



Executive Director Hume Health Service Partnerships Position Description



GV Health

Position Title:	Executive Director Hume Health Service Partnerships
Health Services & Members:	Albury Wodonga Health, Alexandra District Health, Alpine Health, Beechworth Health Service, Benalla Health, Corryong Health, Goulburn Valley Health, Kilmore & District Hospital, Kyabram District Health Service, Mansfield District Hospital, NCN Health, Northeast Health Wangaratta, Seymour Health, Tallangatta Health Service, Yarrawonga Health, Yea & District Memorial Hospital, Murray Primary Health Network
Location & Employer:	GV Health
Reports to:	Chair Hume Health Service Partnerships (currently Chief Executive GV Health)
Accountable to:	Hume Health Service Partnership CEOs through the Hume CEO Forum
Award:	Health Executive Employment and Remuneration Policy
Employment Status:	Full Time – three-year contract

HUME HEALTH SERVICE PARTNERSHIP MEMBERS

Details regarding the members of the Hume Health Service Partnership (HSP) is provided as an appendix.

ROLE STATEMENT

Background

In 2020 the Department of Health (DH) established three metropolitan and five rural Clusters to assist in preparing for and responding to the COVID-19 pandemic. Post COVID-19 Wave 2, the Clusters (now known as Health Service Partnerships) have expanded their role to provide a mechanism to establish a more systematic and integrated approach to delivering health and hospital services across the partnership members in areas such as home-based care, virtual care and equitable access to elective surgery as well as deferred care such as cancer care resulting from the impact of the COVID-19 pandemic.

The Executive Director (ED) Hume HSP will report to the Hume HSP Chair and be accountable to the Hume HSP CEO Forum noting GV Health will be the employing agency.

Requirements

The ED Hume HSP will enhance and lead the work of current collaborations ensuring the Hume HSP achieves its ambition of enhanced collaboration across the region to deliver integrated health care services within the Hume HSP organisations in a range of clinical areas that lead to improved health and wellbeing outcomes. The ED Hume HSP will be accountable to the Hume HSP CEOs through the Hume CEO Forum to manage overall partnership design, scope, outcomes and relationships with internal and external partners.

The ED Hume HSP is responsible for and will guide the relevant health services teams through all partnership consolidation and implementation activities, ensure the partnership has visibility across the region and within each health service. The ED Hume HSP will provide strong leadership and direction to the operating teams at each health service site on all partnership related design and delivery.

This role will manage partnership associated risks, issues and scope within Hume HSP Governance Structure ensuring appropriate reporting, escalation and approvals. They will have accountability for the Hume HSP budget, procurement and management of all contracts throughout the life of the partnership.

The ED Hume HSP will establish a close working relationship with the CEO and executive teams and Board Chairs of each health service through the respective CEOs. They will be supported by health service operational and project teams to facilitate and contribute to the completion of specific project activities in an effective and timely manner.



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INTERNAL RELATIONSHIPS

Liaises with:

- Chief Executive
- Board Chair (through the Chief Executive)
- Executives

EXTERNAL RELATIONSHIPS

Liaises with:

- Hume HSP CEOs, executive teams and senior leaders
- Hume HSP Board Chairs (through the respective CEOs)
- Clinical leaders in healthcare, hospital and community services in regional Victoria
- Department of Health (Central and Regional offices) with key contact to be determined
- Safer Care Victoria
- Department of Health and Ageing
- Relevant professional bodies and other healthcare providers

Positions reporting to this role

- To be determined following commencement of ED Hume HSP

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES

Partnership leadership and coordination

- Enable and drive effective governance systems and processes to ensure effective response to the COVID-19 pandemic within the Hume HSP
- Optimise the configuration of COVID-19 response services to maximise quality of care and achievement of required targets with the context of DH guidelines and directives
- Lead, develop and enhance COVID-19 response services to ensure services are coordinated across sites/the region to function as one integrated service
- Provide strategic and high-level advice to the CEOs and executives regarding the COVID-19 response and other matters as requested
- Drive the development, implementation and maintenance of the Hume HSP partnership design and operational governance schedule to deliver the partnership projects within agreed timeframes, resources and budget
- Work with other HSPs and existing partnerships within the Hume Region to ensure that all programs are informed by values that impact patients and families and improve outcomes across the Region
- Monitor and ensure adequate resources are maintained across teams to deliver optimal project outcomes and achieve project timelines
- Communication of projects status and progress against agreed deliverables and milestones
- Management of agreed projects scope, issues, risks and change controls within the Hume HSP governance structure ensuring appropriate notification, reporting, escalation and approvals are actioned
- Drive the development, review and endorsement of projects documentation and the project library to ensure comprehensive project records are maintained
- Facilitate effective decision making with the Hume HSP health services and ensuring alignment with existing organisational structures
- Manage external and internal partnership assurance and audit activities including provision of project documentation and management of all reviews and recommendations
- Manage quality aspects of the project including determining quality requirements, implementing quality assurance processes, and using review and evaluation to make quality improvements in current project and recommending improvements for future projects



