

Experience
MORE



Townsville
Hospital
and Health
Service

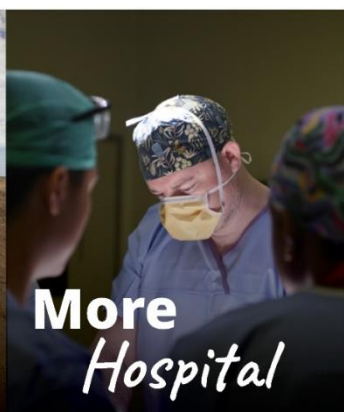
Role Description

Health Service Chief Executive

Reference:	HG_5587	Position ID:	32011756
Role title:	Health Service Chief Executive	Classification:	HSCE 2
Employment status:	Contract (full-time)	Salary:	
Unit/ Branch:	Office of the Chief Executive Townsville Hospital and Health Service	Contact Name:	
		Contact Number:	
Location:	Townsville	Closing Date:	21 October 2026



More
Career



More
Hospital



More
Life



More
Connection

The Opportunity

The Townsville Hospital and Health Service is a leader in health care, research and education for regional Australia. The Health Service Chief Executive is the single point of accountability for ensuring that the organisation delivers its strategic priorities and that services are provided safely, effectively, and efficiently. This is an exciting opportunity for a proven senior executive leader to lead the largest tertiary health service in northern Australia.

Why Join THHS?

Townsville Hospital and Health Service is one of Australia's most complex regional health services: tertiary-level, research-active and fully digital, delivering care to more than 250,000 people across 21 facilities and a catchment of 150,000 square kilometres. Here, you build the executive career you want and live the life you'll love.

Experience More Hospital

Townsville University Hospital is Northern Queensland's largest tertiary referral hospital and its designated Trauma Centre, spanning more than 41 clinical specialties at secondary, tertiary and quaternary level. Recent additions include interventional neuroradiology and clot retrieval, the North Queensland Kidney Transplant Service and CAR-T cell therapy. Senior leaders here work across the full spectrum of care, from remote primary health services to quaternary services, within a single organisation.

Experience More Career

THHS is actively building the future of healthcare in North Queensland. A \$5 billion capital program over the next decade means the services, systems and culture established now will shape care across the region for a generation. Executive leaders contribute directly to strategy, work alongside a close-knit Executive team and see the impact of their decisions in the organisation and the communities it serves.

Experience More Connection

The executive team at THHS stays close to the frontline. Leaders who have joined from larger metropolitan services describe a flat structure, direct access to clinical and corporate teams, and a culture where people dig in and solve problems together. A long-standing partnership with James Cook University supports research, teaching and workforce development across the health service. The difference you make is visible, and it reaches communities where THHS is the only health service for hundreds of kilometres.

Experience More Life

Across Townsville and Northern Queensland, life moves at a different pace. Affordable living, strong schools, sunshine most of the year and landscapes that stretch from Magnetic Island to the outback give you time for family, community and the outdoors. Nearly a third of THHS staff relocated to take up their role, and 42 per cent have stayed more than ten years.

About Townsville Hospital and Health Service

Townsville Hospital and Health Service (THHS) is the public healthcare provider for more than 250,000 people across a catchment of 150,000 km, operating 21 facilities. We deliver services from primary care in remote locations to highly specialised care at Townsville University Hospital—Northern Queensland’s largest tertiary referral hospital. Refer to the [THHS Strategic Plan](#) for current objectives and measures.

Townsville Hospital and Health Service is committed to Person-Centred Care. All staff uphold iCARE values by treating people with dignity, compassion, and respect. We strive to improve quality and safety through partnerships and teamwork to deliver great care every day.

Visit our website for additional information about the [Townsville Hospital and Health Service](#).

To find out more about Queensland Health, visit www.health.qld.gov.au



Reporting Line, Staffing and Delegations

- Appointed by and reports to the Townsville Hospital and Health Board.
- Responsible for the leadership of over 8,000 employees.
- Accountable for an annual operating budget of over \$1.6 billion.

Key Responsibilities

Strategic Leadership and Health Service Delivery

- Work with the Townsville Hospital and Health Board to deliver upon the strategic plan of the organisation.
- Provide strategic advice and counsel to the Townsville Hospital and Health Board to ensure the functioning of the Townsville Hospital and Health Service as a contemporary statutory body.
- Lead and manage the Townsville Hospital and Health Service in accordance with the Hospital and Health Boards Act 2011 and other relevant legislative requirements.
- Monitor and improve the performance of the organisation against the service agreement and other key performance measures, strategies, and plans.
- Lead and foster service delivery systems that ensure the provision of safe, high-quality and person-centre care to patients.
- Ensure that risks to safe, high-quality and sustainable service delivery are effectively identified and managed.

