2. Suitable staff are recruited and trained to meet the “quality focused” expectations of the hospital. 3. Medical specialists work cooperatively with the manager and demonstrate mutual respect. 4. Staff are appraised on their performance annually. 5. Up to date employment records are available at all times. 6. The outcome of contract negotiations is satisfactory to the Board.

<p>Facilities Management</p> <ol style="list-style-type: none"> 1. To oversee the maintenance and development of the hospital facilities. 2. Manage the consulting room leases and other hospital rental property. 3. Maintain asset register, building warrant, insurances, fire protection. 	<ol style="list-style-type: none"> 1. Plan and implement maintenance and facility development projects, report to board on progress and meet budget. 2. Manage the consulting room leases, conduct rent and disbursement reviews. 3. All legal and documentation requirements are met.
<p>Marketing Management</p> <ol style="list-style-type: none"> 1. Identify and serve the needs of all users of the hospital to deliver service excellence 2. Develop and manage internal and external marketing policies 3. Identify prospective users of the hospital and promote the hospital to them 4. Maintain a positive and proactive relationship with the Media, write releases as required. 	<ol style="list-style-type: none"> 1. A marketing plan is developed. 2. Relationships are developed with key people and organisations through personal contact. 3. Regular customer surveys are done with appropriate reporting to staff and Board 4. Media releases receive positive feedback.
<p>Quality Management</p> <ol style="list-style-type: none"> 1. Oversee MOH Certification for the Hospital Licence, and maintain ISO 9001:2008 Accreditation 2. Oversee and review continuous quality improvement policies throughout the hospital. 3. Manage the Medical Practitioner credentialing and agreements. 4. Oversee the delivery of patient care in a manner that optimizes effectiveness and ensures patient needs are met. 	<ol style="list-style-type: none"> 1. The hospital meets all Certification and ISO Audit requirements. 2. Quality plans and policies are followed as evidenced by incident reporting and quality improvement initiatives. Reports to board. 3. Medical Practitioners are appropriately credentialed and comply with the hospital's policies and procedures. Required documentation is received and records updated. 4. Patient satisfaction targets are met.

<p>Contracts Management</p> <ol style="list-style-type: none"> 1. Manage the ACC, Southern Cross and DHB contracts. 2. Manage other health contracts as required. 3. Manage the Charitable Donations Scheme. 	<ol style="list-style-type: none"> 1. Contracts are negotiated in a timely manner and fee increases to are acceptable to the board. 2. Achieve or exceed contract terms. 3. All contracts are managed with timely and accurate reporting.
<p>Health and Safety</p> <ol style="list-style-type: none"> 1. Manage the Health & Safety policy for the hospital to keep the staff, patients, visitors and contractors safe. 	<ol style="list-style-type: none"> 1. No LTOW 2. Health & Safety monthly reporting to Board. 3. Incidents dealt with and improvements made through the hospital wide incident reporting and quality system. 4. Contractors vetted and inducted, using only approved providers.