

1. General Information

Position Title:	Group Manager, Prosthesis
Division/Department:	Corporate/ Procurement and Logistics/ Prosthesis
Position Reports to:	Group Director Procurement and Logistics
Enterprise/Individual Agreement:	Individual Agreement
Location:	Corporate
Employment Status:	Full time
Resource Management (for Management positions only)	
Number of Direct Reports:	10
Key Relationships - internal and external	<ul style="list-style-type: none"> • Divisional Executive & Leadership teams including Operational Site EDs, COMs, Group • Perioperative services team, including surgeons, clinical staff and support staff • Purchasing & Logistics team • Suppliers and company representatives • Hospital department managers and patient revenue team

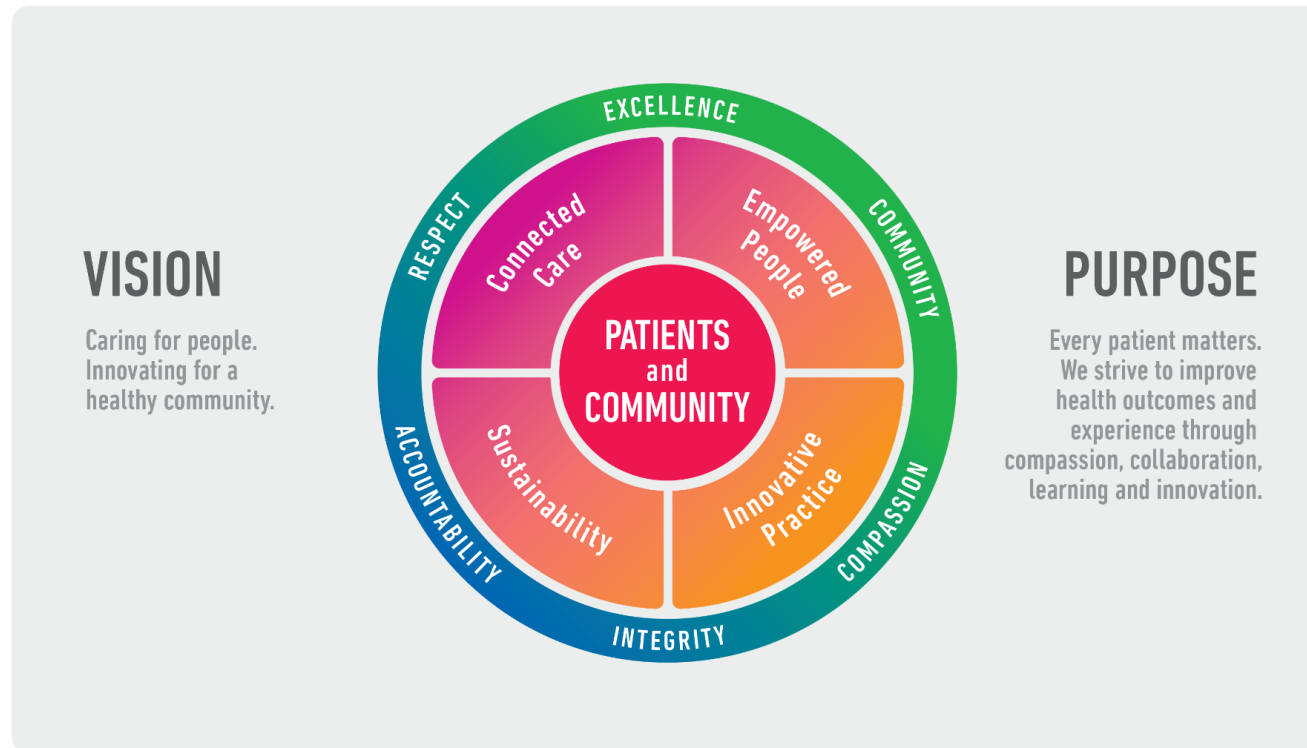
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth’s purpose is *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Connected Care – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential
Empowered People – Enable and empower our people and teams to be their best and make a difference to the patient experience
Innovative Practice – Make a difference to our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery
Sustainability – Be accountable to use resources wisely; to ensure organisational sustainability, enhance access, support the patient journey and create greater capacity for care.

4. Purpose of the Position

The Group Manager Prosthesis provides leadership and management for the Epworth HealthCare’s Prosthesis Supply Team across the group. They will ensure that Epworth HealthCare has policies and procedures in place for managing prosthesis and that these are communicated and complied with. As a key support function to the Theatre Management and Patient Revenue teams; the role provides leadership to ensure required prosthesis items are available for procedures; and post-surgery, usage is validated and finalised so that purchase orders for resupply and purchase are generated and actioned within required timeframes, and billing can be executed accurately and efficiently. The role is responsible for ensuring the safe and efficient delivery of services related to receipt, holding and dispatch of prosthesis materials securely and accurately to meet the operational demands of the business. This role is accountable for inventory integrity and visibility, ensuring that controls (stocktakes and cycle counts) are in place and effective. The role is also responsible for ensuring efficient and timely replenishment of prosthesis across the Epworth Group.

