

Position Description: Business Manager

Business area: Encompass Health

Reports to: Chair of the Encompass Health Board

Position Objective:

- *To operationalize the strategic plan, vision, mission and values of Encompass Health, as set by the Board of Directors.*
- *To lead the design, implementation and continuous improvement of the operational, strategic, and administrative policies and processes of the Encompass Health team, ensuring positive patient and whānau experiences and smooth day-to-day operations.*
- *To drive business development opportunities and focus on the growth of the service.*
- *Ensure sound financial and quality management of the service.*

Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> • Encompass Health Board • Allied health staff • Psychology staff • Administrative staff 	<ul style="list-style-type: none"> • Oncology related organizations and not for profits • Referrers • Patients and whānau • Community organisations • St George's Cancer Care Centre staff • Cancer Society staff



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Key Areas of Accountability:

Area of Accountability	Expected Results
Leadership and communication	<ul style="list-style-type: none"> • Models and ensures the Encompass Health Values are integrated throughout the daily practices, interactions and decision making. • Demonstrates effective oral and written communication within a multidisciplinary team environment. • Leads and manages the performance of Encompass Health teams including colleague development – clinical and personal, coaching and support, performance goal setting and yearly performance reviews, and ensuring mandatory training is completed. • Provides visible and accessible leadership, motivating others to follow and communicates consumer focused standards.
Business Management	<ul style="list-style-type: none"> • Provides leadership to staff at Encompass Health, understanding the needs of the patients, staff, and the business. • Leads key projects, including the establishment of the service and facility. • Ensures appropriate staff levels to deliver the service in accordance with hours of operation and patient demand. • Undertakes recruitment activities in accordance with business requirements and in consultation with the Chair of the Board, ensuring staff are appropriately qualified and credentialed. • Provides detailed reporting and analysis of service activity and high-level outcomes to the Board to drive business decisions. • Drives a culture of continuous improvement and efficiencies in systems and processes. • Leads the facilities management for the service working in collaboration with the Cancer Society.
Business Development	<ul style="list-style-type: none"> • Drives business development in line with strategic plan, identifying opportunities to service expansion. • Has a strong understanding of the marketplace and potential service offerings working proactively with the Board to maintain a future service focus. • Builds relationships and networks across NZ, looking for opportunities to collaborate with not-for-profit entities and proactively seeks funding opportunities. • Manages the marketing, website, and social media activities of the service, maximizing patient awareness and service growth opportunities.
Financial Management	<ul style="list-style-type: none"> • Leads annual budgeting activities. • Manages the service in accordance with delegated authority. • Ensures costs and expenditure are constrained within budget and allocated resource levels. • Works in collaboration with the Cancer Society finance team to ensure invoicing, daily cash management and reconciliation, receivables and payables are managed appropriately. • Investigates any discrepancies in cash management.
Quality	<ul style="list-style-type: none"> • Ensure policies and procedures are implemented, up to date and understood by the Encompass Health team. • Ensure incidents and risks are escalated and reported in accordance with the policy. • Ensures a quality plan is developed in accordance with the broader quality framework.
Professional Development	<ul style="list-style-type: none"> • Ensures staff performance and development is undertaken annually including setting of performance objectives. • Ensures staff performance planning and reviews are current and aligned to the goals of the organization. • Identifies learning requirements and/or deficits and objectives are set for further development of staff. • Identifies strengths and expertise of individuals and utilizes such qualities.



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	<ul style="list-style-type: none"> • Participates in the selection of staff to ensure staff with the necessary skills and knowledge are recruited taking into account current requirements and the skills considered necessary to meet long term business objectives. • Identifies own learning requirements/deficits and develops a plan in conjunction with the Board Chair to redress these. • Fosters an environment conducive to learning, enquiry and research. • Co-ordinates and participates in the orientation of new staff.
Quality Improvement	<ul style="list-style-type: none"> • Ensures policies and procedures are in place and up to date at all times. • Leads and collaborates with the team to establish a quality plan in accordance with the St George's quality framework. Supports and participates actively in quality improvement activities. • Participates actively in the maintenance of the ACC Workplace Safety Management standard. • Documents and reports accidents and incidents accurately in accordance with St George's policies. • Leads quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes.
Organisational Culture	<ul style="list-style-type: none"> • Promotes harmonious working relationships within the Cancer Care Centre and within the wider organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus. • Maintains confidentiality in respect to all St George's Cancer Care operations, business, employees, clients and patients. • Adheres to St George's policies and procedures.
Cultural understanding and Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Understands and has knowledge of the Te Tiriti o Waitangi and its implications. • Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Te Tiriti • Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Māori. • Respects diversity of cultural and religious beliefs amongst staff and patients.
Health & Safety	<ul style="list-style-type: none"> • Ensures accidents and untoward incidents occurring in the department are reported. • Takes reasonable care for personal health and safety. • Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons. • Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with the Health and Safety at Work Act 2015 and its amendments • Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers. • Ensures compliance with hospital security requirements and is vigilant in all matters of security. • Recognises safety hazards and initiates appropriate corrective actions. • Attends fire and evacuation lectures and participates in drills as required. • Participates in Health and Safety training as mandated by St George's from time to time.
Other Duties	<ul style="list-style-type: none"> • Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures. • Performs other duties consistent with the role of the Business Manager.

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Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Bachelor's degree (or equivalent) in business, management or a related field 	
Experience & Knowledge	<ul style="list-style-type: none"> Substantial previous leadership experience at a senior level in business management or similar role Experience developing and implementing business strategy Demonstrated successful stakeholder management Change management experience Strong ability with financial and budgetary processes Experience in data analysis Up-to-date knowledge of relevant industry trends 	Business experience gained within the medical sector
Personal Attributes	<ul style="list-style-type: none"> Demonstrated excellence in leadership qualities <ul style="list-style-type: none"> Influence, Self-awareness; Emotional intelligence, Social intelligence; Exceptional communication skills; Resilience; Leadership agility Adept at managing multiple pieces of work and prioritizing the demands of a diverse range of stakeholders Excellent customer focus Strong organisational understanding; negotiation skills and critical thinking An inclusive and approachable working style, you understand that diversity adds value. Co-operative and supportive team player. 	

Agreed by:

Signed: _____ **Date:** _____
(Employee)

Signed: _____ **Date:** _____
General Manager Cancer Care