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- Ensure the engagement of leading multidisciplinary clinicians and consumers as relevant in each program of work
- Foster use of good project management practices through implementing a standard methodology and monitor and encourage compliance in utilisation of project tools, documentation and controls within the partnership broadly

Staff Management Hume HSP

- Lead the staff including planning for human resources requirements, identifying and coordinating any training and education, monitoring staff performance and managing the Hume HSP team and stakeholders
- Lead by example in gaining an in-depth understanding of all facets of the Hume HSP and contribute when required to complete project activities
- Drive the management of project logistics including securing offices, equipment

Change & Benefits Management

- Lead the development and execution of a change management strategy that increases the organisational capacity for change over the life of the Partnership and aims to achieve deep clinical adoption across the Hume HSP services
- Work closely with Hume health services to create a culture of 'change accountability' with the organisational leaders and departmental managers so that staff are effectively engaged, managed and supported through the change
- Lead the development of a benefits plan that is embedded within the health service organisational structures to ensure effective delivery of benefits across and within the organisations

Relationship Management

- Provide liaison between the DH, health services and other HSPs
- Establish and maintain close communication with the HSPs Executives and leadership team and other internal and external project stakeholders

Financial Management, Contracts and Procurement

- Identification, analysis and refinement of partnership program costs to produce a budget and utilise this budget as the principal mechanism to control cost
- Managing all program expenditure to ensure alignment with agreed budget cash flow and completion of deliverables
- Ensuring compliance with the financial management principles and policies of the health services
- Management of all procurement and contracts executed within the program. This includes determining procurement requirements, establishing agreed procurement processes, conducting contracting and procurement activities and managing finalisation processes. Contract management includes monitoring vendor delivery of deliverables within agreed timeframe, cost and quality
- Liaise with the health services Finance Department and the Department of Health in regard to Partnership finances



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KEY PERFORMANCE INDICATORS

- Effective implementation of the Hume HSP aims and deliverables
- Participation in the development and implementation of the annual and portfolio specific business planning process
- Active participation as a member of the Hume HSP and executive
- Written and verbal advice to the Hume HSP and executive is of a high standard
- Reporting to the Hume HSP and executive on the COVID-19 response as required
- All mandatory reporting requirements to the DH and other statutory and regulatory agencies are met in a timely manner and in accordance with the requirements of the agency
- Timely delivery of relevant reports
- Recommendations from reviews are completed satisfactorily within the agreed timeframes
- Ability to operate within allocated budget
- 90% attendance and active participation at committees, working groups and meetings
- Active participation in strategy and service planning
- Portfolio meets ACHS accreditation requirements
- Recommendations from reviews are completed satisfactorily within the agreed timeframes
- Active participation as a member of the Executive
- Participation in and satisfactory feedback through the annual performance review process
- Positive staff quality and safety culture as measured by regular staff surveys
- Improvement made resulting from staff feedback
- Ability to take accountability for all reasonable care to provide a safe working environment within your area of responsibility and ensure compliance with OH&W, anti-discrimination, equal opportunity & other legislative requirement
- Quality, safety, risk and improvement plans and activities are implemented in accordance with the relevant frameworks and procedures
- Improvement opportunities are identified and action where appropriate

GV HEALTH'S PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

GV HEALTH'S VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours (as outlined below) are the foundations for our strategic pillars, and for achieving our goals.



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Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2019-23* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

STRATEGIC ALIGNMENT

CREATE Outstanding & Service Excellence – As part of the organisation's purpose this position will contribute to and support the Hume HSP in providing a standard of excellence in customer service. 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.

Deliver Results – This position will be required to contribute to the achievement of the objectives and goals set by the Hume HSP. This includes setting and monitoring clear targets for the team plan and ensuring that projects are linked to the goals of the overall Hume HSP as set by the Victorian Government and the DH.