The role will have authority for all prosthesis sourcing and contracting activities at Epworth HealthCare and for the implementation, execution and day to day management of prosthesis supply contracts with Epworth’s suppliers. The Group Manager Prosthesis will also lead evaluation and monitoring of contracts and supplier performance to be sure that vendors and supplies comply with the terms and conditions of the contract. They will lead and guide site prosthesis coordinators to maximise revenue and manage stock levels and maintain and improve relationships with Suppliers to ensure growth between Hospital and suppliers seeking to maximise rebates for prosthesis usage through contract management and the increase of rebates with all suppliers of prosthesis.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Leadership</p> <ul style="list-style-type: none"> • Provide leadership which inspires and develops the capabilities of stakeholders and members of the Prosthesis team to assist them in achieving their full potential. • Demonstrate personal energy, enthusiasm and commitment to create an environment of good team spirit amongst all employees. • Clearly define processes and procedures for planning, replenishment, inventory management, QA validation and finalisation • Drive process and performance improvement, and implement changes which add value to the business • Lead the operation and daily activities of the prosthesis team 	<ul style="list-style-type: none"> • Models and provides leadership of the required work environment, culture, systems and processes necessary to embed standards, behaviours and practices consistent with the values, work health and safety, policy and legislative requirements and pillars of practice • Regular team meetings, briefings and communication with staff • Leaders and staff are coached and developed through regular PDPs, development plans and improvement in capability evidenced by promotion and talent succession plans • Achieve and present on agreed KPI’s across all areas of responsibility in the areas of service deliverability, contract

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<ul style="list-style-type: none"> • Implement operational requirements relating to new contracts/services/sites/redevelopments • Represent the function with external stakeholders such as suppliers, clients, regulatory bodies and external auditors • Liaise with sites and other corporate service management proactively adding value and understanding • Actively work with and support other team members and/or company employees to achieve business goals • Abide by company policies and procedures, and show ethical responsibility to self, team members, colleagues and patients. • Financial management of the Prosthesis cost centre cost centre across the group • Lead improvement in processes, practices or procedures • Actively leads internal and external audits of practices as required • Ensure compliance with all legislative requirements and internal safety procedures and policies 	<p>compliance, HR, OHS, employee engagement and workforce planning and budget</p> <ul style="list-style-type: none"> • Quality control and governance standards/processes are achieved • Effective assembly and execution of project plans and delegation of operational tasks that support achieving operational business plans • Positive staff satisfaction surveys results • Meets the expectation of customers (internal and external to Epworth) as measured in customer satisfaction surveys • Undertakes rounding/leader conversations with all customers/users of the procurement services in accordance with set schedules • Annual budgets and KPI targets met
<p>Procurement and Contract Management</p> <ul style="list-style-type: none"> • Lead negotiation of Rebate/ Service agreement contracts across Epworth HealthCare • Analyse and recommend strategy to liaise with suppliers and procurement teams to achieve pricing and rebate agreement targets • Develop strong partnerships with partner suppliers to achieve maximum revenue for both hospital and supplier alike 	<ul style="list-style-type: none"> • Consult with internal stakeholders and subject matter experts on group wide contracts • Identify and communicate opportunities for maximising rebate revenue • Work with key suppliers to minimise costs. • Contractor compliance records complete and up to date
<p>Inventory Management</p> <ul style="list-style-type: none"> • Contribute to the group’s performance through the maintenance of stock integrity and accuracy and efficient application of labour and other resources • Ensure visibility and availability of all prosthesis material held (Owned, loaned and consigned) 	<ul style="list-style-type: none"> • All prosthesis codes and rates in system and up to date • Reports produced in a timely fashion • >95% stock accuracy • Stock is managed to negotiated contracts and is within agreed KPI

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<ul style="list-style-type: none"> • Ensure the physical protection, security and control of all prosthesis material within the team’s custody • Ensure stock takes, cycle counts and spot checks of stock are carried out regularly and in accordance with Company procedures 	
<p>Rebates, Billing and Reconciliation</p> <ul style="list-style-type: none"> • Provide leadership to the prosthesis coordinators to manage the usage of prosthesis • Audit the data and provide reviews and action to improve capture rate • Align with clinicians to deliver improved rebate/ funding position for the group 	<ul style="list-style-type: none"> • Increase revenue for partner suppliers/ rebates • Achieve increases in rebate goals year on year • Usages validated and finalised within 24 hours of entry
<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Identify, retain, promote and develop future leaders and skilled personnel. • Ensure all staff within the team participate in prescribed performance development system annually • Evaluate personal performance and plan self-development 	<ul style="list-style-type: none"> • Identify and facilitate training and development requirements • Compliance with mandatory and department specific competencies every 12 months or as prescribed • Completion of annual performance appraisal • Completion of objectives outlined in self-development plan (provide evidence of)
<p>Customer Service – Manager</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner

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<ul style="list-style-type: none"> • Uses data (such as compliments, complaints and Press Ganey) to identify breakdowns in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	
<p>Safety and Wellbeing - Manager</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <p>Desirable</p> <ul style="list-style-type: none"> • Tertiary qualification in a relevant discipline

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	<ul style="list-style-type: none"> • Certificate in Medical Terminology
Previous Experience	<p>Essential</p> <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated experience working with medical terminology, at an advanced level • >5 years' experience in healthcare either in supply or other clinical role • >2 years prosthesis experience
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Sound interpersonal skills displaying self-motivation and commitment to own personal and professional development. • Good attention to detail and organisational skills • >2years management /supervisory experience • Competency in the use of computerised Materials Management systems <p>Desirable</p> <ul style="list-style-type: none"> • Technology One – Inventory, Prosthesis and Contracts module competency
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Respect • Excellence • Compassion 	<p>Essential</p> <ul style="list-style-type: none"> • Understanding and ability to work in a highly confidential environment • Proven ability to work within a team environment and to meet deadlines <p>Desirable</p> <ul style="list-style-type: none"> • Coaching mindset to upskill staff

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<ul style="list-style-type: none">• Community• Integrity• Accountability	
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____