

Chief Executive Officer

POSITION TITLE:	Chief Executive Officer
POSITION TENURE:	Three-year contract in accordance with the standard executive contract for Victorian Public Health Sector entities
REMUNERATION:	In accordance with the Victorian Health Executive Employment and Remuneration (HEER) Policy
REPORTS TO:	Heathcote Health (HH) Board of Directors
PROBATION REVIEW:	During the first 6 months of employment
PERFORMANCE REVIEW:	Annual requirement. Note: Year 1 will be 6 months post end of probation and thereafter by the anniversary date
MANDATORY POSITION REQUIREMENTS:	Right to work and live in Australia Nationally Coordinated Criminal History Check (Police Check) Probity Check Working with Children Check NDIS Worker Screening Check Drivers licence Annual Influenza Vaccination Three (3) COVID-19 vaccination
RECOMMENDED:	Measles, Mumps, Rubella immunisation

Our Vision: Improving the health and wellbeing of our community through excellent healthcare and innovation.

Our Purpose: With our community at the centre of everything we do, and together with our stakeholders, we strive to:

- Provide excellent, sustainable local health care services
- Continuously seek service improvements; and
- Implement new ideas for better health care for rural communities

Our Values: Compassion, Accountability, Respect, Excellence (C.A.R.E.)

POSITION PURPOSE

It is the vision of the Board that Heathcote Health (HH) will be innovative, financially sound and committed to excellence in healthcare. HH aims to be a leading small rural health service dedicating its resources, talents and skills to improve the health status of our community. We will deliver comprehensive services of a high quality in a compassionate, efficient and affordable manner.

To achieve this vision, the Chief Executive Officer will:

1. Advocate and advance an integrated health care service model embracing acute, aged and community care, primary care and prevention by working closely with relevant stakeholders including government agencies, clinicians, primary health care providers, indigenous health providers and the local community.
2. Provide leadership to implement innovative service models, taking into account population health and the Board's belief that community health is best achieved through education, prevention strategies and wellness services.
3. Deliver leadership and direction to ensure HH continues to strive for best practice, encompassing provision of compassionate health services for all regardless of race, religion, creed, gender, age, national origin, disability or social and economic status.
4. Implement the strategic, annual and quality plans as approved by the Board.
5. Articulate the vision of HH to all relevant stakeholders (including its employees).
6. Make optimal use of human, material and financial resources and report to the Board of Directors on the overall management and administration of HH.

DIRECT REPORTS TO THE CEO

Executive Management Team

Director of Clinical Care
Director of Corporate Services
Director of Medical Services

Other Direct Reports

Executive Assistant/Governance Officer

<u>Performance Objectives</u>		<u>Key Performance Indicators</u>
Effective Governance	1.1 Ensure the highest standards of professional ethics.	1.1.1 Negotiate the Annual Statement of Priorities with the Department of Health.
	1.2 In conjunction with the Board, provide leadership in setting and monitoring the mission, values, long-term strategic plan, performance objectives and operational policies of HH.	1.2.1 Implement agreed Board Annual Operational Plan.
		1.2.2 Regularly review operational business objectives, targets and KPIs with the Board.
		1.2.3 Provide periodic reports to the Board on all relevant matters, including financial status, activities, services, legislation, changes in technology, local health service developments and requirements.
	1.3 Analyse economic, industry and market trends together with relevant Government policies and modify plans and strategies to ensure the interests of HH and its stakeholders are safeguarded and advanced.	1.3.1 Provide periodic recommendations to the Board to ensure compliance with National Safety and Quality Health Service Standards.
	1.4 Initiate, implement and coordinate Board policies	1.4.1 Attend all general and special meetings of the Board and its sub-committees.
	1.5 Provide strategic leadership to the executive team	1.5.1 Monitor performance against performance objectives and plans and instigate corrective action where required.
		1.5.2 Mentor and coach the executive team and foster this approach throughout HH, inclusive of building potential CEO succession bench strength
		1.5.3 Ensure HH is positioned with skills and resources to meet its mission, values, plans and objectives.
	1.6 Develop, maintain and review risk management.	1.6.1 Report quarterly to the Board on the risks and mitigation strategies identified in the HH Risk Register.
		1.6.2 Report quarterly to the Board on the risks and mitigation strategies identified in the Legislative Compliance Profile.
		1.6.3 Demonstrate that risk management principles and practices are applied to

