



Position Description

General Manager, Wellington Surgical Centre

Position title:	General Manager	Date:	May 2024
Reports to:	Chair of the Board	Department:	
Number of reports:	Direct: TBC Total (include indirect):	Location:	Wellington Surgical Centre
Delegated financial authority:	TBC	Budget ownership:	Yes
Level of influence:	Leading leaders		

Role Purpose

To take responsibility for overall commissioning process and activities of the new hospital and act as link between commissioning and project teams

To provide leadership that enables and supports hospital and staff alignment with the mission and vision of Wellington Surgical Centre.

To manage Wellington Surgical Centre as a leader in its local market, maintaining a high quality, efficient healthcare facility. To operate the business in conjunction with Southern Cross Healthcare to ensure synergies are optimised.

Key Relationships

Internal

- JV Surgeons
- Southern Cross team in Wellington
- Southern Cross Chief Executive & Executive Leadership Team
- Southern Cross National Office
- Southern Cross General Managers and Joint Venture Managers
- Support Services Staff (Finance, Information Services) - liaison regarding

External

- Health care providers, particularly specialists and Joint Venture partners – contract and operational management and development and maintenance of partnership relationships
- Patients – approvals, invoicing etc.
- Funders (Insurance Companies, ACC, Te Whatu Ora) – contract negotiation and management

- details of contract management, linking contract revenue into P&L, etc.
- Contract Admin Staff - leadership, performance management, direction & advice

Key Accountabilities

Hospital Commissioning

- Take responsibility for hospital commissioning plan & budget and work collaboratively with appropriate project stakeholders.
- Establish the FF&E program.
- Manage equipment selection, trials, H&S assessments, procurement, delivery, storage, installation, testing and training.
- Obtain necessary licenses, certification and other legislative approvals.
- Develop hospital operational policies and procedures.
- Recruitment and preparation of staff prior to occupation, including orientation and training.
- Initiate supporting services.
- Take over the building from the contractor, commence the maintenance program, effect insurances and establish security arrangements.
- Ensure that the building contract has been carried out properly in accordance with the agreed design.
- Manage acceptance and operational testing of installations.
- Manage the process of occupation.
- Participate in the process of defects identification and rectification.

Operational Management

- Ensures the delivery of quality standards for treatment and care, and appropriate patient outcomes
- Meets the expectations and needs of specialists and patients
- Ensure Wellington Surgical Centre meets the requirements of the Health and Disability Sector Standards
- Ensures the delivery of high quality health services, whilst managing cost to revenue ratios
- Works with Specialists to maintain service quality through regular surveys of service delivery levels, implementing service improvements where appropriate
- Ensures staff provides high quality health services by managing and improving staff performance where necessary
- Reduces the Wellington Surgical Centre's liabilities in the delivery of healthcare services by identifying risks, preparing and implementing risk mitigation plans, improving systems and processes and managing the hospital in accordance with agreed Wellington Surgical Centre policy and guidelines.
- Implements and maintains the Safety, Quality and Risk Management system

Human Resources Management

- Leads and manages a team of highly motivated, competent and well trained staff by sharing the hospital network's strategic direction, establishing business objectives, agreeing accountabilities and performance objectives, and regularly providing feedback
- Creates a positive and constructive culture for staff, specialists and patients by developing and maintaining excellent communication channels and forums, and building trust and confidence among all staff

Financial Management

- Ensures the achievement of the Wellington Surgical Centre's financial goals in accordance with budgetary parameters by maximizing current Wellington Surgical Centre revenue, developing new revenue streams and implementing appropriate controls on expenditure and costs
- Manages requests for capital expenditure

Business Development

- Actively manages and develops relationships with specialists to capitalise on opportunities to grow the business
- Seeks opportunities to increase the Wellington Surgical Centre's business and revenue in conjunction with the board, to initiate and build relationships and strategic alliances with Specialists, health funders and purchasers

Strategic Planning

- Develops and implements a hospital business plan that maximises opportunities within the local market, is aligned with the Wellington Surgical Centre network's direction, and develops a shared visions and strategy for the Wellington Surgical Centre

Facilities Management

- Ensures the optimum utilisation of Wellington Surgical Centre facilities, equipment and supplies and the minimisation of waste, by planning and coordinating the service needs of the Wellington Surgical Centre, forecasting clinical requirements and involving specialists and staff
- Ensures building standards are maintained and regulatory compliance is achieved
- Ensures provision of hotel services meets appropriate standards and guidelines

Customer Service/Corporate

- Ensure that all customers are treated in a professional and friendly manner. This includes external customers such as Specialists, secretaries, etc., and internal customers such as administration/management staff at the Wellington Surgical Centre.
- Ensure that, where appropriate, all dealings with customers are kept
- Confidential
- Support a strong and positive image of Wellington Surgical Centre within the local community and with key internal and external stakeholders
- Maintain a professional appearance and image
- Support a positive, proactive learning environment

Leadership

- Provides expertise for commercial and financial aspects of the Wellington Surgical Centre business, including business development initiatives as required to respond to business opportunities in each market
- Operates within the matrix structure of the Wellington Surgical Centre to achieve the most beneficial outcomes for the hospital network in collaboration with the board
- Participates and contributes to a network focused, team approach in the delivery of operational capability, business initiatives and projects

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensure that your actions or inactions do not put others at risk.
- You will identify report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.

- Participate and co-operate for shared health and safety responsibilities

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrates awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seeks opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to the Environment, Social and Governance (ESG)

- Engages in sustainable practices whenever possible. Employee tries to reduce the environmental impact of their work and take an active role to initiate change to meet Southern Cross's ESG (Environmental, Social and Governance) commitments.
- Employee actively engages to improve their knowledge regarding sustainable practices whenever possible.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Education, Knowledge, and Skill Requirements

Minimum experience required:

- Strong people management and business development skill
- Operational management experience preferably within a hospital/health sector environment

Minimum education and training required:

- Essential – Relevant tertiary qualification or equivalent

Personal Characteristics

Strategic Perspective and Business Awareness:

As demonstrated through:

- Identifying and managing risk
- Ability to see the bigger picture and anticipate external changes impacting business direction
- Experience and knowledge of the service or hospital businesses

Problem Solving Ability:

As demonstrated through:

- Think strategically and develop creative solutions as problems arise.
- Overcoming obstacles ranging from simple personal tasks to complex issues in business and technical fields

Customer Focus/Orientation

As demonstrated through:

- Bringing customer expectations to the decision-making process
- Maximising customer visibility

Innovation:

As demonstrated through:

- Applying lateral thinking
- Tabling new ideas
- Willingness to take risk

Judgement:

As demonstrated through:

- Expressing decisions with clarity
- Assessing options/alternatives and understanding the associated risks
- Positive outcomes of decisions

Building and Maintaining Relationships:

As demonstrated through:

- Promoting win-win outcomes and solutions with partners
- Developing the partnership aspect of relationships
- Identifying and resolving conflict

Leadership Characteristics

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution

Vision

- Direction
- Purpose
- Success measures

