

Position Title:	Director Corporate Services
Reports to:	Chief Executive Officer
Department:	Corporate Services Division – Central Highlands Rural Health
Classification:	As per relevant EBA - Permanent Full Time
Employment Conditions:	As per relevant EBA
Qualifying Period:	6 month period from commencement date

Role Statement

Reporting directly to the CEO, this executive position provides high level strategic and operational oversight across the 5 campuses of Central Highlands Rural Health (CHRH) Corporate Services, which includes Information Technology, Hotel & Environmental Services, Infrastructure and Fleet, Gardening, Supply and Procurement, Emergency Management and all related support services (such as capital projects, contracts and asset management).

The position will assist in advancing the integration and change agenda of CHRH and will also play a key role in collaborating with all levels of management in implementing, monitoring and reviewing the organisational strategy as it relates to the Division.

Key Responsibilities, Duties and Performance Indicators

Leadership and Management

- Develop a plan to review and integrate the Divisional functions across the new entity - Central Highlands Rural Health.
- Contribute to the strategic direction via the creation, implementation and monitoring of business and quality plans.
- Provide advice, regular updates and reports to the CEO, Board and Executive team.
- Develop appropriate financial and non-financial key performance indicators and monitor Divisional performance against these and remediate performance as required.
- Provide the CEO and Board of Management with accurate, meaningful and timely reports on the operation of the Division.
- Be responsible for constructively challenging the decisions of colleagues.
- Ensure transparent, collaborative and consultative management practice.
- Be a role model for effective and positive leadership which is ethical, values based, results driven and future oriented.
- Promote the goals, services and aspirations of the Health Service to employees and the public and represent the Health Service at functions and meetings as required.
- Liaise with government agencies and departments, local government bodies, other health care providers, and the community on matters relating to the Portfolio.

Compliance

- Ensure that CHRH meets all of its compliance obligations, including statutory compliance and accreditation requirements.
- Identify, develop and maintain policy, processes and systems that track and monitor practices.
- Ensure compliance with delegations of authority and approval processes, policies and procedures.
- Develop a risk register for the portfolio in partnership with the Director Quality & Clinical Safety and actively minimize risks.
- Monitor employees incident report data via VHIMS to identify trends and ensure appropriate action is taken.

Human Resources and Industrial Relations

- Develop teamwork through leadership, role modelling and effective communication processes.
- Facilitate the performance development and management of employees in collaboration with the ICT, Facilities & Hotel & Environmental Services Managers.
- Ensure employees are recruited, selected, orientated and managed to meet Health Service objectives and in accordance with CHRH policy.
- Ensure the professional development of employees is consistent with organisational requirements.
- Oversee and participate in the annual performance appraisal process at CHRH. Coordinate the performance review programs for employees within the division, monitor and review the process.
- Ensure all CHRH policies and procedures are maintained and kept up-to-date. Implement and educate CHRH personnel in these policies and procedures to maximize their effectiveness.
- Comply with Health Service policies.
- Demonstrate an ability to resolve conflict and promote and maintain an environment of teamwork and professionalism.
- Assist Director People & Culture in undertaking Workforce Planning.
- Liaise when required with Union representatives on an operational basis, to develop and maintain healthy, proactive and positive relations between the Health Service, employees and Unions.
- Attend relevant briefings regarding legislation changes and provide advice to executive management on required changes or developments.

Service Delivery

- Advise and assist with planning and development of physical facilities and new services for the Portfolio.
- Provide executive sponsorship to Infrastructure Project Control Groups.
- Lead the development of capital and minor works proposals for equipment and facilities.
- Create an environment to ensure that the operational functions within the Division run smoothly and efficiently.
- Ensure maintenance and preventative maintenance schedules are in pace and improved across the new entity.
- In conjunction with functional managers be accountable for Emergency Management systems and procedures for CHRH.
- Investigate alternative models of service delivery where appropriate to make recommendations to Executive on same.
- Actively seek customer feedback and act upon findings
- Ensure that service provision meets the differing cultural, social, and spiritual needs of consumers and contributes to the health and wellbeing of the community.
- Ensure that the quality of service to clients is objectively monitored and continuously improved. (i.e Australian Food Safety Standards, Food Act 1984, OHS Act & other current or potential legislative and compliance regulation standards)
- Establish relevant performance indicators where applicable.
- Undertake special projects as directed from time to time relevant to expertise and experience.