		<p>health and safety of employees and members of the public, clinical processes and procedures, non clinical processes and procedures, the environment, physical security including theft and fraud risk, information security, regulatory and contractual issues and property assets.</p> <p>1.6.4 Maintain Disaster Management and Business Continuity plans including contingency plans and ensure staff are well trained for a disaster event.</p> <p>1.6.5 Ensure a system of legislative compliance for HH.</p> <p>1.6.6 Ensure that the HH Fire Engineering Report is current and that fire safety issues are addressed.</p>
Sound Financial Management	2.1 Maintain HH in a sound financial position	<p>2.1.1 Ensure the financial records and management of HH complies with professional standards and practices and Board decisions.</p> <p>2.1.2 Regularly review all revenue and expenditure projections.</p> <p>2.1.3 Operational result reported monthly to the Board, with variance analysis for items of positive or negative variance greater than 10%.</p> <p>2.1.4 Achieve budget, excluding any one off grants or income received after the budget approval process.</p> <p>2.1.5 Report monthly to the Board on the Current Ratio against trend (with variance analysis) and any other relevant ratios requested by the Board.</p>
	2.2 Overview and evaluate all financial plans and projections, make budget presentations and provide accurate and timely financial reports to the Board.	<p>2.2.1 An annual budget process to be undertaken before being approved by the Board on an agreed date.</p>
	2.3 Budget, plan and provide accountability within departments for health service expenditure and regularly review performance.	<p>2.3.1 Review program objectives/outcomes, structures and viability for each program and, with the responsible manager, implement an agreed business plan for that program or department by the agreed date.</p>

	<p>2.4 Actively seek opportunities for grants funding and other revenue sources and provide business plans supporting it to the Board.</p> <p>2.5 Ensure efficiency is promoted in the economic use of personnel, supplies and finance to achieve maximum patient benefits and cost reductions.</p> <p>2.6 Identify and pursue merger and shared service opportunities to maximize the use of HH resources and maintain services in the catchment area.</p> <p>2.7 Ensure HH optimizes information technology to drive improved business performance and minimize costs.</p> <p>2.8 Ensure financial management leadership and that the financial information presented in financial reports is endorsed as to its completeness, reliability and accuracy.</p>	<p>2.4.1 Review and report to the Board on it.</p> <p>2.5.1 Review and report to the Board on it.</p> <p>2.6.1 Review and report to the Board on it.</p> <p>2.7.1 Review and report to the Board on it.</p> <p>2.8.1 Endorse financial reports submitted to senior management in any public sector agency, including reports submitted to the Responsible Body, and peak boards and management groups.</p>
Focus on People & Culture	<p>3.1 Focus on developing a culture balanced between care and business performance and based on initiative, accountability for performance, teamwork, cost effectiveness, service and respect for the individual that is aligned to HH values</p> <p>3.2 Strive for maximum personal development and improvement in knowledge, skills,</p>	<p>3.1.1 Develop effective relations with staff, patients, residents and the Board.</p> <p>3.1.2 Develop effective decision-making processes which encourage views to be heard and considered.</p> <p>3.1.3 Maintain an agreed staff absenteeism policy and process, as approved by the Board, and report quarterly to the Board on long term and short term rates.</p> <p>3.1.4 Undertake an organizational staff satisfaction survey annually with a minimum target of 35% participation and the results reported to the Board</p> <p>3.2.1 Report quarterly to the Board on education and professional development expenditure.</p> <p>3.2.2 Report annually to the Board on the</p>

