

## Position Description

### Chief Executive Officer

Primary Care Connect (PCC) is a local community health service operating under the social model of health. We are a not-for-profit organisation that has continued to offer local, quality services focusing on a range of health and wellbeing matters for the past 30 years. We work to achieve this by providing inclusive community health care services of the highest quality. We work collaboratively with individuals and other stakeholders to identify, discuss, and resolve the complex issues affecting our community's health and wellbeing. Visit our website [www.primarycareconnect.com.au](http://www.primarycareconnect.com.au) for more information regarding the organisation.

**Reporting to:** Board of Directors

**Location:** Wyndham Street, Shepparton (some travel may be required)

**Contracted Hours:** 38 hours per week (plus reasonable additional hours which may include meetings and duties outside normal business hours.)

**Employment Type:** Fixed Term for 3 years.

**Documentation:** All positions will require a National Police Check, Valid Victorian Working with Children Check, proof of relevant covid-19 vaccinations (3 vaccinations), proof of valid qualification credentials prior to commencing employment.

### Primary Care Connect Vision

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**We embrace the social model of health to create inclusive community health care service through collaboration.**

As a stand-alone Victorian community health service, PCC is committed to delivering inclusive and culturally safe programs and services and acknowledges the social, environmental and economic factors that affect health, as well as biological and medical factors.

PCC seeks to continually build and strengthen community connections, collaborations and partnership opportunities, allowing delivery of evidence based, flexible models of care that are responsive to our local community and individual's needs.

### Primary Care Connect Values

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PCC is a values lead organisation. It is a requirement of all positions that all work will be undertaken in line with PCC values as follows:

- **Individuality:** We recognise everyone is unique and we strive to understand and build on their strengths.
- **Growth:** There are many different paths to a solution, and we support people on their journey.
- **Meaningful Connections:** We bring our focus and skill to build meaningful connections.
- **Community:** Through equity and quality, we strive to improve the health and wellbeing of our community.

### Position Summary

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Primary Care Connects Chief Executive Officer is appointed by, and accountable to, Primary Care Connects Board of Directors to oversee and lead the organisation. The CEO is also appointed as the Company Secretary for the Board of Directors.

The CEO is responsible for the development of the organisation assuring high standards in clinical and corporate governance, legislative, accreditation and funding requirements. The CEO will provide high level executive, strategic and operational leadership to all PCC stakeholders.

The CEO is responsible to the Board for the overall leadership and management of the organisation. This includes an external focus on relationships with governments and other key stakeholder groups, positioning and marketing, strategic partnerships, advocacy, and financing. In addition to working directly with the Board, the CEO oversees the internal functions of the organisation, such as operations, administration, finance, and program management predominantly through delegation and management of staff and volunteers.

The CEO will ensure alignment between vision and purpose, values, strategy, external relations, and internal business operations. The CEO must support the PCC policies and procedures and role model professional conduct in a way that is consistent with these policies and practices of PCC at all times.

The CEO is delegated the authority from the Board of Directors to manage the day-to-day business and implement the strategy of the organisation. Note: the broad allocation of time set out in this Position Description may vary based on the demand of program and project timing and scheduling.

## **Position Context**

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The CEO is expected to provide management oversight and responsibility across the organisation to ensure the effective and efficient functioning of PCC. The CEO must provide strong, compassionate, and clear leadership internally to PCC and the staff and externally with stakeholders and clients.

## **Extent of Delegated Authority**

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1. Direct Deployment of resources in a complex / large scale service provider across multiple locations while delivering a variety of complex, multidisciplinary services.
2. The CEO is directly accountable and responsible to the PCC Board of Directors.

The Board of Directors delegates authority to the CEO to be responsible for:

1. Developing business plans, budgets, and strategies for consideration by the board and to the extent approved by the board, implementing these plans, budgets, and strategies.
2. Ensuring the organisation operates and provides services within the parameters set by the board from time to time and that the Board is kept informed of material developments in PCC's affairs, operations, and business.
3. Where proposed transactions, commitments or arrangements exceed threshold parameters set by the board, referring the matter to the board for its consideration and approval.

4. Identify and manage operational, clinical, and corporate risks for the organisation in line with the risk tolerances defined by the board.
5. Manage PCC's financial and other reporting mechanisms, and control and monitoring systems to ensure they are timely and functioning effectively and are founded on a sound basis.
6. Ensure that the Board is provided with sufficient accurate information on a timely basis in regard to the organisation, its operations, business, services, stakeholder engagement, and prospects, so as to reasonably position the board to fulfil its governance responsibilities.
7. Implement the policies, procedures, guidelines, and code of conduct approved by the board and facilitating the monitoring and review of, and reporting against those policies, procedures, guidelines, and codes of conduct.

### **Key Working Relationships**

#### **Internal**

- Board of Directors
- Board of Director – Sub-committees
- Executive management team
- Other direct reports (as applicable)
- Staff / Volunteers / Contractors (as applicable)

#### **External**

- Department of Health
- Funding bodies
- Accreditation agencies
- Community agencies
- Media

### **Responsibilities and Expectation**

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The key responsibilities and expectations of the CEO are an essential combination of both professional and personal attributes that combine to create balance between the functions of oversight and vision for PCC.