Governance, Performance and Resource Stewardship

- Lead and operationalise governance structures to ensure that the Board and Executive are actively engaged in the functions of the service and can effectively deliver outcomes and manage issues as they arise.
- Oversee effective fiscal management of the service ensuring that resources are planned, allocated and evaluated to meet health service agreements and related financial requirements and budgets.
- Ensure effective risk, compliance and clinical governance frameworks operate across the organisation and support the continuous improvement of health service delivery.

Stakeholder Engagement, Partnerships and System Leadership

- Oversee effective engagement of the organisation with the community, the primary healthcare sector, other HHSs, private health providers, practitioner groups and other key stakeholders.
- Lead the engagement, collaboration and partnering of the THHS with other organisations to harness strategic and operational synergies.
- Lead the strategic partnering of THHS with James Cook University and other academic institutions.
- Ensure that the needs, interests and expectations of clinicians, consumers and the community are included in health service planning, delivery and evaluation.
- Engage, liaise and negotiate with key stakeholders on behalf of the THHS including the Department of Health, other government agencies, State and Federal Members of Parliament, union bodies, regulators, and other entities.
- Take a strategic and system wide role in Queensland as a partner with Queensland Health, government and other HHSs on key committees and working groups.

Leadership and Culture

- Leads the establishment, standardisation and implementation of systems and protocols to monitor THHS clinical compliance and performance functions including clinical benchmarks, clinical performance, clinical risk, and credentialing and clinical privileging.
- Lead and enforce a values driven, high performing constructive culture where people and teams feel safe, supported and empowered to do their best work for our patients and community.
- Lead the ongoing development of the multidisciplinary clinical and non-clinical workforce and organisational capability.
- Lead and promote a culture of learning, innovation, research and education across the organisation to improve health outcomes and organisational performance.
- Lead, influence, and inspire a resilient safety culture in all aspects of the organisation to ensure a safe work environment that meets legislative standards and relevant codes of practice.
- Create a positive organisation environment free from bullying and harassment which encourages respect, embraces diversity and is culturally appropriate.
- Lead the development of services that are culturally capable and meet the needs of Aboriginal and Torres Strait Islander patients and communities.
- Lead and manage the functioning of a highly effective executive management team.

Additional Responsibilities:

- Fulfil the responsibilities of this role in accordance with THHS iCARE values and the [Queensland Public Sector Values](#).
- As an officer of the THHS, in addition to the Work Health and Safety obligations as an employee, exercise the duties of an officer in accord with Section 27 *Work Health and Safety Act 2011*. This includes implementation the THHS work health and safety (WH&S) governance framework ensuring the health and safety of employees in the workplace by; providing access to WH&S information, training and supervision; support incident investigation, risk assessments and control measures. Ensure that appropriate resources are utilised to fulfil THHS's commitment to a safe workplace for all. Work collaboratively with site management executives to achieve the above.
- Ensure that service standards, safety and quality are maintained through adherence to defined service quality standards and relevant occupational health and safety policies, procedures and work practices.
- Contribute to a safe, respectful and inclusive workplace.

Mandatory Qualifications, Registrations and Other Requirements

Mandatory Qualifications

- While not mandatory, a relevant tertiary qualification would be highly regarded.

Additional Requirements

Class C Driver Licence

This position may require travel and operation of a motor vehicle. A current Queensland C Class Driver Licence is required.

National Police Check

This role may require criminal history screening and a current National Police Certificate as a condition of employment. Any required screening must be obtained and maintained throughout employment.

Blue Card Check

This role may require a current Working with Children Check (Blue Card) and may be identified as regulated employment under the *Working with Children (Risk Management and Screening) Act 2000 (Qld)*. Any required clearance must be obtained and maintained throughout employment.

National Disability Insurance Scheme (NDIS) Worker Screening Check

This role may require a current NDIS Worker Screening Clearance under the *Disability Services Act 2006 (Qld)*. Any required clearance must be obtained prior to commencement and maintained throughout employment.

Vaccine Preventable Disease (VPD) Requirements

This position may be designated a Vaccine Preventable Disease (VPD) risk role. Where applicable, the successful applicant must comply with Queensland Health vaccination requirements relevant to the role.

