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**DESIGNATION:** Chief Executive Officer

**REPORTS TO:** The Board and Board Chair

**DATE:** December 2020

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## **THE POSITION**

The position of Chief Executive Officer (CEO) at Mildura Base Public Hospital is founded on a sound relationship between the Board and the incumbent of this role. This is a prerequisite for effective governance and effective performance of the organisation.

The role of the CEO is to ensure the organisation achieves the strategic plan as developed and defined by the Board. It is the CEO's responsibility to implement the strategic plan and ensure delivery within defined clinical and financial frameworks. Essentially, the CEO is responsible for the organisation's day to day operational management.

The CEO's authority is detailed in the Instrument of Delegation, which is regularly reviewed by the Board.

## **POSITION SPECIFIC RESPONSIBILITIES AND DUTIES**

**Leadership** – Responsible for ensuring that the entire workforce at Mildura Base Public Hospital is equipped to deliver the strategic goals of the organisation by managing, coaching and supporting direct reports to the position. The role will also be responsible for the oversight of the development of workforce retention strategies focussed on personal and professional growth.

**Deliver Results** – Contribute to the organisational strategic planning process by planning, setting and monitoring clear targets for the team plan and ensuring that projects are linked to the goals of the organisations strategic plan.

**Service Excellence** – Lead and contribute to the delivery of patient focussed health care providing a standard of excellence in customer service that is considered excellence. This will be measured internally via staff surveys and externally via customer and community feedback to ensure that the organisation is delivering professional and efficient customer service.

**Financial Management** – Ensure prudent and effective financial management in compliance with Board and legal requirements.

**Compliance** – Comply with all delegated authorities and limits and actively communicate any problems, changes or issues. It will also be conscious of the quality, risk, OH&S and other legislative requirements there are when implementing systems, processes and practices.

**Analysis and Problem Solving** – Contribute to all clinical/ non-clinical reporting including qualitative and quantitative analysis as required accurately and within time constraints.

**Innovation** – Demonstrate strong problem solving skills, including the ability to develop new processes and make improvements to processes and services.

**Communicate with Influence** – Through strong leadership contribute to a high performance culture where staff are supported and engaged. Meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff with the change process.

**Performance Management** - Lead by example in undertaking CEO annual performance reviews with the Board and provide regular supervision, training opportunities, coaching, mentoring and guidance

to direct reports. The incumbent will ensure that the annual performance reviews for its direct reports are completed on time. This includes being responsible for addressing issues that negatively impact performance.

**Collaboration** – Develop a collaborative and effective team by communicating meaningful information regularly. Manage professionally and in a timely manner any issues associated with working together such as dealing with differences, conflict, shared goals and team morale.

**Regional Collaboration** - Collaborate with key regional stakeholders to develop and maintain positive relationships with Loddon Mallee health services and external stakeholders to act together to deliver integrated services and clinical governance excellence in the region.

## **GENERIC POSITION REQUIREMENTS**

**Code of Conduct** – The Victorian Government's Code of Conduct is binding on all Mildura Base Public Hospital Care Group staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with Policies and Procedures** – All Mildura Base Public Hospital policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** – Each staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** – Each staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in the Group's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** – All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** – Mildura Base Public Hospital is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. Participation in and commitment to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards) is essential.

## **KEY SELECTION CRITERIA**

### **Essential:**

- Previous experience as a CEO in the Australian or equivalent health sector.
- Demonstrated experience delivering significant and continuous operational improvement.
- A tertiary qualification in health, commerce or business management.
- Post graduate qualification in business, health administration or other relevant area.
- Demonstrated ability to define and clearly communicate vision and strategy and to ensure the vision is effectively translated into clear business goals and objectives.
- Substantial demonstrated experience managing and operating high quality health services. This will include demonstrated experience achieving strategic deliverables and defined Key Performance Indicators.
- Demonstrated ability to think commercially and identify ways to achieve and manage growth and contain costs.
- Extensive knowledge of current trends affecting public sector health in Victoria and Australia
- Demonstrated experience in the effective management of corporate and clinical risk and patient safety strategies.
- A proven history of displaying contemporary leadership skills in a complex organisation with diverse range of vocational work groups.
- Demonstrated experience in successfully engaging with and motivating staff, including clinicians, to deliver organisational objectives.
- Evidence of an ability to build relationships with, and influence external stakeholders to drive organisational performance.

### **Desirable:**

- Previous experience in planning and working with an Electronic Medical Record.

### **Additional Mandatory Requirements:**

- National Police Record Check – A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.
- Working with Children Check – A current and satisfactory Working with Children check must be presented to the Division of People and Culture prior to commencement at Mildura Base Public Hospital. A current and satisfactory working with children check is required where the position unusually involves regular and direct contact with a child where the contact is not directly supervised by another person.
- Registration with Professional Association as relevant– e.g. AHPRA
- Where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.
- Drivers Licence – A current Victorian driver's licence is required for this position