

POSITION DESCRIPTION

Title:	Chief Executive Officer
Classification:	Chief Executive Officer
Directorate:	Executive
Department:	Executive
Agreement:	Health Executive Employment and Remuneration (HEER) Policy and Handbook Version 2.1
Reports to:	Benalla Health Board
Direct Reports:	Executive Director People and Culture, Executive Director – Clinical Services Executive Director – Finance and Corporate Services Executive Director – Medical Services Executive Officer
Internal Relationships:	All Staff
External Relationships:	Consumers; Families; Carers; Visitors; Department of Health; Government Stakeholders; Other Health Services, particularly the Hume Local Health Service Network.

POSITION SUMMARY

The Chief Executive Officer is responsible for implementing the strategic direction of Benalla Health's Service as determined by the Board. 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.
- 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 to administer and direct as appropriate the activities of Benalla Health.
- Works to advance the objectives of the Health Service and the Hume Local Health Service Network (Hume LHSN) and to attain the service objectives specified in the Health Service Agreement, Benalla Health's Statement of Priorities and the Hume LHSN Statement of Expectations.
- Promotes Benalla Health in the communities it serves.

KEY RESPONSIBILITIES

Governance

- 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 Chair 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 Board Chair and Board of Management.

Strategic Planning

- 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

- 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, during periods of change and uncertainty, to achieve the long-term objectives of the organisation.

External relationships and engagement

- 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:
 - DH
 - Minister for Health and local MPs
 - Members of the Hume LHSN

- 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
- Aboriginal communities
- 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.

Financial Accountability

- Build, manage and monitor the Benalla Health operating budget to ensure financial viability and sustainability of 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 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 assures 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

- Demonstrate a confident, optimistic and proactive mindset.
- Demonstrate a strong ability to think in an analytical manner, systematically examining and improving operations to enhance outcomes.
- Demonstrate 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.
- Tertiary qualifications in Health, Commerce or Business Management with relevant postgraduate qualifications and/or technical qualifications. Membership of a relevant professional college/association is desirable.
- 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.

- 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 and health providers.
- 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.
- Excellent understanding of the principles of evaluation, clinical governance and risk management in a health service.
- A proven record of sound financial and human resources management.
- Sound understanding of public health governance in general and experience working with a board of management in particular.
- 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.
- Ability to effectively manage relationships with medical staff and other clinical providers supporting the health service.
- Contemporary understanding of the digital health paradigm shift potential, and drive towards real-time data analytics adoption.

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.

PRE-EMPLOYMENT SCREENING REQUIREMENTS

- Current National Police Check;
- Current Victorian Employee Working with Children Check;
- Current Flu vaccination (evidence required).

About Benalla Health

With a 10-bed bush nursing hospital established in 1935, the Benalla community has always been committed to supporting and promoting a local health service to meet the health needs of the community.

Today, Benalla Health provides a range of acute, residential aged care, community health and urgent care services, and employs more than 330 staff.

Benalla Health's history and heritage illustrate the community's commitment to supporting a local health service. We will continue to be a thriving, connected and trusted health service focused on effectively meeting the healthcare needs of the people of our community.

Our vision - Healthy, thriving and resilient communities in and around Benalla.

Our purpose - Best Care, Every Person, Every Time; Best Care is provided by front line staff (including volunteers) who are engaged in and committed to providing Best Care for each patient, resident, consumer every day, every time

Diversity, Equity and Inclusion

We encourage you to bring your 'whole and authentic self to work'.

Benalla Health is committed to being a safe and inclusive workplace for all. We value the visible and invisible qualities that make you who you are. Benalla Health is committed to diversity, inclusion and gender equity and we expect our workforce to align with our commitment and programs. Working as a member of the team at Benalla Health means that you will show respect, understanding and kindness to others regardless of ethnicity, sexuality, identity, or any other protected attribute.

We particularly acknowledge the traditional custodians of our land and pay our respects to elder's past, present and emerging and thank them for taking care of the land, waterways and skies that we are based on. As Benalla Health progresses through our reconciliation journey, we walk side by side with First Nations people towards a healing nation.

Risk Management

In accordance with the current Victorian OH&S Legislation and Infection Control Standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures;
- Identifying and reporting risks, hazards and injuries;
- Participating in OH&S consultation and OH&S training;
- Cooperating with managers and supervisors to ensure that OH&S responsibilities are met by all;
- Not wilfully interfering with or misusing anything provided in the interest of health and safety or wilfully putting anyone at risk;

- Participating in risk management training identified as relevant to their position and level of employment.

Each employee has the responsibility to minimise exposure to incidents of infection / cross infection of residents, staff, visitors and the general public. Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline.

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. All employees are bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

Mandatory Organisational Competencies

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete competencies as prescribed in the training policy.

Performance Appraisal & Development

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. This position description will form the basis for the review.

If performance does not meet expectations or additional staff development and guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time.

Prevention and Response to Family Violence

Benalla Health is committed to the elimination of family violence through raising awareness and advocating for the prevention of family violence.

Each employee at Benalla Health will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence by actively participating in education;
- Be able to confidently address issues that arise regarding family violence for clients and colleagues.



Compassion

We demonstrate compassion by listening respectfully, accepting people without judgement, having sound communication skills, being sensitive to others' needs and showing concern for all.

Empathy

We demonstrate empathy by being mindful of others, taking the time to listen, being considerate and understanding, providing encouragement to others and understanding the needs of those we interact with.

Accountability

We demonstrate accountability by taking responsibility, delivering on our promises, acknowledging and rectifying our mistakes, always working to the best of our ability and understanding and adhering to policies and procedures.

Respect

We demonstrate respect by maintaining confidentiality and privacy, being courteous and polite to everyone, treating everyone equally, valuing everyone's contribution and being punctual and responsive.

Excellence

We demonstrate excellence by being professional and enthusiastic, being prepared to listen to new ideas, taking pride in our appearance, participating in on-going education and challenging each other to improve and be innovative.