

POSITION PROFILE

POSITION TITLE:	Chief Executive Officer
ACCOUNTABLE TO:	Board of Directors
DIRECTORATE:	Executive Services
CLASSIFICATION:	Negotiated as per Health Entity Executive Remuneration Guidelines
EMPLOYMENT STATUS:	Fixed-term Full-time
AMENDMENT DATE:	October 2020

ORGANISATIONAL BACKGROUND

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.

Our services include a comprehensive range of hospital and community-based services to newborn babies, children, adults and the elderly. Services include maternity, medical and surgical services, urgent care, sub-acute care, residential aged care, specialist ambulatory clinics and community nursing.

Our team of qualified, dedicated health professionals collaborate with visiting general practitioners and specialists, and regional health care partners to deliver a broad range of integrated health services. We employ over 350 staff and are supported by a dedicated volunteer workforce and have a strong philosophy of working with our local community at every level of partnership to deliver excellence in patient care.

Kilmore District Health operates from one site encompassing four facilities. The main hospital houses the multi-day beds providing acute and subacute inpatient services, a peri operative suite, and the Urgent Care Centre. There are two residential aged care facilities that provide both residential and respite care and an outpatient and specialist consult facility. Our District Nursing Service provides home based care seven days a week to our community.

Our Vision

Caring Together. Better health and wellbeing for our community.

Our Purpose

Providing safe, quality, accessible care and a dynamic place to work and learn.

Our Values

- **RESPECT:** We recognise the rights, beliefs and choice of every individual
- **EXCELLENCE:** We demonstrate a commitment to the highest standards of safety, quality and service
- **ACCOUNTABILITY:** We take responsibility for our decisions, actions, attitudes and health
- **COMPASSION:** We consistently act with empathy and compassion
- **HONESTY:** We are open, ethical, and fair

POSITION STATEMENT

The primary role of the Chief Executive Officer (CEO) is to implement the strategic direction of Kilmore District Health (KDH) as determined by the Board of Directors. The CEO is responsible for maintaining the excellent reputation of the Health Service and meet statutory regulations and the Victorian Department of Health and Human Services (DHHS) policies and procedures. The CEO:

- Is responsible for the operational management of KDH and implements decisions, resolutions and directions of the Board of Directors;
- Ensures the Health Service observes and complies with the requirements of the appropriate Federal and State legislation, Health Service By-Laws and directions of the DHHS;
- Works to advance the objectives of the Health Service and to attain the service objectives specified in the Health Service Agreement and Statement of Priorities; and
- Promotes KDH in the communities served by the Health Service.

ORGANISATIONAL OUTCOMES

- Providing the best care for KDH consumers;
- Sustaining a talented, engaged and satisfied workforce;
- Ensuring the best use of KDH resources; and
- Fostering partnerships that provide services to best meet the care needs of the community.

ACCOUNTABILITY

With Whom	FOR WHAT
Board Chair Board of Directors	Operational management Compliance with statutory regulations and governance procedures Implementation of the strategic plan
Executive Team	Executive leadership Operational management Instrument of Delegation; policies, procedures and guidelines
Executive Assistants Office of the CEO	Standardised approach to committee administration and support Coordination of internal and external communication and philanthropy Coordination and support of volunteer workforce
Community Engagement Officer	Advocacy and implementation of KDH Diversity, Inclusion and Health Literacy Plan
Self/colleagues and peers	Driving a values-based culture, Professional Standards of Practice, knowledgeable resource

COMMUNICATION INTERFACE

Working With	Liaising With
Board Chair	Board Directors, external expert committee members, Community Advisory Committee members
Executive and Senior Leadership Team	All staff as required
Visiting Medical Officers	Director Medical Services
Consumers and community partners	Patients, clients, care recipients and residents and their families Hospital Auxiliary, Volunteers and Opportunity Shop Committee
Other health service providers	Partners agencies, peer and benchmark services, accreditation bodies
Government Departments and regulatory bodies	DHHS; Department of Health, Victorian Managed Insurance Authority, Victorian Hospitals Industrial Association, Victorian Healthcare Association

PRE-REQUISITES FOR THE POSITION

Qualifications

- Tertiary qualifications in health, commerce or business management
- Postgraduate qualifications in management, public policy, public health or related fields

Essential

- Extensive leadership experience within the health sector
- Probity and clearance required prior to commencement including current Victorian Driver's License and Police and Working with Children Checks

Desirable

- Previous experience in rural health care
- Previous experience in working with a governance Board

Personal Behaviours and Attitudes

- Commitment to KDH vision, purpose and values
- Builds trust through consistent actions, values and communication
- High levels of self-motivation, initiative, integrity and confidentiality
- Actively seeks to improve others' skills and talents by providing constructive feedback, coaching and development opportunities
- Demonstrates exceptional written and verbal communication skills with the ability to influence decision makers at the highest level
- Passion for the community and making the extra effort to achieve the desired outcomes

KEY SELECTION CRITERIA:

