

<b>Position Title:</b>	<b>Chief Executive</b>
<b>Executive Manager:</b>	Board of Directors
<b>Department:</b>	Senior Management
<b>Cost Centre:</b>	
<b>Employment Conditions:</b>	Fixed term GSERP contract
<b>Code and Classification:</b>	GSERP Group 4 Cluster 2
<b>Reporting To:</b>	Board of Directors / Minister for Health
<b>Direct Reports:</b>	Director Clinical Services; Corporate Services Director; Senior Manager, Aged & Community Care; W Senior Manager; Quality, Experience & Safety Manager; Executive Assistant. Others as determined.
<b>Performance Review</b>	Upon completion of 6 months probationary period and annually for the contract term.
<b>Key Selection Criteria:</b>	<i>As per Contract agreement.</i>

## HEALTH SERVICES INFORMATION

Our Purpose

***Healthy Community, Best Care***

Our Values

### ***Empathy***

We actively listen to understanding your feelings.

We show empathy by acknowledging others emotion

Individuals are included in decisions about their care and have their needs acknowledged

We provide choices and support individual wishes

Our actions demonstrate our compassion for others

### ***Wellbeing***

Safety is at the forefront of everything we do.

People feel safe in our care

We foster a person centred approach through flexible, individualised care.

We will support the physical, emotional, social and psychological health of all.

### ***Community***

People experience a welcoming, friendly approach.

We embody the cohesiveness and spirit of our communities.

Everyone feels connected and has a sense of belonging.

Our teamwork is built on cooperation, collaboration and communication

### **POSITION PURPOSE**

The Chief Executive is responsible to the Board of Directors and the Victorian Minister for Health for the overall management and administration of Kyabram District Health Service, through optimum use of human, material and financial resources. The role is concerned primarily with coordinating all functions of the health service to ensure that the organisation achieves optimum effectiveness in serving the health needs of the community.

### **KEY RESULT AREAS**

- Development and implementation of Policy and Strategic Plans.
- Quality of Safe Service Delivery and Program Development
- Financial Management
- Teamwork, Communication and Relationships
- Human Resource Management
- Kyabram District Health Services Purpose & Values

### **KEY SELECTION CRITERIA**

**KSC 1** Tertiary qualifications in business/health management or related disciplines.

**KSC 2** Demonstrated success in the management and leadership of a business enterprise including a demonstrated capacity to manage and provide leadership in a multidisciplinary service environment.

**KSC 3** Substantial knowledge of, and experience in public sector health services at a senior management level, including rural health policy, health administration, health law, capital planning, financial management and broad understanding of principles of population health.

**KSC 4** Demonstrated skills and knowledge for the concepts and practices of strategic management and organisational change, including demonstrated strategic planning and project management expertise.

**KSC 5** Substantial motivational, leadership, strategic awareness and management skills. A proven capacity to lead and motivate teams and a strong demonstrated commitment to values based leadership

**KSC 6** Superior negotiation, consultative and interpersonal skills in an environment of change and evolution. A track record that demonstrates sound judgement and decision making.

**KSC 7** Highest standards of Professional Ethics.

**KEY EFFECTIVENESS AREAS**

<b>K.E. 1</b>	<b>DESCRIPTION</b>
<p><b>Personal &amp; Professional Development</b></p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal &amp; professional development.</i></p>	<ul style="list-style-type: none"> <li>Continually develop both personally &amp; professionally to meet the changing needs of your position, career &amp; industry.</li> <li>Attend all mandatory training sessions provided by KDHS and be actively involved in other training &amp; development as required.</li> <li>Keep abreast of changing policy as it relates to the effective provision of services.</li> <li>Actively participate in the Performance Management process as required.</li> </ul>
<b>K.E. 2</b>	<b>DESCRIPTION</b>
<p><b>Customer Service</b></p> <p><i>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.</i></p>	<ul style="list-style-type: none"> <li>Achieve excellence in customer service, identifying that customers include patients, clients and residents, visiting health professionals, all staff employed by the Health Service, visitors and the community we are here to serve.</li> <li>Ensure the maintenance of effective relations with all stakeholders, including DHS, patients, residents, staff, the Board, service providers and other government agencies.</li> <li>Act in a professional manner at all times and positively promote the Health Service when dealing with internal &amp; external customers.</li> <li>Maintain confidentiality on all issues relating to the organisation, the clients &amp; fellow colleagues.</li> <li>Ensure preferences and diversity, including culture, sexuality and disability, are respected towards all clients and staff.</li> <li>Dress and personal presentation to reflect the organisation and/or industry standards and regulations at all times.</li> <li>Recognise and respond appropriately to compliments and complaints by customers.</li> <li>Conduct community, regional and government relationships on behalf of the hospital, including arrangements for joint provision of services.</li> </ul>
<b>K.E. 3</b>	<b>DESCRIPTION</b>
<p><b>Administration &amp; Documentation</b></p> <p><i>Through the use of the KDHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p>	<ul style="list-style-type: none"> <li>Analyse economic, industry and market trends and Government policies impacting on KDHS and modify plans and strategies to ensure the interests of KDHS and all stakeholders groups are safeguarded.</li> <li>Initiate, implement and co-ordinate Board Policies.</li> <li>Provide periodic reports to the Board on all relevant matters, including reports on financial status and experience, activities and services, legislation, changes in technology and local health service developments and requirements.</li> <li>Adhere to the Health Services Privacy Policy as it is a condition of employment. Any breach of the rules of privacy/confidentiality relating to the Health Services business, patients or medical records will result in disciplinary action and / or dismissal or a possible fine under the conditions of the Health Services Act (Vic).</li> </ul>

K.E. 4	DESCRIPTION
<p><b>Teamwork &amp; Communication</b></p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of KDHS.</i></p>	<ul style="list-style-type: none"> <li>• Overview the development of a culture balanced between care and business performance and based on initiative, accountability for performance, teamwork, cost effectiveness, service and respect for the individual.</li> <li>• Be aware of, and practice according to, KDHS Purpose, core values and strategies.</li> <li>• Demonstrate the ability to work consistently positively within a team to achieve team goals.</li> <li>• Foster effective working relationships within departments and between departments and resolve any conflict in accordance with Health Service procedures and our Values.</li> <li>• Ensure that all communication is professional, is channeled through the appropriate lines according to this Position Description and KDHS Policies and Procedures.</li> </ul>
K.E. 5	DESCRIPTION
<p><b>Quality / Safety and Risk Management</b></p> <p><i>Commitment to ensuring quality services are delivered to both internal &amp; external clients through the quality, safety and risk management system.</i></p>	<ul style="list-style-type: none"> <li>• Act in accordance with all relevant external legislation &amp; internal KDHS policies and procedures that relate to this position and the organisation.</li> <li>• Oversee a culture of quality &amp; safety through the delivery of organisational activities to meet Accreditation Standards of care and to ensure a safe environment for all stakeholders to KDHS.</li> </ul>

#### OTHER POSITION REQUIREMENTS

- Statements included in this position description are intended to reflect in general the duties and responsibilities of the position.
- The Board of Directors may alter this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

#### Inherent Physical Requirements

Kyabram District Health Service has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

The role may require the following tasks among other things:

Approved By: \_\_\_\_\_ Board Chair      Date: \_\_\_\_\_

Accepted By: \_\_\_\_\_ Incumbent      Date: \_\_\_\_\_

\_\_\_\_\_ Print Name

Reviewed 9<sup>th</sup> April 2019

For Review: 9<sup>th</sup> April 2021