Regulatory Compliance

- Ensure compliance with relevant legislation and maintain infection control standards
- In collaboration with the Director People and Culture, promote and meet employee relations legislation and CHRH code of conduct requirements
- Monitors employees compliance with annual mandatory educational requirements in collaboration with Managers.

Improving Performance

- Facilitate an environment in which employees contribute to improving performance and promote a quality driven culture within the Corporate Services portfolio.
- Maintain and promote Accreditation Standards and other relevant Standards.
- Oversee the implementation and evaluation of quality systems in conjunction with the management team to ensure client care is of a highest standard.
- Contribute to the expansion of knowledge and ideas within the rural health sector.

Information Management

- Continuously monitor and highlight ICT risks and issues where relevant.
- Develop and implement strategies that enable the identification, readiness and response to areas of risk associated with ICT infrastructure.
- Provide guidance to the ICT managers to ensure the implementation of identified ICT projects and service provision is meet established deliverables.
- Maintains confidentiality and privacy of clients and business of the Health Services

Development and Education

- Support the orientation of employees as directed by the Chief Executive Officer and in collaboration with the Education team.
- Identify own learning and development needs in conjunction with CEO, actively pursue and participate in relevant educational programs and personal development activities.
- Liaise with internal and external corporate parties for, and on behalf of the Executive.
- Facilitate an environment in which employees contribute to improving performance.

Hotel & Environmental Services

Oversee the efficient, effective and reliable operations of CHRHs Hotel and Environmental Services teams in conjunction and in collaboration with the Hotel/Environmental Services Manager

Facilities & Fleet Maintenance Services

Oversee the efficient, effective and reliable operation of the CHRH Facilities Management Engineering, Buildings, Fleet, Emergency Management and Maintenance Services in conjunction and collaboration with the Facilities & Fleet Maintenance Manager

Procurement Supply Services

Oversee the efficient, effective and reliable operation of the CHRH Supply system in conjunction and in collaboration with the Procurement / Supply Officer

Information & Communication Technology Team

Oversee the efficient, effective and reliable operation of the CHRH Information Technology systems in conjunction and collaboration with the ICT Manager

Performance Indicators

Agree performance indicators on an annual basis with Executive. These will be set within first 3 months of appointment.

Behavioural Competencies

- Managing Vision & Purpose
- Informing
- Integrity & Trust
- Developing Direct Reports
- Person Centred Care – CHRH Values
- Knowledge of health systems and funding models
- Motivating Others
- Personal Learning
- Conflict Management
- Priority Setting
- Strategic Agility
- Political Savvy

Inherent Requirements

CHRH has a duty of care to all employees. The purpose of this section is to ensure that CHRH employees understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that CHRH employees are not placed in an environment or given tasks that would result in risk to your safety of the safety of others. Should an employee not be able to undertake any of the listed inherent requirements, they must notify their line manager immediately, and CHRH will assess the situation to ensure the employee is not at risk of injury.

Key Selection Criteria

Mandatory Requirements

The Director of Corporate Services at Central Highlands Rural Health will hold:

- A current Victorian Driver's License
- A current National Police Check or ability to obtain a satisfactory check
- A current Working with Children Check or ability to obtain a satisfactory check
- Ability to comply with the "Behavioural Outcomes" for this role.

Essential

1. Demonstrated experience in a senior business management role relating to managing people and leading culture with proven well developed leadership and management skills in a complex and changing environment.
2. Demonstrated knowledge regarding the contemporary issues impacting healthcare service provision in a rural environment along with the ability to develop and implement strategic and operational policies and initiatives.
3. Project Management skills
4. Proven strong interpersonal skills and a high level of oral and written communication skills, including the ability to respond quickly and flexibly to environmental drivers and to lead change fairly, sensitively and effectively with people of diverse backgrounds and cultures.
5. Ability to deliver strategic outcomes for this role whilst meeting developed KPIs.
6. Ability to respond to regulatory requirements and legislative changes as related to procurement practice, whilst operating effectively in an industrial sensitive environment.
7. Relevant postgraduate or tertiary qualification or willingness to work towards same.
8. Strong knowledge and understanding of the legislative and policy framework which underpins service delivery in the public sector.
9. Contemporary quality risk management knowledge.