- Measles, Mumps, Rubella (MMR)
- Varicella (Chickenpox)
- Pertussis (Whooping Cough)
- Hepatitis B and Hepatitis A

Your Application

How you will be assessed

You will be assessed on your ability to demonstrate the following key requirements, knowledge and experience which is outlined under 'The role'. The ideal applicant will be someone who has proven ability and can demonstrate the following:

- Demonstrated achievement at a senior level in delivering high quality services and progressing a successful reform agenda in a large and complex organisation by leading change through people, holding others to account and being held to account for agreed targets, empowering and influencing others, and developing collaborative working relationships.

- Detailed understanding of all elements of health service delivery (people, facilities, equipment, funding, technology etc) and the interrelationships between these elements that are necessary to deliver quality health outcomes.
- Detailed understanding of the funding pressures and constraints that impact health service delivery and the capacity to develop progressive and innovative solutions to deliver cost-effective outcomes.
- Demonstrated understanding of the commonwealth and state health system contexts and the drivers for health system reform.
- Demonstrated ability to effectively develop, implement and manage a substantial budget.
- Demonstrated ability to lead, manage and take responsibility for a strong safety culture.
- Demonstrated ability to lead and manage a significant workforce and lead the development of people and culture at a whole-of-organisation level.
- Demonstrated ability to lead and develop an Executive team.
- Demonstrated high-level negotiation, consultative, communication and interpersonal skills including the proven ability to effectively manage competing needs of various stakeholder groups.
- High-level political acumen and demonstrated performance in a politically sensitive environment.
- Ability to relate to Aboriginal and Torres Strait Islander communities, to identify with the experience of Aboriginal and Torres Strait Islander patients, and to factor this understanding into relevant decision-making processes.
- Ability to identify with the patient's experience and factor this into all decision-making processes.

Please provide the following to assess your suitability:

1. Current CV / resume, including referees.
 - You must seek approval prior to nominating a person as a referee.
 - Referees should have a thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor.
 - By providing referee contact details, you consent for these people to be contacted. If you do not wish for a referee to be contacted, please indicate this on your CV and discuss with the selection panel.
2. A short response (maximum of four pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, addressing the key responsibilities and key attributes of the position.

Safety and Quality

If relevant to the role, participate in ongoing education, implementation, monitoring, and evaluation of safety and quality initiatives established by the [Australian Commission on Safety and Quality in Health Care](#). This includes compliance with the National Safety and Quality Health Service (NSQHS) Standards to ensure a safe, high-quality, and sustainable health system.

Health Equity and Cultural Safety

Townsville Hospital and Health Service is committed to improving health outcomes for Aboriginal and Torres Strait Islander peoples through culturally safe, responsive and person-centred healthcare. We partner with Aboriginal and Torres Strait Islander peoples, families, communities and organisations to deliver equitable, accessible and culturally informed services.

All employees are expected to contribute to culturally safe services and workplaces, eliminate racism and discrimination, and support THHS Health Equity priorities and commitments. Cultural capability, cultural safety and health equity are shared organisational responsibilities.

Refer to: [First Nations Health Equity Strategy and Implementation Plan](#)

