

Position Description

Position Title	Pandemic Response & Operations Manager
Reports To	CEO
Business Unit	Office of the CEO
EMPHN Classification	Band 5

EMPHN Values

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. Our organisational values underpinning the work we do are:



Purpose of Position

The Pandemic Response & Operations Manager is accountable for managing the agile response to the COVID pandemic across the EMPHN catchment. Utilising public health expertise, strategic leadership and stakeholder management to inform and oversee an integrated organisational approach to respond to the needs of stakeholders, supporting information distribution and critical response activities.

The incumbent will lead dedicated and seconded individuals to ensure that the pandemic response, including vaccination and preventative actions are embedded in cross functional teams and evidentiary data and information is readily available and acted upon appropriately.

Key Relationships and Stakeholders

Internal

- ELT
- Design and Delivery Teams
- Leaders across the organisation
- EMPHN employees and contractors

External

- Health Professionals in particular – primary care/general practice/residential disability services/Residential Aged Care Facilities (RACFs)
- Formal Collaborative/Alliances
- Representatives of key service providers in EMPHN catchment
- Government and Community Stakeholders

Key Accountabilities

Response to Pandemic

- Inform the development of strategic and business plans through assessing the current state of the PHN's response, championing and leading the development and implementation of a comprehensive plan aligned to EMPHN values, strategic plan and remit, informed by research, evidence, and analysis and agility.
- Oversee a whole of organisation, integrated approach to the covid response including providing expertise and leadership to inform the development, alignment and implementation of objectives and outcomes.
- Champion and lead integration and improvement activities across EMPHN and enable cross-functional teams to drive an integrated response to COVID.
- Provide thought leadership and development of capability to EMPHN leadership and stakeholders, drawing upon up-to-data.
- Be a strong advocate for change, both internally and externally, for new health initiatives with the quadruple aim of improving patient and clinician experience, improve health outcomes, and increase value.

Innovation and Improvement

- Champion the central role of pandemic response to achieve improvement to health outcomes, working with internal and external stakeholders to identify improvement opportunities and develop solutions, using a co-design methodology.

Position Description

- Working within the context of the strategic and business plan:
 - Identify priority areas within the catchment and utilise this to define improvement opportunities.
 - Facilitate the development of solutions and continuous improvement opportunities, maintaining a focus on innovation, informed by evidence and research.
- Engage and empower others to initiate and implement improvement and build business case and performance indicators for improvement opportunities.
- Participate in and where appropriate lead, the commissioning cycle with a focus on problem definition, diagnostics, designing solutions, and evaluation.
- Driving learnings from the pandemic response to other health condition and settings.

Operational Leadership

- Lead the embedding of desired culture, consistent with EMPHN's values and behaviours, through proactive role modelling and leadership, including the modelling of a practical and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Provide leadership both formally (for programs and projects lead by incumbent) and informally (programs and projects lead by other program managers) to ensure alignment and integration across all work in progress for the portfolio delivery of planned outcomes.
- Effectively manage and lead program and project teams to deliver planned outcomes, whilst developing, empowering and continuously improving the team including evaluating individual performance, professional development and knowledge management.
- Provide direction and guidance on delivering business priorities and organisational goals in an innovative manner.
- Build the engagement and motivation of others within EMPHN, through creating opportunities to contribute to continuous improvement of processes and achievement of outcomes, enabling informed and timely two-way and cross organisational communication, sharing successes, and building alignment to the strategy and business plans.
- Implement people strategies to enable optimum performance from the team through workforce planning, talent management, performance development, driving a learning culture, team building, and professional development.
- Lead, through role modelling and performance management, compliance with all policies, procedures and systems and manage work practices to comply with relevant regulatory and legislative requirements.
- Ensure effective working relationships are developed and maintained with the relevant teams to enable effective delivery of programs are completed annually.

Stakeholder Engagement and Relationship Management

- Lead and support the development and ongoing participation in Collaboratives/Alliances
- Communicate and consult widely with key stakeholders across the catchment to ensure health initiatives are leveraged and health gaps are addressed particularly in the areas of Digital Health.
- Drive effective relationships and communications ensuring EMPHN remains a trusted advisor to stakeholders.
- Foster strong partnerships between EMPHN and local communities, health professionals, health care service providers, consumers, and patient groups.
- Build effective partnerships to improve the readiness of stakeholders to engage in EMPHN led initiatives.
- Ensure effective and strong relationships with stakeholders, partner organisations, funding bodies, government and non-government agencies and relevant organisations in a manner consistent with EMPHN values to meet strategic goals.
- Represent the organisation effectively by actively promoting and developing the identity of EMPHN all stakeholders including local and regional health related organisations and the broader community.
- Engage and collaborate with the ELT, Board, Board Committees, Board Advisory Groups (Clinical council and Community Advisory Committee) as required.

Business Management

- Providing timely and accurate reporting to EMPHN's Board and Executive, to key internal and external stakeholders including the Australian Government's Department of Health, , to facilitate strategic decision making, risk management and long-term planning.
- Manage the implementation of quality systems within area of responsibility ensuring quality outcomes are achieved.
- Inform the development of annual budgets that support the initiatives and commissioning activities of the portfolio, and effectively manage budgets ensuring financial viability of the areas of responsibility and track performance.
- Develop and implement strategies for identifying and obtaining additional funding sources consistent with stakeholder management framework.

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- Identification, management and mitigation of risks consistency with risk management policies and procedures.

Qualifications

- Relevant tertiary qualifications in health or related discipline are preferred.
- Post Graduate qualifications in Project Management or Digital technologies are desirable but not essential.

Key Capabilities, Skills and Experience

- Proven knowledge and demonstrable experience of the health sector
- Proven strategic leadership balanced with agile responsiveness inclusive of thought leadership and ongoing building of organisational credibility and capability.
- Experience working in a health environment (acute, primary care, community health) or similar services dealing with people with public health or epidemiology is highly desirable.
- Demonstrated experience in the application of design and redesign methodologies
- A strong understanding of new and emerging digital health technologies and how they become meaningful for the EMPHN population and service system.
- Proven experience in managing change, organisational leadership and innovation in a not-for-profit organisation.
- Demonstrated experience in leading and mentoring cross-functional teams to improve performance, innovation and efficiency with a whole of organisation approach to individual and people leadership.
- Significant demonstrable experience in building partnerships with key stakeholders and internal managers to enable delivery of organisational priorities to be achieved.
- Strong interpersonal and influencing and negotiation skills with a proven ability to gain the acceptance, support and cooperation of others to further strategic opportunities in health system redesign.
- Superior verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively.
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.

Approval and Review

Approved by	Janine Wilson	Date:	11/08/2021
Signature			
Next Review Date	1 July 2022		