

<b>POSITION TITLE:</b>	Chief Executive Office
<b>RESPONSIBLE TO:</b>	Board of Directors
<b>DEPARTMENT:</b>	Executive
<b>AWARD:</b>	Health Executive Employment Remuneration (HEER) Group 4 Band commensurate with experience
<b>CLASSIFICATION:</b>	As per HEER guidelines/Experience
<b>CONTRACT:</b>	3-5 years or as negotiated

## Organisational Background

Founded in 1902 as a Victorian Cottage Hospital, Corryong Health is now a highly integrated and considerably larger organisation providing a broad range of hospital, residential aged care, medical and primary health and community support services, including a Medical Clinic, Health and Fitness Centre, home based CHPS/NDIS services and Retirement Village.

Corryong Health is one of seven Multi-Purpose Services in Victoria, operating a \$17M budget. With funding from both Federal and State Governments, it is the largest regional employer in the Upper Murray area with a staff of approximately 100 FTE (160 Full/Part Time and Casual employees), and delivering 35,000+ occasions of service to the local community in 2022.

Situated in the beautiful Upper Murray region, Corryong Health's catchment is comprised of approximately 5000 people living in a number of small relatively isolated rural communities of north east Victoria and the bordering NSW Australian Alpine Region. The nearest regional tertiary health service is Albury/Wodonga (pop 90,000) which is located 130 km or 1.5 hours' drive to the west.

Corryong is the largest centre in the catchment (pop. 1,800) It is well serviced by local Catholic and State Primary Schools, State High School, sporting and service clubs, banks, cafes and local IGA supermarket and shops. Popular locally accessible activities include, football, golf, netball, hiking, mountain bike riding, fishing, water skiing and snow skiing.

The Upper Murray region was severely impacted by the Black Summer Bushfires in 2019/20 and Corryong Health has been a primary driver of recovery

## About Corryong Health

Our **Vision:** Together, Strengthening the Health of Our Community.

Our **Purpose:** To provide a comprehensive range of healthcare services to all people, at all stages of life, contributing to a strong viable community.

Our **Role:** Through professional, trustworthy health services, we will grow our local community capacity and ability to connect and inform people.

Our **Values:**

- **The sense of community:** Our community places trust in us (Corryong Health) and this must be reciprocated – with respect, compassion and through our inclusive relationships.
- **Equity and fairness:** Adapting to meet individual's needs and being transparent in our approach.
- **Growth and Development:** We do our best to learn and promote a learning culture, ensuring the highest contemporary standards or service for our clients.
- **Professionalism:** We provide non-judgemental. Confidential, effective and efficient health care.

## Position Statement

To lead the organisation according to the strategic vision, purpose, role, values and objectives defined by the Board of Directors and Health Minister.

Manage and direct the organisation to provide quality, cost effective, patient centred and community responsive health care, through the effective use of State and Federal funding, fee for service income and human resources.

## Direct Reports and Key Stakeholders

The Chief Executive Officer provides leadership, management and direction for all CH employees. The 5 positions currently reporting directly to the Chief Executive Officer are:

- Director of Clinical Services and Nursing
- Director of Business Services
- Director of Quality, Safety and Risk
- Medical Services Practice Manager (Medical Clinic)
- Program Manager

The CEO will also closely liaise with:

- State and Federal Governments
- Department of Health and Human Services
- Community Agencies and representatives
- Towong Shire
- Towong Health Alliance
- Upper Hume Health Service Partnership
- Hume Health Service Partnership
- Murray Primary Health Network
- NE SRHS Clinical Governance Group
- MPS Chief Executives
- Victorian Healthcare Association
- Victorian Hospitals Industrial Association
- Australian Council of Health Standards

## Essential Key Selection Criteria

1. Demonstrated competence in leadership and general management at senior/executive levels in the health sector.
2. Detailed knowledge of the Australian Healthcare Industry and current developments in MPS, hospitals, residential aged care, primary health and community sectors.
3. Understanding of the role of the Health Service in response to community needs within a rural community, demonstrating commitment to community and client participation in population-based health planning.
4. Demonstrated ability to negotiate, advocate and work with a wide cross section of stakeholders.
5. Demonstrated ability to forge useful partnerships with people and organisations across the health, community services and local government sectors.
6. Sound understanding of corporate governance and risk management in the health sector.
7. Demonstrated financial and business acumen.
8. Demonstrated ability to communicate a vision that generates enthusiasm and commitment, align individual and team goals with organisational vision and mission, and develop a culture consistent the organisations values.
9. Demonstrated experience of workplace reforms and an awareness of workplace industrial relations within health sector.
10. Demonstrated achievement in the development and implementation of strategic, service and operational plans, and the ability to formulate innovative/entrepreneurial strategies to meet community and health service needs.

## Desired Key Selection Criteria

1. Clinical qualification and experience.
2. Certified Health Executive (CHE) through the Australasian College of Health Service Management.
3. Post Graduate Qualifications in Business Management/ Health Administration
4. Demonstrated ability managing medical staff and experience in supporting and developing medical clinics.
5. Demonstrated experience supporting and developing service for Commonwealth Home Support Program (CHSP) and National Disability Insurance Scheme (NDIS) markets.

6. Innovative and entrepreneurial.
7. Tertiary qualification in management, health management or related field and evidence of continuing professional development.
8. Registered Nurse eligible for clinical registration with AHPRA.
9. Experience working the Rural/ Remote Healthcare environment.

## Key Performance Indicators

Strategic Plan Key Area	Action/KPI	Measure
<b>1. Offer a variety of accessible services to ensure people can stay in the community</b>	Improve service access for our priority population groups.	Increase in the number of clients accessing care locally.
	Deliver Strategic Planning Process with comprehensive community engagement and input .	Reduce the number of preventable client transfers category 3-5 out of Corryong (to Albury Wodonga Health).
	Continued and targeted GP recruitment.	Strategic plan launch by June 30 2025.  Qualitative evidence of recruitment efforts .
<b>2. Data driven customer service; productivity and quality goals</b>	Maintain Accreditation against all required standards involving all services that require assessment (NSQHS, Radiology, NDIS: National Accreditation & Medical Clinic).	Achieve Accreditation against all required standards.

Strategic Plan Key Area	Action/KPI	Measure
	Embed Partnering with Purpose consumer feedback mechanisms.	Increased client experience and net promoter satisfaction.
<b>3. Workforce capability and availability</b>	Develop and implement Strategic Human Resources Plan.	<p>Increase in the independent staff survey participation and satisfaction results.</p> <p>Improve organisational workplace culture.</p> <p>Reduce staff turnover rates.</p>
<b>4. Financial, infrastructure and environmental sustainability</b>	<p>Demonstrates good financial control.</p> <p>Ensure building maintenance and pursuit of grants for strategic infrastructure development.</p> <p>Demonstrate Environmental sustainability.</p>	<p>Achieve a breakeven operating result.</p> <p>Demonstrate a reduction in carbon usage.</p>
<b>5. Innovate through digital applications: behaviours; and partnerships</b>	Increase reach of social media and website.	Facebook analytics; website hits; conversion rates (view: click).
<b>6. Public Relations</b>	Increase frequency of strategic communications.	Enhance public and funder confidence in Corryong Health services.