KSC1	An influential and motivated leader with the proven ability to establish and maintain productive relationships both within the organisation and with external partners and stakeholders
KSC2	Strong record of financial management demonstrating they can run a financially sustainable health organisation
KSC3	Ability to recognise and act upon development and growth opportunities for the organisation with the proven ability to initiate new ways to improve services and organisational sustainability
KSC4	Experience in corporate and clinical governance and a capacity to work effectively with a Board of Directors
KSC5	Manages the delivery of a diverse range of health care services, programs and projects within a public health care environment
KSC6	Aligns others with the organisational values and goals through effective people management and modelling
KSC7	A demonstrated knowledge of concepts and practices of strategic, service and master planning processes
KSC8	Engages positively with the community and sustains community support in the development of services and programs

KEY RESULT AREAS

The key outcomes for this role will be identified in the incumbent's performance plan and will align with KDH Strategic Plan.

KRA1: Governance

Provide responsive, appropriate and effective leadership to ensure good governance

- Establish and maintain positive relationships and communicate effectively with the Chair and Board of Directors
- Work closely with the Board Chair to implement the Board's programs relative to the management of KDH, and in particular to ensure that corporate and clinical governance structures, policies and processes are contemporary and in accord with accreditation requirements
- Support all Board committees including Subcommittees, Consultative Councils and Project Control Groups
- Oversee the management of KDH to achieve the objectives set out in the By-Laws and Strategic Plan
- Provide regular reports, advice and analysis to the Board on KDH performance and outcomes to ensure that the Board has sound, timely, transparent information which meets requirements for governance excellence
- Remain informed on relevant government policy areas, understand their relationship to health service reform, and ensure that KDH activities are undertaken in accordance with these policies

KRA2: Strategic Leadership

Demonstrate practice within the vision, purpose and values of KDH

- Represent KDH professionally and credibly across a range of public and private forums, and negotiate persuasively with convincing rationale to progress strategic objectives and partnerships
- Collaborate with relevant stakeholders within the Mitchell Shire, Goulburn Regional Health Partnership and wider Hume Region Cluster to improve health and wellbeing outcomes through fit for purpose services and facilities
- Proactively foster and promote a positive culture of cooperation and shared vision across KDH which focuses on organisational values
- Lead the implementation of the KDH Strategic and associated plans to ensure clear strategic direction and priorities for the organisation
- Provide strategic leadership and direction for KDH by developing, at the direction of the Board, policies, procedures and programs of activity that will continue to progress the operational business plan
- Inspire high levels of performance and commitment towards a shared vision and common values among all stakeholders interacting and working with KDH
- Provide strong leadership during periods of change and uncertainty to achieve the long-term objectives of the organisation

KRA3: Partnerships and Engagement

Build and promote relationships that respect our diverse community and colleagues and enhance the patient, client and resident experience

- Develop partnerships that improve health and wellbeing outcomes in the community
- Actively participate in local partnerships, the Goulburn Regional Health Partnership and the Hume Region Cluster
- Maintain effective partnerships with tertiary providers including but not limited to Northern Health and Austin Health
- Establish and maintain effective liaison and collaborative work relationships with a wide range of stakeholders to progress KDH services across the catchment area
- Promote the development of 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 KDH
- Ensure that the KDH 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 KDH activities and achievements.

KRA4: Strategic Planning

Actively work to fulfil the KDH purpose and strategic goals

- 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 KDH Strategic Plan and report regularly to the Board on the progress and outcomes being achieved
- Review the Strategic Plan on at least an annual basis with the Board, ensuring that the Plans that support the Strategic Plan are also reviewed.

KRA5: Operational Management

Provide responsive, appropriate and effective services to ensure a safe and positive patient, client and resident experience:

- Identify and promote industry defined best practice across all KDH activities
- Provide effective leadership and direction for KDH management activities ensuring effective and efficient systems, policies, procedures and programs are in place
- Maintain an appropriate organisational structure with clear delegations and accountabilities
- Ensure that the KDH adopts a Continuous Quality Improvement approach to safety and quality of patient, client and resident care services; and that it retains all forms of accreditation
- Lead Clinical Service Planning to inform the development and implementation of innovative models of care
- Lead Master Planning and capital works projects to develop an integrated and visionary health and wellbeing services and facilities that meets community needs

KRA6: Financial Accountability

Deliver operational requirements through efficient and effective utilisation of time, resources and equipment

- Build, manage and monitor the KDH operating budget with a view to ensuring financial viability and sustainability for the organization
- Ensure the Board is provided with sound, timely, transparent financial information which is consistent with best practice and good governance
- Work closely with the DHHS central and regional offices with regard to financial monitoring and monthly reporting and for the satisfactory acquittal of any funding received for programs and projects and capital works
- Develop and introduce an appropriate internal audit process, which ensures the Board of Directors of policy and procedure compliance.
- Cooperate fully with the organisation's external auditing in reporting and publishing annual returns.

