



Title	Operational Manager – Nursing Education Ref No.1119
Salary Package	R532 449 – R599 274 plus benefits (OSD salary levels - DPSA)
Reporting structure	Deputy Director
Closing date	7 December 2018

SUMMARY OF MAIN FUNCTION AND PURPOSE OF JOB

The Operational Manager enacts a leadership role advancing paediatric practice through the provision of education which influences clinical, professional and leadership development. The vision for the role is operationalized through program development, continuous quality improvement, consultation, networking and strategic initiatives. The strategic directions drive the initiatives Clinical Facilitator undertake to support and advance clinical practice.

LIST OF DUTIES AND RESPONSIBILITIES

STAFF DEVELOPMENT

The Operational Manager is accountable for the facilitation of knowledge, and skill development required by paediatric nurses to meet their professional and interprofessional standards of practice. The Operational Manager fosters the development of leadership skills in staff. He/she actively contributes to the advancement of Interprofessional Education through involvement in the development of programming that crosses professions to facilitate positive health outcomes for children and the health work environment for interprofessional staff.

Activities include but are not limited to:

- Providing a clinical specific orientation
- Providing or facilitating continuing professional development for interprofessional staff
- Developing and providing specialty leadership education when applicable
- Role modelling and coaching for all staff
- Supporting staff in publications and professional presentations
- Ensuring Quality Care and Patient Safety by facilitating best evidence-based practice
- Developing political advocacy skills to understand the impact on NMCH of the issues in paediatric care
- Maintaining current knowledge of trends in paediatric practice and healthcare systems
- Anticipating and acting on trends that will impact practice at both internally and externally

QUALIFICATION AND WORK EXPERIENCE

- Registered with South African Nursing Council
- Baccalaureate Degree
- Nursing Education and Administration
- A Master or PhD qualification in Nursing; (or equivalent)

- BLS, PALS & NALS certification
- 5-10 years of nursing practice (preferably in paediatrics), teaching/ facilitation skills highly recommended
- Experience in Research and Accreditation is key

KNOWLEDGE, SKILL, TRAINING AND COMPETENCIES REQUIRED

EDUCATION MANAGEMENT & COLLABORATIVE LEADERSHIP

The Operational Manager leads and manages education and learning for healthcare professionals as well as contributes to the direction of interprofessional education as aligned with the NMCH Strategic Directions. Contributes to decision making related to education needs of staff in collaboration with the Leadership Team. Responsible for ensuring quality education within a learning environment that maximizes productivity, quality care, values creativity, and strives for cost-effectiveness of learning activities. Utilizes systematic tracking mechanisms to evaluate level of progress and accomplishments. Works to communicate learning outcomes with Leadership Team. In summary, integrates a collaborative and transformational leadership style, conveys a vision that incorporates current and future needs, and empowers others to achieve the overall NMCH mission and vision.

- Provides leadership for knowledge transfer related to organisational and program-based initiatives within their programs
- Participates in program/specialty based internal and external committees (e.g. chairing work groups, conducting meetings, contributing to strategy)
- Leads Education Related Committees/Councils within their specialty
- Participation in organisational committees as appropriate
- Promotes interprofessional team development and collaboration within and across programs/teams
- Utilizes innovative strategies and technology in education (e-learning, simulation)
- Provides career and educational counselling for healthcare professionals and students
- Develops and maintains academic partnerships to influence academic programs and systems
- Manages student/extern programming within their program.

PROGRAM PLANNING & DEVELOPMENT

Operational Manager possesses strong understanding of clinical practice that helps inform the program planning process for the clinical specialty. The Operational Manager uses a depth and breadth of education knowledge that is grounded in a multi-theoretical approach, research and experience that enables the identification of learning needs, planning and implementation of education programs, and program evaluation.

- Conducts basic program evaluation to demonstrate evidence of learning effectiveness in response to internal or external expectations of accountability
- Develops measurable marketing strategies for education programs
- Utilizes a variety of knowledge transfer strategies to ensure integration of knowledge into practice
- Liaisons with Clinical Facilitators and the Learning Institute to ensure efficient use of resources and avoid duplication of program planning

CLINICAL PRACTICE LEADERSHIP

Operational Manager act as professional practice leaders and consultants to advance paediatric practice and to improve the quality of patient care through indirect and direct patient care functions. Develops and implements standardised measurements to demonstrate the outcome of indirect and direct patient care functions on paediatric practice and the quality of patient care. Supports patient safety through the support of standards and policies.

- Provides leadership and consultation in quality and risk management issues
- Participates in systems analysis related to impact of change initiatives, quality and risk management issues and performance management issues in collaboration with unit leadership team
- Identifies need for Best Practice Guidelines, Protocols, Clinical pathways, Policy and Procedures and develops in collaboration with key stakeholders
- Provides education leadership and/or project management for clinical projects Provides expertise in authoring and reviewing patient and family teaching materials

Provides consultation and support to clinical staff for children with complex and uncommon diagnosis for care delivery and discharge planning.

CONSULTATION & NETWORKING

Implements the consultation process to meet the needs of internal and external stakeholders. Internal stakeholders include all levels of interprofessional team members, patients and families, other NMCH clinical programs or organizational development programs. External stakeholders may include but are not limited to community partners, academic institutions, professional associations, interest groups, and the three levels of government.

- Provides leadership to program committees
- Collaborates and provides community outreach: Stakeholder Education
- Pursues networking activities and opportunities
- Provides coaching to staff to facilitate professional development of others

SYSTEMS & PROCESS ADVANCEMENT

Operational Managers utilize organisational thinking and are champions of change. Can articulate and align education and learning objectives with the strategic directions of the organisation.

- Ability to identify ineffective systems and processes internally and externally that effect patient care delivery and utilizes a project management approach to facilitate system or process changes
- Engages key stakeholders in the change process
- Monitors process and impact outcomes of change process

PROFESSIONAL DEVELOPMENT & SCHOLARSHIP

Engages in professional growth activities to further develop or enhance knowledge and skills in the domains of education, practice, research, and leadership. Recognises that the pursuit of life-long learning and scholarly activities facilitates the achievement of NMCH academic mandate

- Develops basic competence to conduct research and/or work collaboratively on research projects
- Contributes to the peer review process and research or project grants
- Pursues academic advancement

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to vacancies@nmch.org.za .

NB – Please state the reference number relevant to the position applied for. Applications without reference number will NOT be considered.

Please note that should you not hear from us within 4 weeks of your application, it would mean that your application has been unsuccessful