Work Health and Safety

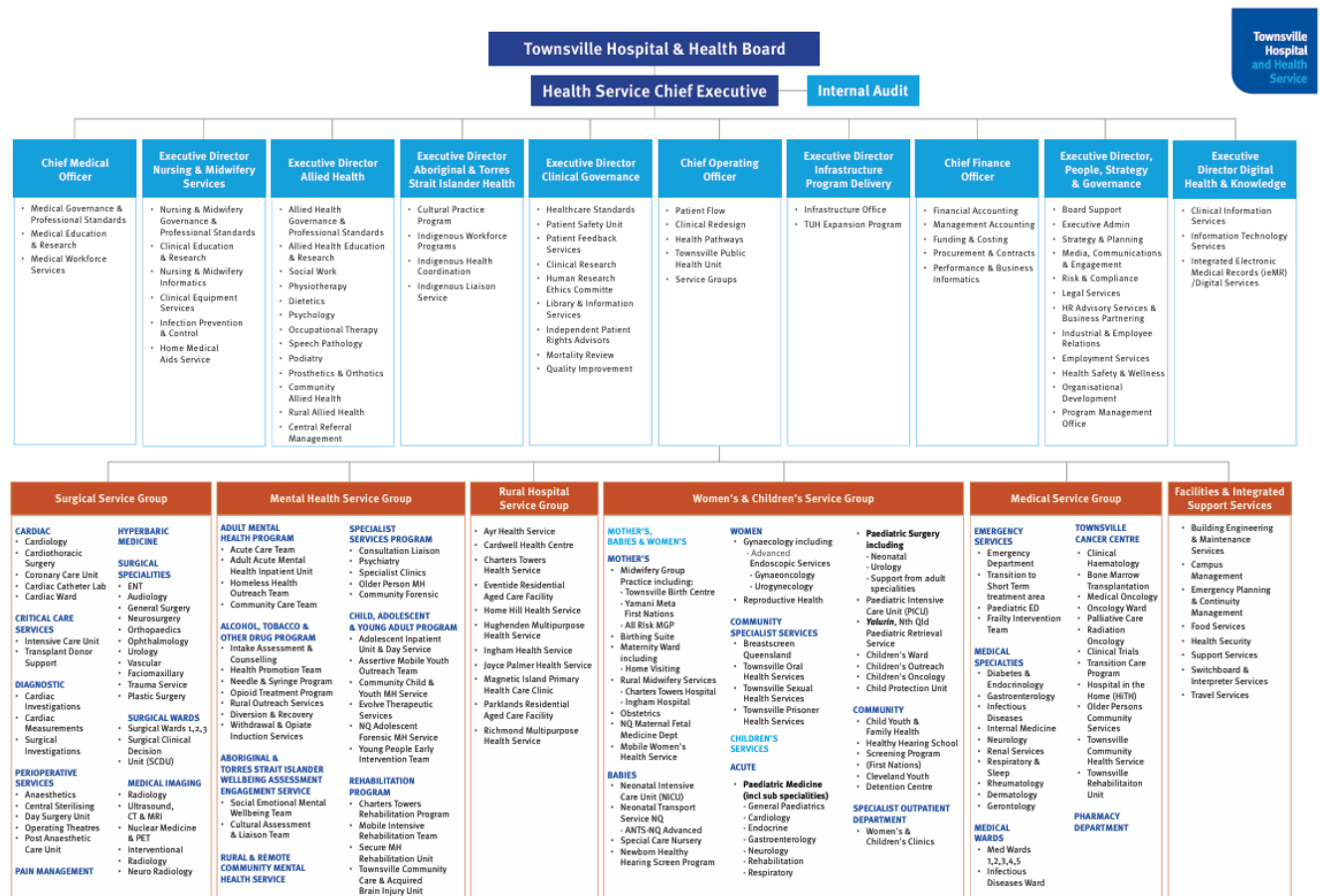
Townsville Hospital and Health Service (THHS) is committed to a safe workplace for all employees and a People-Focused Safety culture. Duties align with the *Work Health and Safety Act 2011* (Qld).

Reference: [Work Health and Safety Act 2011 \(Qld\)](#)

Additional Information

- Vaccine Preventable Disease (VPD): Health care workers in Queensland Health whose roles pose a potential risk of exposure to blood or body fluids must provide evidence of vaccination or proof of immunity (e.g., prior exposure resulting in natural immunity) for the following VPDs: Hepatitis B, Measles, Mumps, Rubella, Varicella, and Pertussis (diphtheria, tetanus, and pertussis-containing vaccine), in accordance with Queensland Health policy.
- Pre-employment screening may include criminal history, aged care checks, and discipline history checks for candidates recommended for appointment. Roles involving health, counselling, or support services for children require a 'Working with Children Check' from Blue Card Services (Department of Justice and Attorney-General) prior to appointment, unless exempt.
- Employees appointed to Queensland Health may be required to complete a probationary period appropriate to their role. For detailed information, refer to the Probation HR Policy B2.
- All relevant health professionals who, in the course of their duties, form a reasonable suspicion that a child or young person has been abused or neglected in their home or community environment have a legislative and duty-of-care obligation to immediately report these concerns to Child Safety Services, Department of Communities.
- Townsville Hospital and Health Service is committed to being a Child Safe Organisation. All employees are expected to uphold the safety and wellbeing of children and young people and comply with relevant legislation and organisational policies.
- Applicants must provide a statement disclosing any employment as a lobbyist within one (1) month of commencing the appointment. For details, refer to the [Lobbyist Disclosure](#) requirements.
- Applicants may be required to disclose any pre-existing illness or injury that could affect their ability to perform the role. For more information, refer to section 571 of the [Workers' Compensation and Rehabilitation Act 2003](#).
- In line with Queensland Health's commitment to a healthier workplace, the Smoking Management Policy enforces a smoke-free environment. Smoking is prohibited at all Queensland public hospitals and health facilities, including within five (5) metres of their boundaries. Employees can access support to quit smoking through the 'Quit Smoking for Life' program. For more information, visit: [Quit smoking and vaping for life](#).

Organisational Chart



Townsville Hospital and Health Service Services and Function Organisational Chart

Revised Version: March 2025