The CEO Key Responsibilities / Tasks include:

1. Service Delivery
2. Governance
3. Planning and Development
4. Workforce management
5. Financial Management
6. Community and Government relations

With respect to overall management oversight and responsibility of the organisation, the CEO will be responsible for:

- Delivering the Strategic Plan Goals and actions.

- The appointment and management of key executive and management staff.
- Setting up, maintaining, and reviewing organisational structure, systems, policies, process, and procedures in order to guide, support, inform, service and monitor the delivery of service provisions to our clients and stakeholders.
- Ensuring legal, ethical, and professional practices and boundaries consistent with PCC's code of conduct and values are adhered to.
- Ensuring financial activities are managed within agreed budgets and informing the board in a timely manner should the CEO become aware of any material adverse movements to the budget.
- Ensuring effective and efficient functioning of PCC and all of its services to the community.
- Having a comprehensive understanding of, or significant experience in, community services and health related sectors.
- Ensure a safe working environment for staff and visitors at all times and exceeding the compliance of OH&S legislated requirements.

**Personal:**

- **Integrity:** The CEO is expected at all times to act and behave with integrity and in accordance with PCC code of conduct and values. The CEO must act in a manner so as not to bring PCC into disrepute or disrespect.
- **Emotional Intelligence:** The CEO will lead with empathy, high degree of emotional intelligence and a genuine concern for clients within our care via the services we offer.
- **Maintains High Standards:** The CEO will maintain high standards of their own performance and effectiveness and be open and request feedback to assist them.
- **Collaboration and Respect:** The CEO will invest in building networks and relationships with external stakeholders and position PCC as an organisation that is easy to partner with. The CEO will also invest in staff to collaborate internally and externally (as appropriate and under the approval of the CEO). Commitment to treating others in a professional manner with consideration, mutual trust, courtesy and a need for diversity.
- **Positive Attitude:** Strive to maintain a positive working environment where all team members are valued, inspired and encourage one another.
- **Accountability:** Accountable to the people we support in our services, colleagues, staff and the Board of PCC.

**Key Performance Indicators** may include:

1. **Service Delivery:** Client and Stakeholder surveys indicate 80% are satisfied or above with the service provision. 100% compliance with mandatory reporting completed within appropriate time guidelines. Evidence of Clinical governance and the management of clinical risks, incidences, and adverse events.

2. **Governance:** Policy review schedule and monthly, monthly written Board reports, evidence that reporting and documentation requirements are met. Evidence of identified risk and risk reduction plans / action. Evidence of Company Secretary activities such as agenda preparation in a timely manner, accurate minutes and follow up has occurred.
3. **Planning and Development:** Evidence of operational and strategic plans and outcomes within agreed time frames. Evidence of active engagement with external agencies. Evidence of attendance at peak body and government forums.
4. **Workforce Management:** Staff turnover between 5-15%. 90% of staff have appraisals completed annually (allowing for those on maternity or extended leave), Staff survey and results, and evidence of workforce plan and actions.
5. **Financial Management:** Payment of accounts is within 45 days. Budget delivered in a timely manner. Regular budget forecast reports. Evidence of appropriate delegation approvals aligned with the Instrument of Delegation.
6. **Risk and Quality Management:** Risk management plan approved by the board. Evidence that incidents are reported, and appropriate action is taken to minimise risks. Maintain accreditation. Pro-active cyber security, privacy and data security policies and procedures.
7. **Community Engagement and Government Relations:** Evidence of community engagement activities at a strategic high level. Appropriate membership of external committees representing PCC.

## Key Selection Criteria

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The following criteria for the position must be addressed as part of the application, including providing relevant examples:

### Essential

- Qualifications in Community Services, Health, or Business Management.
- Extensive professional experience with significant leadership accomplishments in business, government, public health sector or the not-for-profit sector
- Sound knowledge and understanding of, or ability to learn relevant legislation, regulations, standards, policies, and procedures.
- Demonstrated history of leadership at an executive level within a changing environment.
- A commitment to and understanding of the community that PCC serve.
- Strong, positive, and respectful communication skills and high emotional intelligence.
- Ability to lead and build capability within an Executive Management team.
- Good understanding of financial, human resources, risk management, and OH&S.
- Sound understanding of governance and management

### Preferred

- Post graduate degree in Business Administration, Health Services Management.

### Skills

- Strong interpersonal skills with a collaborative, energetic and visionary approach.
- Ability to plan strategically and deliver on objectives in response to changing environments.
- Advanced knowledge of and demonstrated experience of executive strategic planning and operations, and driving continuous improvement

- Accomplished values driven organisational leadership, including cultivating an engaging work / clinic environment, established, and demonstrated trust with stakeholders and open mindedness with a view to future growth and innovation.
- Excellent stakeholder management and communication skills, demonstrating the value of opinion and diversity.
- Maintain confidentiality for clients, staff, stakeholders and the organisation.

**Note:** The position is subject to review and may change in accordance with the strategic and operational requirements of PCC and the people we support. This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

<b>Agreement</b>	<p>I have read, understood, and agree to comply with this position description.</p> <p>Name: .....</p> <p>Signature:.....</p> <p>Date:.....</p> <p>Board Chair:.....</p>
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**Position Approval**

The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities, and all other requirements of above titled position. Duties not explicitly specified here may be required from time to time.

Approved By: Jacinta Russell Board Chair

Approval Date: June 2022