	<p>communication and cooperation through participation in education, training, planning and review.</p> <p>3.3 Ensure effective Human Resource strategies, plans, policies and processes are in place, which aim to improve the level of business performance and the quality of care.</p> <p>3.4 Ensure risk management principles and practices.</p> <p>3.5 Provide and maintain a work environment that is conducive to the personal safety and well being of all staff, patients, residents and visitors.</p>	<p>adequacy of HH education programs and professional development programs.</p> <p>3.2.3 Demonstrate how each staff member is given opportunities for personal development and performance improvement through education, training, participation programs, research and investigation.</p> <p>3.3.1 Demonstrate how each department has established a system of periodic review of its individual members by way of employee development reviews.</p> <p>3.3.2 Maintain and develop policies and procedures for recruitment, induction and personnel management through appointing qualified personnel.</p> <p>3.3.3 Monitor and report quarterly to the Board on staff turnover against trends and against industry benchmarks, including variance analysis.</p> <p>3.4.1 All policies, practices and procedures are to be properly documented, readily available and clearly understood by Management and Staff.</p> <p>3.5.1 Demonstrate compliance with the Victorian Occupational Health & Safety Act [2004] and consequent codes of practice.</p>
Quality Service Delivery	<p>4.1 Ensure HH receives accreditation by relevant accreditation bodies.</p> <p>4.2 Maintain and improve services relevant to the catchment's population</p> <p>4.3 Maintain a complaints and compliments register</p>	<p>4.1.1 The CEO shall present a bi-annual report to the Board of all activities that support the maintenance of accredited status.</p> <p>4.2.1 Review and report to the Board on accreditation status.</p> <p>4.3.1 Review and report to the Board on complaints and compliments as necessary.</p>
Effective Public Liaison	<p>5.1 Strengthen the profile of HH as the preferred provider of healthcare services within the catchment area.</p> <p>5.2 Ensure effective relations with stakeholders including</p>	<p>5.1.1 Provide recommendations and subsequently implement proactive interface between HH and the community.</p> <p>5.2.1 Provide recommendations and subsequently implement proactive</p>

	<p>the Victorian Department of Health, private service providers, the general public and other government agencies.</p> <p>5.3 Develop and grow community, regional and government relationships on behalf of HH.</p> <p>5.4 Monitor client satisfaction</p>	<p>interface between HH and stakeholders, including through active participation in the Loddon Mallee Local Health Network.</p> <p>5.3.1 Represent HH and/or the health field on appropriate professional and other relevant bodies or organizations, in public forums, functions and speaking engagements in a way that enhances the standing and reputation of HH.</p> <p>5.4.1 Annually the CEO shall undertake a client satisfaction survey using agreed methodology and aiming for minimum 35% participation.</p>
Innovative Policy Development & Planning	<p>6.1 Develop and maintain a culture of innovation and continuous improvement.</p> <p>6.2 Provide transformational leadership in developing and implementing innovative plans or strategies.</p>	<p>6.1.1 The Quality Plan is presented to and approved by the Board annually.</p> <p>6.1.2 Review and report to the Board on the Quality Plan.</p> <p>6.2.1 Provide an annual planning report to the Board that identifies community demographics, service mapping, gap analysis and service development opportunities. Recommendations are to inform the Board of service deficits and business opportunities to be incorporated within budget and business planning activities.</p> <p>6.2.2 At least once per annum the CEO shall present to the Board an innovative strategy or technology to improve service delivery.</p>
Prevention and Health Promotion	<p>7.1 In consultation with the Greater Bendigo Prevention Network lead the development of a community health – health promotion plan for HH that drives multi-organisation engagement, establishes priorities and achieves improvement in the health of the population of the Heathcote and district community in line with the Victorian Department of Health Community Health – Health Promotion guidelines, the Municipal</p>	<p>7.1.1 Develop an annual strategic prevention plan for HH.</p>

	Public Health and Wellbeing Plan and locally determined needs.	
	7.2 Work with relevant organisations to drive, facilitate, monitor, review and evaluate the implementation and effectiveness of the HH community health – health promotion plan.	7.2.1 Review and report to the Board on the HH community health – health promotion plan.

KEY SELECTION CRITERIA

Minimum Qualifications

- Relevant tertiary qualifications (preferably at post-graduate level) in a health administration/management discipline appropriate to the responsibilities of the position.

Experience

- Capacity to manage and provide leadership in a multidisciplinary service environment.
- Substantial knowledge of and experience in public sector health services at a senior management level, including health administration, health law, hospital planning and organization, financial management and a broad understanding of principles of community health.
- Substantial knowledge of and experience in prevention and health promotion strategies relevant to the community served by HH.