Organisation Environment

Central Highlands Rural Health Service is a values based organisation. Our workforce is expected to demonstrate these values in interactions with each other, consumers and the community. Expected behaviours are outlined in the soon to be ratified CHRH Behavioural Competency Framework. Our culture reflects the commitment to being a learning based organisation, underpinned by continuous quality improvement with a focus on safety and risk management.

Being a person-centred service we expect our workforce to treat each person as an individual, recognising their unique needs and experiences. A key component of this is involving consumers and their support people in decisions about the service they receive and promoting their participation.

CHRH is a Health Promoting Health Service which focuses on preventative healthcare practices. Promotion of wellbeing is a key objective of every position. Every health care contact is seen as a health improvement opportunity.

Our Diversity Commitment

Central Highlands Rural Health Service recognises, supports and celebrates the diversity of the communities within which we work. Our services are delivered to people of all ages and health status with a focus on care of the aged and disadvantaged. We work with individuals and groups from a wide range of backgrounds, interests and experiences. We acknowledge the first peoples of Australia and their unique role in our history and society. We recognise the important attributes that those who followed from culturally and linguistically diverse backgrounds have brought to our communities. We welcome people of different sexual orientations and gender identities, who are a significant portion of our population and who have helped shape our local culture. We appreciate the challenges experienced through financial disadvantage and endeavour to consider the impact it has upon people, when providing services.

Annual Appraisal and Individual Development Work Plan

This will be established at the time of the first appraisal (6 months) and reviewed at least annually thereafter. The position description will be reviewed at the time of the annual appraisal, when the position becomes vacant or when there are any changes to the role.

Central Highlands Rural Health Service Requirements	
Behaviour	The expectations that CHRH has of its employees are outlined in the CHRH Code of Conduct and Behavioural Competency Framework
Confidentiality	The employee is to maintain strict confidentiality with reference to all matters relating to the clients/patients/residents/employees of the Health Service. Failure to observe this requirement may be regarded as misconduct warranting termination and incur liability to penalty pursuant to Section 141 of the Health Services Act 1988.
Cessation of Employment	Written notice is required as per the relevant award, and is to be provided to the relevant Executive Director or Director.
Contract of Employment	Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment which will apply unless you agree with CHRH in writing to alter or replace them.
Infection Prevention & Control	The employee is required to adhere to infection prevention & control standards and protocols designed to prevent infection transmission in the workplace and to participate in annual infection control education.
Information Technology Services	The employee is expected to engage with and use Information Management & Technology Services at a level of competency commensurate with their role.
Key Responsibilities	This Position Description details the key performance outcomes of your role. On occasion CHRH may reasonably direct you to undertake additional tasks.
No Smoking Policy	CHRH is a smoke free environment in all areas. Consumers, employees and volunteers that smoke are encouraged and supported to quit. It is the responsibility of all CHRH employees to play an active role in monitoring smoking behaviour on site and encouraging consumers and visitors to cease smoking.
Occupational Health & Safety	The employee is required to take all reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of the employee in the workplace. (Occupational Health and Safety Act 2004, section 25). The employee is also required to undertake annual OH&S related training as per policy 16.03.36 Minimum Annual Education Requirements.
Performance Plan	Performance Plans will be conducted in accordance with the CHRH Employees Review policy
Police Record Check	Appointment and ongoing employment is subject to a satisfactory police records check (<i>This will include 'Working with Children's Check' for applicable roles as directed</i>).
Policies & Procedures	The employee is to be familiar with and abide by the CHRH Policies and Procedures as located on the CHRH Intranet.
Qualifying Period	The qualifying period of six months as per the Fair Work Act applies.
Quality Improvement & Risk Management	The employee is required to participate in the CHRH Quality Improvement and Risk Management Programs to encourage excellence of care and cost containment.
Employees Development	The employee is required to attend an Induction Day as close to their employment commencement as possible, participate in the CHRH Professional Development Program and to undertake annual education as outlined in Mandatory Annual Education Requirements.

Executive Approval

Name: Maree Cuddihy

Title: Chief Executive Officer

Date: 8/12/2019

Employee Acknowledgement

I acknowledge:

- That I have read and fully understand the Position Description and Inherent Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That CHRH may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Employee: _____
(Signature)

Date: ___/___/_____

(Print Name)

Manager: _____
(Signature)

Date: ___/___/_____

(Print Name)

Document Control	
Executive sponsor: Chief Executive Officer	
Manager responsible: Chief Executive Officer	
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