

Position Description



1. General Information

Position Title:	Group Director Emergency Management & Business Continuity
Division/Department:	Chief Operating Officer - Hospitals
Position Reports to:	Executive General Manager Epworth Eastern
Enterprise/Individual Agreement:	Individual Employment Agreement
Classification/Grade:	To be negotiated with applicant
Location:	Epworth – all sites
Employment Status:	Full time (Fixed Term)
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	No direct reports Nil budget
Key Relationships - internal and external	Epworth Group Executive Executive General Managers – All sites Group Director Health, Safety and Wellbeing Health, Safety and Wellbeing Business Partners

2. Overview of Epworth HealthCare

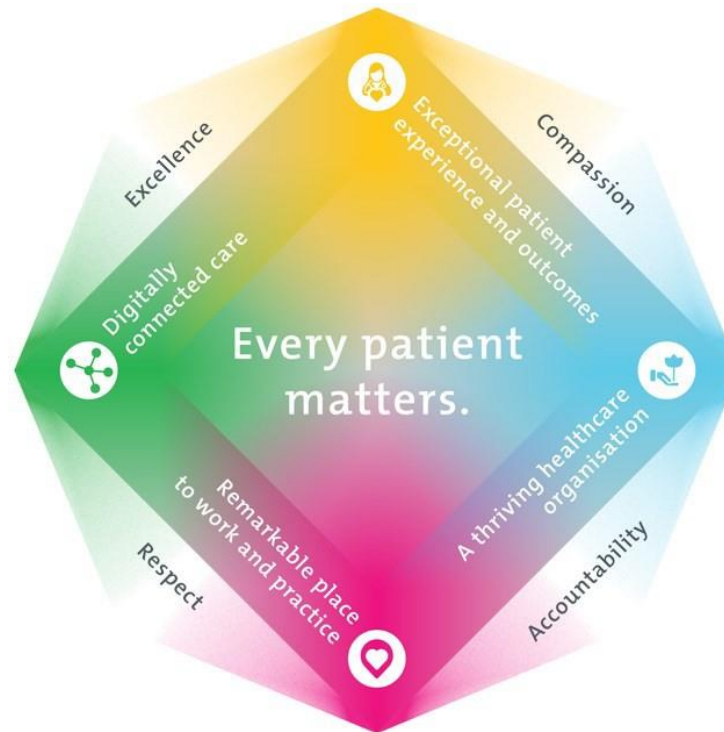
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Director Emergency Management and Business Continuity will provide high quality and expert advice and recommendations to Epworth HealthCare on strategic direction, planning and resourcing required for Emergency Preparedness for circumstances that potentially impacting the ability of Epworth HealthCare to deliver business as usual.

The Director Emergency Management and Business Continuity facilitates the identification of organisational gaps and issues related to business continuity, emergency management and develops consistent management systems to resolve such as, reviewing, update/development and implement a suite of policies and procedures designed to assist Epworth HealthCare in responding to emergencies and in the resumption of business activities.

Provides expert advice and training, including emergency response planning, business continuity planning, project management and problem analysis and resolution to Executive and operational leadership to ensure best- practice execution of business continuity and emergency planning.

Coordinate emergency response plans and activities of Epworth HealthCare to ensure sites are able to respond to emergency situations.

This role will support all Epworth Healthcare sites.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Ensuring the Epworth Organisational resilience Framework and Emergency management framework is in place across all sites and services.	<ul style="list-style-type: none"> Organisational framework is imbedded within all sites All sites and sites are trained
Management is trained in the Epworth Incident Management Command System (EpIMS) and exercises are held to maintain currency	<ul style="list-style-type: none"> Annual EPIMS training plan in place Training evaluations are positive. Audits demonstrate compliance EPIMS operates as required
Emergency Procedures (EpIMS) are in place at all sites	<ul style="list-style-type: none"> Facility Emergency Procedures are compliant, up to date and reflect emergency response systems within relevant facilities.
Staff are trained to respond to any emergency	<ul style="list-style-type: none"> Emergency procedure training and drill KPIs are met
Business Continuity Planning	<ul style="list-style-type: none"> Standardised Divisional Business Continuity Plans (BCP) at all sites and appropriate training and drill KPIs are met
Attend each site Emergency Planning Committee	<ul style="list-style-type: none"> Attendance at meetings, sharing of Epworth wide incidents and learnings
Group Emergency Planning Meeting	<ul style="list-style-type: none"> Coordinates Group Emergency Planning Committee meetings including meeting agendas and papers.
Facilitate mock emergency management scenarios across all Epworth sites	<ul style="list-style-type: none"> Yearly mock scenarios on each site Share learnings and feedback to site and Group Emergency Preparedness Committees.
Develop and implement a yearly education and scenario-based training program from all Epworth sites	<ul style="list-style-type: none"> Training schedule to be developed and implemented Training and drill KPIs are met
Safety and Wellbeing	<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

Position Description



<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"> • 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
<p>Customer Service</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"> • 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 (customers) expectations and issues 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Issues are escalated to the manager and resolved in a timely manner

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • Appropriate Tertiary Qualification • Demonstrated experience in providing high level advice to senior executive on a range of emergency management matters. • Management and practical experience in emergency management, business continuity and incident recovery
Previous Experience	<p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated experience in developing, maintaining, and delivering organisational capacity and training programs. • Proven experience in leading organisational emergency preparedness and response, in a large, diverse setting. Including a significant understanding of business continuity management. • Proven experience in leading organisation change
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Strong analytical and problem-solving abilities, with a track record of implementing effective programs and driving continuous improvement • Highly developed management, organisational, and communication skills in the context of a complex environment. • Strong administrative skills, with effectiveness in developing tasks and managing resources to achieve target dates. • Excellent organisational planning, coordination, and reporting capability • Experience in program/project planning and implementation
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p>	<p>Essential</p> <ul style="list-style-type: none"> • Must be able to interface and coordinate work efficiently and effectively with a variety of Healthcare settings across multiple Epworth locations. • Strong leadership skills with the ability to collaborate and influence and drive best practice at Epworth HealthCare in relation to emergency management. • Excellent communication and stakeholder engagement skills • Alignment with Epworth Values

Position Description



<ul style="list-style-type: none">• Compassion• Accountability• Respect• Excellence	<ul style="list-style-type: none">• Dynamic and strategic thinking leader, bringing a strong focus and alignment to outcomes and implementation
--	---

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
15/06/2022	25/5/24	EGM Epworth Eastern

8. 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: _____