Technical Skills

- Demonstrated skills and knowledge for the concepts and practices of strategic management and organizational change.
- Proven ability to understand and analyse business information.
- Experience in budget management.
- Superior negotiation, consultative and interpersonal skills in an environment of change and evolution.
- Substantial motivational, leadership, strategic awareness and management skills.

Workplace competencies

- Sound judgment and decision making.
- Ability to lead and motivate teams.
- Highest standards of professional ethics and an ability to manage relationships in a respectful manner.

Occupational Health and Safety

Under the OHS Act, employers have a responsibility to protect the health and safety of their employees while at work. Employers may put in place procedures and work practices and provide information, training and supervision to meet that responsibility. Heathcote Health Employees are expected to support and comply with safety mitigation by:

- Following the workplace safety policies and procedures
- Attending health and safety training follow the instructions and advice provided
- Using equipment supplied by the employer, such as, but not limited to, adjustable workstations or personal protective equipment [PPE] such as safety boots, hearing protection or high-visibility vests as instructed
- Work in a safe manner at all times, take reasonable care to not affect others health and safety
- Seeking guidance and direction on safe use of new equipment and modified work practices
- Reporting incidents via Victorian Health Incident Management System [VHIMS]
- Assist in the prevention of risks and hazards to workplace health and safety by notifying immediately of any hazards

Infection Control/immunisation

An effective, integrated organisation-wide Infection Control Program is dependent upon the support, recognition, motivation, commitment and integrity of all employees. All employees have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position description and to adhere to the organisation's Infection Control Prevention and Control policies and procedures at all times.

NB: Persons born before 1966 do not require screening for MMR & Varicella

Education

Heathcote Health is committed to education. All employees have a responsibility to undertake their own professional development and actively participate in the education of others. Mandatory Education is complied with annually in accordance with the Mandatory Education Policy and other directives as notified throughout the year. Inter-professional education is strongly encouraged and supported and is integral to our health service.

Health and Wellbeing

The health and wellbeing of employees is a priority for Heathcote Health. Heathcote Health provides an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

Heathcote Health requires all employees to commit to:

- Gender Equity
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Demonstrate our values and approved above line behaviours
- Abide by all required Codes of Conduct
- Promote a safe working environment
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making

Confidentiality

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of Heathcote Health. Employees must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities employees must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action, up to and including termination of employment.

Quality and Risk Management

To ensure patient safety and quality of care, employees are required to:

- meet appropriate professional standards; participate in quality improvement activities; comply with policies, procedures, practices and organisational goals and objectives of Heathcote Health.
- report any identified risks to management for inclusion on the Heathcote Health Risk Register and ensure action to reduce risk is undertaken.
- abide by the Code of Conduct for Victorian Public Sector Employees.

Equal Opportunity

Heathcote Health is an equal opportunity employer that welcomes cultural diversity and Aboriginal and Torres Strait Islander candidates are encouraged to apply for roles.

Heathcote Health has zero tolerance for child abuse and is committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.

Heathcote Health confirms the right of all persons regardless of gender, culture or creed to live in a family or domestic relationship free of fear of violence abuse or intimidation.

Special Requirements

- A completion of pre-existing injury or illness declaration will be required prior to appointment to the position.
- All employees of Heathcote Health are bound to work according to the policies and procedures of Heathcote Health, the Enterprise Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for Victorian Public Sector Employees and the provisions of the Fair Work Act, as amended from time to time.
- All employees are required to familiarise themselves with these Policies and Procedures, Agreements, Scopes of Practice, Codes of Conduct and the relevant provisions of the Fair Work Act particularly those which relate to working harmoniously with other staff.

Incumbent Statement

I acknowledge that:

- I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- Heathcote Health has a zero tolerance of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Heathcote Health Child Safety Standards procedure.
- I have read and fully understand the Position Description and Inherent Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent 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.
- Heathcote 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.

Employee Name: _____ Signature: _____ Date: ____/____/____

[candidate_name]

[acceptance_status]

[acceptance_date]

Board Chair Name: _____ Signature: _____ Date: ____/____/____