Leadership – This position will provide professional leadership to its direct reports and to all staff within the portfolio and is responsible for ensuring that the team is equipped to deliver strategic goals of the organisation by managing, coaching and supporting direct reports. This position will also work with the CE GV Health and Hume HSP to create a positive working environment free from bullying and harassment and encourages respect and embraces diversity.

PEOPLE MANAGEMENT ACCOUNTABILITY

Communicate with Influence – This position will assist in driving towards the development of a high-performance culture through strong leadership across the broader staffing group of GV Health and Hume HSP. It will meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff with the change process.



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Performance Management - This position will provide supervision, coaching, mentoring and guidance to its direct reports. This includes being responsible for addressing issues that negatively impact performance. Participate in performance review in the role consistent with GV Health requirements.

Collaboration – This position will develop a collaborative, effective and engaged by communicating meaningful information regularly. The position will also manage professionally and engage relevant stakeholders in dealing with issues associated with working together such as dealing with differences, conflict, shared goals and team morale in a timely manner. Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to all
- Contribute to organisational quality and safety initiatives and participate in the evaluation and continuous improvement processes
- Measure and respond to feedback and complaints including reporting findings to management and the appropriate committees
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS

- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Maintain confidentiality in regard to all information concerning GV Health, Hume HSP, its consumers and employees
- Fostering a culture of improvement across the organisation and supporting staff in the implementation of improvement activities
- Complete the mandatory training requirements as defined by GV Health and Hume HSP
- Comply with the principles of CREATE Outstanding and GV Health's Culture of Care
- Promote the Hume HSP and member health services as quality rural health service providers
- Be flexible in regard to working arrangements such as days of the week and hours outside of usual business hours

QUALIFICATIONS AND EXPERIENCE

- This is a senior leadership position and the successful applicant is required to have experience of successfully leading an integrated program across health services or like public sector organisations. Past success with large-scale projects, building projects or other large transformational projects is required.
- Tertiary degree and/or professional qualification in management, program/project management, health management related fields is required.
- Healthcare experience is required.
- Project Management certification such as Prince 2 or PMP is desirable.



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KEY SELECTION CRITERIA

- Demonstrated people management, program and project management skills and experience including program design, implementation, reporting and evaluation as well as financial management to ensure high quality deliverables
- A track record of delivering significant, complex transformational based change programs
- Track record of successful delivery of multi-agency programs from initiation through to full delivery
- Demonstrated ability to lead a multidisciplinary team to deliver high quality, customer focused outcomes
- Demonstrated leadership experience including building and maintaining high performance teams
- Advanced knowledge of project and/or operational management
- Demonstrated and highly developed oral and written communication skills, particularly in report, public presentation and consultation, and the ability to negotiate and communicate with relevant internal and external stakeholders
- Proactive management style and the ability to take initiative and responsibility
- Experience and understanding of health care systems and processes

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health and Hume HSP 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).

Inherent Requirements

GV Health has a duty of care to all employees. 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 the safety of others.

The role may require the following tasks among other things:

CLERICAL / ADMINISTRATION ROLE	
•	Manual handling (pushing, pulling, lifting)
•	Sitting, standing, bending, reaching, holding, lifting
•	Computer work, data entry
•	General clerical at varying levels
•	Use of personal protective equipment
•	Handling general waste
•	Pushing and pulling trolleys / filing
•	Work at other locations may be required
•	Shift work or on-call in some roles
•	Driving motor vehicles
•	Dealing with anxious or upset consumers or members of the public

Reviewed by	Chief Executive GV Health
Issued	May 2021
Reviewed	May 2021



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I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health 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.

Accepted by: _____

____/____/____

(Print Name)



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Appendix 1 – Details of Hume Health Service Partnership Members

Albury Wodonga Health

Albury Wodonga Health (AWH) is a unique cross-border health service that operates under the jurisdiction of the Victorian Department of Health. Providing the Best of Health to more than 250,000 people, across an area spanning North East Victoria to Southern New South Wales, AWH has grown to be the second-largest regional health service in Victoria and provides healthcare services comparable to metropolitan centres.

Alexandra District Health

Alexandra District Health (ADH) provides modern facilities purpose-built in 2011 and fully accredited by the Australian Council on Healthcare Standards. ADH provide a range of inpatient (medical and surgical) and primary health services in Alexandra with Primary Health services also provided at campuses in Marysville and Eildon.

