

POSITION DESCRIPTION

POSITION TITLE: CHIEF EXECUTIVE OFFICER

CONDITIONS: Contract of Employment as per the Health Entity Executive Remuneration (HEER) Policy

REPORTS TO: Board of Management

ORGANISATION BACKGROUND

Benalla Health provides acute, urgent care, residential aged care and community services to the local regional community. More than 4,200 inpatients are treated annually, around 330 staff are employed and the annual operating expenditure exceeds \$30m.

The acute ward at Benalla Health is a 24-bed acute overnight ward inclusive of medical, surgical and palliative patients. Simultaneously there are 3 separate fully self-contained birthing suites where women are admitted and remain after the birth of their baby. There are 2 theatre suites and a 10 bed Day Procedure Unit. The Urgent Care Centre (UCC) at Benalla Health is a busy, dynamic 6 bed department, seeing on average 600-700 patients per month. It has 3 acute beds, 1 resuscitation bay, 1 triage bed and 1 quiet room bed. The recently refurbished Morrie Evans Wing is a 30-bed residential aged care facility. The Benalla Community Care – Ray Sweeney Centre - is a partnership between Benalla Health and the Benalla Rural City Council. The shared facility provides a hub for community-based services provided by Benalla Health and Benalla Council as well as other visiting agencies and services. The recently refurbishment AL Berry Centre aims to improve rehabilitation services provided by hospital and the increased utilisation of this area remains a key focus.

Vision

Healthy, thriving and resilient communities in and around Benalla.

Purpose

To care for our community by providing safe, high quality healthcare for everyone

Values

Respect
Empathy
Excellence
Compassion
Accountability

Our Beliefs

We believe:

- that accessible healthcare is a fundamental human right.
- the community is stronger with us, and we are stronger with them.
- that everyone is welcome at Benalla Health.
- that each member of our team is integral to how we compassionately serve our community.
- in making a positive difference in people's lives - we really care.
- in and commit to collaboration, innovation and action

PURPOSE OF THE ROLE

To provide executive leadership, operational management and direction towards achievement of Benalla Health's Vision, Priorities, Objectives and Strategic Directions, in accordance with Governance Procedures, the Instrument of Delegation and Policies and Procedures.

POSITION SUMMARY

The Chief Executive Officer is responsible for implementing the strategic direction of Benalla Health's Service as determined by the Board of Management. Benalla Health must maintain its excellent reputation, meet statutory regulations and comply with the Victorian Department of Health (DH) policies and procedures.

The Chief Executive Officer:

- Is responsible for the operational management of Benalla Health, and implements decisions, resolutions and directions of the Board of Management.
- Ensures Benalla Health observes and complies with the requirements of the appropriate Federal and State legislation, Health Service By-Laws and directions of the DH.
- Exercises the powers delegated by the Board of Management to administer and direct as appropriate the activities of Benalla Health.
- Works to advance the objectives of the Health Service and to attain the service objectives specified in the Health Service Agreement and Benalla Health's Statement of Priorities.
- Promotes Benalla Health in the communities it serves.

SPECIFIC DUTIES AND RESPONSIBILITIES:

| Responsibilities | Major Activities and Performance Indicators |
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| Governance | <ul style="list-style-type: none"> • Develop and maintain structure and processes consistent with the principles of good governance. • Support all Board committees including Sub- Committees, Advisory Groups and Clinical Groups. • Provide regular reports, advice and analysis to the Board on Benalla Health’s performance and outcomes to ensure that the Board has sound, timely, transparent information which meets requirements for Benalla Health’s continued governance excellence. • Remain informed on relevant government policy areas, understand their relationship to health service reform, and ensure that Benalla Health’s activities are undertaken in accordance with these policies • Oversee the management of Benalla Health in order to achieve the objectives set out in the Strategic Plan. • Work closely with the Board Chairman to implement the Board’s programs relative to the management of Benalla Health, and in particular to ensure that clinical governance structures, policies and processes are contemporary and in accord with accreditation requirements. • Establish and maintain positive relationships and communicate effectively with the Chairman and Board of Management. |
| Strategic Planning | <ul style="list-style-type: none"> • Develop and maintain a clear understanding of the range of health services provided, service activity, models of care, clinical pathways and how services interact with other providers across the region. • Proactively manage the implementation of the Benalla Health Strategic Plan and report regularly to the Board on the progress and outcomes being achieved. • Review the Strategic Plan at least bi-annually with the Board, ensuring that the documents that support the Strategic Plan are also reviewed, including for example, the Clinical Services Plan, Operational Business Plan, etc. |
| Strategic Leadership | <ul style="list-style-type: none"> • Inspire high levels of performance and commitment towards a shared vision and common values among all stakeholders interacting with Benalla Health. • Represent Benalla Health professionally and credibly across a range of public and private forums, and negotiate persuasively with convincing rationale to progress strategic objectives. • Proactively foster and promote a positive culture of cooperation and shared vision across Benalla Health which focuses on integrity, trust, innovation, flexibility and generosity. • Lead the development and implementation of the Benalla Health Strategic Plan and associated plans to ensure clear strategic direction and priorities for the organisation. • Provide strategic leadership and direction for Benalla Health by developing, at the direction of the Board, policies, procedures and programmes of activity that will continue to progress the Strategic Plan. • Have the strength to lead in both popular and unpopular decisions, |