KRA7: People and Culture

Demonstrate application of knowledge to support quality health care, a competent workforce and a satisfying and safe work environment for all employees

- Provide leadership that aligns with the workforce, inspires loyalty and promotes fulfillment of the KDH vision, purpose and values
- Direct human and organisational resources to optimise activities consistent with the Strategic Plan
- Mentor and develop the Executive team to excel and implement the KDH REACH program through the organisation
- Ensure a safe and healthy working environment for all employees driving a culture of safety
- Foster an open culture of safety, fairness, transparency, learning and improvement in which staff are empowered and supported to enact their roles and responsibilities and speak up about concerns
- In conjunction with the Executive Team, promote and maintain harmonious and effective relationships between all KDH staff
- Ensure staff are provided with the appropriate opportunities to undertake relevant education, training and professional development

KRA8: Professional Conduct

Demonstrate the values and expected behaviours of KDH whilst working to fulfil its purpose and strategic goals

- Act in accordance with the KDH Code of Conduct
- Accept accountability for own actions and seek guidance when limited by own expertise
- Comply with KDH policy and procedures.
- Actively foster a positive culture that is team-based and focussed on a 'whole of organisation' approach
- Demonstrates a confident, optimistic and proactive mindset
- Demonstrates a capacity to maintain cooperative and supportive relationships while preserving high standards of ethical behaviour and integrity
- Models best practice communication and work practices by consistently demonstrating engagement and collaborative approaches with all stakeholders
- Consistently utilises open and direct lines of communication with colleagues
- Committed to ongoing professional and personal development

KEY PERFORMANCE INDICATORS FOR THIS POSITION

- To meet the minimum requirements of the position as stated in this Position Profile and as expressly agreed by the Governance and Remuneration Board Subcommittee
- To meet the objectives as agreed in your Performance Development Plan
- Attendance at 90% of Board Committee meetings per annum
- Completion of all prescribed annual competencies

GENERAL RESPONSIBILITIES FOR ALL POSITIONS

Human Resources

- Employees must comply with and demonstrate the Organisational Values
- All employees of KDH are required to participate in an annual Performance Review and Planning process, ensuring all documentation is provided for the personnel file.
- All employees will undertake a departmental orientation induction program and complete training requirements relevant to the position, including all mandatory training requirements
- On an annual basis complete mandatory training requirement
- KDH adopts and applies the Victorian Public Sector Code of Conduct. Each employee has the right to a work environment free from any form of workplace harassment and bullying.
- Act to ensure Annual Leave liability complies with health service policy

Administration

- Be conversant with KDH policies and procedures and be able to demonstrate how to access relevant policies and procedures using the Prompt system

Occupational Health and Safety

- Each employee has the right to a safe working environment and should advise their Manager of any risk or condition likely to result in accident or injury.
- Ensure that work practices are carried out in such a manner that minimises risks to patients/clients/care recipients/residents, other staff members and visitors
- Are confidently able to complete a VHIMS incident report and report safety issues immediately to their manager/supervisor and/or Safety Representative
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities
- KDH is a totally smoke free work place.

Quality and Safety

- Demonstrate a commitment to the delivery of quality services
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role
- Ensure all KDH activities are in accordance with the National Safety and Quality Health Service Standards (organisation wide) and the Australian Aged Care Quality Agency Accreditation Standards (Aged Care Services)
- To actively participate in the review and continuous improvement of the quality and safety of clinical care including contribution to external accreditation processes

- To identify and make recommendations on opportunity to improve processes, quality and safe service delivery outcomes on clinical services provided as appropriate
- Be able to identify risks and follow KDH Risk Management Policy and Procedure
- Have processes to monitor and evaluate the performance of the services provided by the work area
- Each staff member is responsible for minimising the risk of patients, residents, clients, visitors and other members of the workforce acquiring or being exposed to infections arising from activities within the health care environment.

Authority and Conditions

- All employees of KDH must sign a Confidentiality Statement. This is to ensure that employees shall not at any time during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of KDH are required to recognise consumer rights and operate within the Charter of Human Rights
- Operate in accordance with the Delegation of Authority Framework.

OTHER RELEVANT INFORMATION

- Appointment is subject to a six-month qualifying period from the date of commencement
- Appointment is subject to satisfactory clearance of a current Police and Working with Children Check
- Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- A Performance Review will occur six (6) months from commencement, then annually taking account of the key roles and responsibilities outlined in this position description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead
- A Salary package and other entitlements will be negotiated with the successful applicant

<p>Employee Acceptance</p> <p>I acknowledge that:</p> <ul style="list-style-type: none"> • I have read, understood and agree to comply with the duties and responsibilities of this Position Profile; • I possess the necessary skills, knowledge, experience and abilities to successfully perform in this position; and • Kilmore District Health reserves the right to modify the Position Profile and workforce related documents. Employees will be consulted if modifications result in significant change. <p>I accept the Terms and Conditions of Employment</p> <p>Name: _____ (Print Name)</p> <p>Signature: _____</p> <p>Date: _____</p>
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