



## AROHANUI HOSPICE

### JOB DESCRIPTION

<b>Date:</b>	December 2011
<b>Position:</b>	Operations & Planning Analyst
<b>Salary Range:</b>	\$62,750 to \$67,800
<b>Responsible to:</b>	Director Operations and Community Relations
<b>Hours:</b>	Full Time (1FTE)
<b>Functional Relationships:</b>	SLMT members Clinical and Medical Team Members Support Services Team Members Business Operations Colleagues

### Purpose

- 1 To develop, implement and manage a comprehensive business operations planning and performance reporting framework which will ensure that:
  - strategies are developed into annual operational plans
  - annual operational plans set out the operational objectives to be achieved by when, by who and to what standard
  - performance standards and measures are, at a minimum; timely, fiscally responsible, Identify levels of satisfaction, ensure quality delivery and provide surety that risk is managed and the business is improving
- 2 To develop, implement and manage a comprehensive grants application programme which will ensure a successful funding return for the Hospice

### Duties and Responsibilities:

#### Planning & Reporting

- Facilitate and assist the development and implementation of the Arohanui Hospice Services Trust Board (5 Year) Strategic Plan
- Develop and assist the implementation of annual operational Business objectives aligned to the Strategic Plan
- Develop and implement a risk management framework that aligns with and is incorporated into the Strategic and operational plans and includes operational risk registers
- Develop and implement a regular reporting programme. This would include a process for response from managers on plan progress and a consolidation

process (using performance standards and measures) to enable reporting to SLMT and the Trust Board.

- Monitor, measure and report on progress with strategic and annual operational plans quarterly
- Ensure a half yearly review of operational plans with a view to realignment if necessary

### **Performance Measures and Standards**

- Develop and implement a performance standards and measures framework and to ensure an accurate assessment of progress achieved
- Ensure service delivery standards and measures are maintained at the level required by external audit for accreditation and recertification, as a minimum
- Encourage and assist the development of quality improvement/business development measures and standards in Operations plans
- Develop and implement external and internal surveys and corporate audits to assist the assessment of annual achievement.
- Work closely with Clinical Quality Coordinator on clinical/medical surveys and on the development and implementation of an internal audits framework
- Work with the Clinical Quality Coordinator on all external audit visits to ensure a comprehensive and unified approach
- Work with the Clinical Quality Coordinator to implement audit outcomes and revise performance standards and measures

### **Risk Management**

- Ensure that every operational plan identifies the risks associated with achievement of objectives and considers how they will be managed
- Risk registers are established to identify and manage risk. These are updated regularly as strategic and operational plans are reviewed and reassessed
- Business continuity and emergency management plans are in place and are reviewed regularly for relevance
- Delegations are monitored and reviewed for relevance

### **Business Reporting and Analysis**

- Identify links between financial and operational performance and work with Support Services Manager to include financial performance as part of business reporting for all managers
- Establish and implement a quarterly reporting framework across financial and operational performance
- Analyse the operational and financial performance results from all areas and prepare a quarterly report of overall performance in that quarter for SLMT and Trust Board.

### **Grant Applications – Funding Development**



- Well established understanding of financial reporting
- Excellent communication skills and superior writing abilities
- Sound experience and knowledge of all Microsoft Office systems and ability to learn new systems
- Ability to successfully resolve issues and problems
- Ability to cope under pressure and multi task
- Proven ability in using initiative
- High degree of professionalism and confidentiality