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| | <p>during periods of change and uncertainty, to achieve the long-term objectives of the organisation.</p> |
| <p>External relationships and engagement</p> | <ul style="list-style-type: none"> • Establish and maintain effective liaison and collaborative work relationships with a wide range of stakeholders and regional health service partners to progress Benalla Health’s services across the catchment area. This will include: <ul style="list-style-type: none"> ○ DH ○ Minister for Health and local MPs ○ CEO’s and senior health service executives, managers and clinicians from the public and private sector ○ Consumer, carer and community representatives ○ Community and Primary care service providers ○ General Practitioners and Primary Health networks ○ Non-government organisations ○ Universities ○ Consultants • Continue to promote the development of a cohesive, integrated, multidisciplinary approach to the provision of health services across the catchment area. • Exercise effective representation, strategic communication and advocacy through forums relating to Benalla Health. • Ensure that the Benalla Health strategic objectives are fully communicated and understood by staff, committees and stakeholders. • Develop and implement an effective communication plan that seeks advice and reports back to all stakeholders on Benalla Health activities and achievements. This will include newsletters, annual and patient care reports and updating and maintaining the website. |
| <p>Operational Management</p> | <ul style="list-style-type: none"> • Direct human and organisational resources to optimise activities consistent with the Strategic Plan. • Consult, communicate and collaborate with key stakeholders to develop and progress services, enabling and encouraging innovative solutions to barriers and challenges that may occur. • Identify and promote best practice across all Benalla Health activities. • Provide effective leadership and direction for Benalla Health management activities ensuring effective and efficient systems, policies, procedures and programs are in place (consistent with fund holder policies), including human resources management, OH&S, sound financial management, legislative compliance and business systems management. • Ensure that a performance development review and reporting system for all staff has been implemented in all departments and reviews are undertaken on at least an annual basis. • Ensure that the organisational environment does not pose a threat to staff, patients, clients, visitors or contractors, and that environmental legislation is observed. • Ensure that a healthy workplace culture is maintained and further nurtured across the entire organisation. • Provide staff with opportunities to undertake relevant education, training and professional development. • Maintain an appropriate organisational structure with clear delegations and accountabilities. |

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| | <ul style="list-style-type: none"> • Embed policies & procedures to ensure that the Benalla Health adopts a Continuous Quality Improvement approach to safety and quality of patient care services; and that it retains all forms of accreditation applicable to its services, in particular the National Safety & Quality Health Service Standards (NQS), Aged Care and Primary Health Care Standards. • Manage all capital works projects across the Benalla Health sites in accordance with the physical resources master plan, the Board's directions and the policies and procedures of the DH. • Maintain a transparent and acceptable risk management posture, inclusive of cybersecurity management. |
| Financial Accountability | <ul style="list-style-type: none"> • Build, manage and monitor the Benalla Health operating budget with a view to ensuring financial viability and sustainability for the organisation. • Ensure the Board is provided with sound, timely, transparent financial information which is consistent with best practice and good governance. • Work closely with the DH central and regional offices with regard to financial monitoring and monthly reporting and for the satisfactory acquittal of any funding received for programs, projects and capital works. • Develop and introduce an appropriate internal audit process, which ensures the Board of Management of policy and procedure compliance. • Cooperate fully with the organisation's external auditing program in reporting and publishing annual returns. • Coordinate, manage and report regularly to the Board on the organisation's fundraising efforts and accumulation of donations. |
| Professional Conduct | <ul style="list-style-type: none"> • Demonstrates a confident, optimistic and proactive mindset. • Demonstrate a strong ability to think in an analytical manner, systematically examining and improving operations to enhance outcomes. • Demonstrates a capacity to maintain cooperative and supportive relationships while preserving high standards of ethical behaviour and integrity. • Show willingness to model best practice communication and work practices by consistently demonstrating engagement and collaborative approaches with all stakeholders. • Demonstrate commitment to the Benalla Health executive team and share responsibility for the team's goals, objectives and outcomes • Commit to sustaining a positive and trusting team culture. • Show willingness to develop new skills and knowledge rapidly • Demonstrate ability to deal with confidential and sensitive information in a professional manner. • Consistently use open and direct lines of communication with colleagues. • Have a strong commitment to ongoing professional and personal development. |

KEY SELECTION CRITERIA

- KSC 1** Tertiary Qualifications in Commerce, Business Management or Health with relevant Postgraduate Qualifications and/or Technical Qualifications. Membership of a relevant Professional College/Association is desirable.
- KSC 2** Strong leadership skills with a proven ability to successfully lead culture and organisational change, manage and motivate staff, promote the creation of positive workplace, wellbeing and develop teams.
- KSC 3** Ability to negotiate, advocate and work with a wide cross section of stakeholders and foster strong collaborative partnerships and working arrangements with other health services providers.
- KSC 4** Contemporary and detailed knowledge of the health sector including current developments in hospitals, residential aged care, primary health and community service sectors; and the importance of preventative measures and increased level of services delivery closer to the home.
- KSC 5** Excellent understanding of principles of evaluation, clinical governance and risk management in a health service.
- KSC 6** A proven record of sound financial and human resources management.
- KSC 7** Sound understanding of public health governance in general and experience working with a Board of Management in particular.
- KSC 8** Understanding of the role of the Health Service in responding to community needs within a rural community and a proven capacity to achieve strong community engagement with the service.
- KSC 9** Ability to effectively manage relationships with medical staff and other clinical providers supporting the health service.
- KSC 10** Contemporary understanding of the digital health paradigm shift potential, and drive towards real-time data analytics adoption.

PERFORMANCE REVIEW

Will be implemented six months post appointment & then at least once a year. The job description will form the basis for performance appraisal.

If performance does not meet expectations or additional staff development / guidance is required, performance review will be carried out more frequently. The CEO can request additional performance reviews at any time by writing to the Board Chair.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The CEO is bound by the Information Privacy Act 2000 and the Health Records Act 2000

This document provides a summary of the role and duties of the position.

Board Chair
Signature:

Date:...../...../.....

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements contained within the relevant organisational Policy & Procedures Manuals.

CEO's
Signature:

Date:...../...../.....