Alpine Health

Alpine Health is a Multi-Purpose Service with three sites in the Alpine Shire towns of Bright, Mount Beauty and Myrtleford. Alpine Health provides integrated Acute Health, Community Health and Community and Aged Residential Services for residents and visitors of the Alpine Shire.

Beechworth Health Service

Beechworth Health Service is a small rural health service providing a range of acute, sub-acute, residential aged care, primary and community and home-based services within the Indigo Shire.

Benalla Health

Benalla Health are a service dedicated to providing quality care and organises and provides health care service in the Benalla district and, in particular hospital-based services, including regional services and services provided jointly with other agencies.

Corryong Health

Corryong Health is an integrated health service providing a range of hospital, residential aged care, medical and primary health and community support services. The service also operates a Medical Clinic, Health and Fitness Centre, and Retirement Village.

Goulburn Valley Health

Goulburn Valley (GV) Health is a Regional Public Health Service in the Hume Region of Victoria, with campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub-region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

Kilmore District Health

Kilmore District Health is located in Victoria in the Mitchell Shire and services a population over 40,000 that extends to Broadford and Pyalong in the north, Wallan and Craigieburn in the south, Lancefield and Romsey to the west; and Whittlesea to the east. Kilmore District Health provide acute care, maternity, surgery, urgent care, residential aged care, district nursing and outpatients.

Kyabram District Health Service

Kyabram District Health Service provides an integrated range of acute, subacute, residential aged care and allied & primary health care services. Kyabram District Health Service has been providing services to the community since 1933. The services provided include Acute Care, Allied and Primary Health, Consulting and Aged and Community Care.



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Mansfield District Hospital

Mansfield District Hospital is made up of three facilities, Mansfield District Hospital, Buckland House and Bindaree Retirement Centre and provides acute care services such as urgent care, maternity, medical imaging and dialysis, residential aged care and primary care services such as community health and visiting nursing services.

NCN Health

The voluntary amalgamation of Nathalia, Cobram and Numurkah health services took place to enhance access to local health care for communities. The new organisation 'NCN Health' now operates under a combined management and governance structure. NCN Health provides a range of health services for residents and visitors to the Moira Shire.

Northeast Health Wangaratta

Northeast Health Wangaratta (NHW) is a leading Victorian health service committed to providing quality health care to more than 90,000 people across North East Victoria. NHW is the major referral facility for people with complex health needs from Bright, Mansfield, Beechworth, Myrtleford, Yarrawonga, Euroa and Benalla. NHW also provide a telehealth service to these smaller facilities, allowing doctors at Northeast Health to provide medical advice via video link.

Seymour Health

Seymour Health is a publicly funded 30-bed hospital with a long-established relationship with the railways and the Puckapunyal Army base. The Ambulatory Care Centre provides inter-disciplinary rehabilitation services and support to enable clients who are disabled, frail, chronically ill or recovering from surgery or injury, to achieve and retain optimal functional independence. The Community Services Building houses Chronic Disease Management, District Nursing, Palliative Care, Planned Activity Group, Post-Acute Care and Renal Dialysis.

Tallangatta Health Service

Tallangatta Health Service provides a wide range of services to the local and surrounding communities which include Tallangatta, Mitta Mitta, Eskdale, Dartmouth Granya, Jarvis Creek, Koetong, Sandy Creek, Bellbridge/Bethanga and Tallangatta Valley. These services include Acute Hospital Care, Palliative Care, Medical Centre, Residential and Nursing Home Aged Care, Home and Community Care, District Nursing, Women's Health, Diabetes Education, Allied Health and Exercise and Social Activity Groups.

Yarrawonga Health

Located on the magnificent Murray River and the shores of Lake Mulwala, right on the border of Victoria and New South Wales, Yarrawonga Health is a 119 bed (including Aged Care) fully integrated rural public health service.

Yea & District Memorial Hospital

Yea and District Hospital is committed to enhancing the health status of the community it serves through the achievement of clinical excellence and the provision of high-quality health services.

Murray Primary Health Network

Murray PHN is a part of the national network of 31 Primary Health Networks across Australia and works closely with the primary health system to identify opportunities to improve health outcomes in our community, through better coordination and support of health services and by commissioning new services to address the health needs of our population, helps patients to receive the right care in the right place at the right time.