

Role description

Cairns and Hinterland Hospital and Health Service

Role details

Job ad reference		Classification	HES3(H)
Role title	Chief Operating Officer	Contact name	Leena Singh
Status (temp/perm)	Executive Contract	Contact number	07 4226 3205
Unit/Branch	Cairns and Hinterland Executive Team	Contact Email	Leena.Singh@health.qld.gov.au
Directorate/ Hospital and Health Service	Cairns and Hinterland Hospital and Health Service Cairns and Hinterland Hospital and Health Service	Closing date	Friday, 22 nd March 2024
Location	Cairns	Salary	(plus superannuation and leave loading benefits)

Queensland Health's vision

By 2026 Queenslanders will be among the healthiest people in the world.

Our vision

Excellence in healthcare, wellbeing, research and education in Far North Queensland.

Our purpose

We work together, with our community, providing healthcare services to improve health and wellbeing in Far North Queensland.

More information on the strategic direction of Cairns and Hinterland Hospital and Health Service visit: <https://qheps.health.qld.gov.au/cairns/strategic-plan-2018-2022>

Please visit our website for additional information about Cairns and Hinterland Hospital and Health Service www.health.qld.gov.au/cairns_hinterland



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Our values

The staff and patients at Cairns and Hinterland Hospital and Health Service have helped develop a set of shared values that guide our behaviours and decision making in our workplaces. These values underpin our daily work, the strategies of our Health Service and help deliver Queensland Health's vision.



COMPASSION

At CHHHS, we demonstrate that we care about the challenges facing our patients and colleagues by taking time to walk in their shoes. Compassion is delivered with a warm hello, a smile, by genuinely listening and following through on concerns.



ACCOUNTABILITY

At CHHHS, we value accountability at all levels as it builds trust in our organisation, our people and our services. When we live up to our responsibilities, we earn respect from the people and communities we have made a commitment to.



RESPECT

At CHHHS, we value a respectful approach to our work and care as it builds strong relationships and trust. We encourage you to treat others as you'd like to be treated.



INTEGRITY

At CHHHS, we rely on our integrity to guide us when the choice isn't an easy one to make. It ensures we are making decisions that are transparent, truthful and for the greater good of our patients, colleagues and communities.

Your employer— Cairns and Hinterland Hospital and Health Service

- The Cairns and Hinterland Hospital and Health Service strives to provide excellence in health care, wellbeing, research and education in Far North Queensland.
- The Health Service is the primary provider of health services to residents of the Cairns, Tablelands and Cassowary Coast regions with a population of over 250,000 people, as well as providing specialist services to the Torres Strait and Cape York region. Cairns Hospital is the primary referral hospital for Far North Queensland.
- We provide an extensive range of health services at more than 30 regional, rural and remote facilities across a geographical area of 142,900 square kilometres.
- The Health Service is 95 percent self-sufficient with only a small number of high-level acute services being provided in Townsville and Brisbane.
- Our staff are a part of the community we serve, and we strongly believe that health outcomes are enhanced by involving our community in the planning and evaluation of local health services.

Your opportunity

The Chief Operating Officer ensures Cairns and Hinterland Hospital and Health Service's (CHHHS) strategic and operational objectives are enabled through the provision of high-quality leadership and direction to CHHHS' hospital facilities and service Executives to optimise the provision of safe, quality healthcare while continuously improving clinical, performance and business outcomes.

Your role

- Fulfil the responsibilities of this role in accordance with CHHHS values as outlined above.
- Follow defined service quality standards, occupational health and work policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.
- Implement and monitor the organisation's quality standards, work health and safety policies, procedures and programs and provide clinical governance in the relevant work area.
- The Chief Operating Officer is a key member of the Cairns and Hinterland Executive Team, collaborating with clinical and corporate leaders to enhance relationships and identify, lead, and support innovative ways to deliver high quality, safe, patient-centred health care, and business outcomes.
- The Chief Operating Officer will lead and undertake expert analysis, provide and implement strategic advice to the Executive Team, Health Service Chief Executive and the CHHHS Board to enhance strategy, planning and performance so that service outcomes and strategic priorities are achieved in a sustainable and cost-effective manner.
- The Chief Operating Officer will oversee the day-to-day operations of the following hospitals and services and lead the continuous improvement of services and business models to ensure that performance targets are met and exceeded.
 - Cairns Hospital
 - Atherton Hospital
 - Innisfail Hospital
 - Mareeba Hospital
 - Tully Hospital
 - Gordonvale Hospital
 - Herberton Hospital
 - Cairns North Community Health
 - Multi-purpose and Health Centres (>25)

Staffing, budget, and line reporting responsibilities

- This position has 7 direct reports and manages hospitals and services with over 4,500 full time equivalent employees, and associated revenue of approximately \$1 Billion.
- The position carries a financial delegation and Human Resource (HR) delegations in line with the CHHHS HR Sub-Delegations Manual.
- The position reports directly to the Health Service Chief Executive
- The following facility and service positions and clinical streams report to the Chief Operating Officer:
 - Director of Integrated Medicine Child and Youth
 - Director of Intensive Care, Womens and Perioperative
 - Director of Rural and Community Services

- Mental Health Service Director
- Director of Allied Health
- Director of Patient Flow and Access
- Director of Support Services
- Every member of the Cairns and Hinterland Health Service (CHHS) Executive team is individually and jointly responsible for Key Performance Indicators, Safety and Quality Markers and Outcome Indicators contained in the Service Level Agreement between CHHS and the Department of Health.

Your key responsibilities

Strategic Theme	Responsibilities
Excellent Care	<ul style="list-style-type: none"> • Articulate a compelling vision and define and implement strategies to address CHHS' key priorities, targets, and broader health agenda. • Cultivate a strong service-wide performance and operational focus within the facility and service Executive management teams, setting a performance expectation of exceeding CHHS' Service Level Agreement key performance indicators, safety, and quality markers, and supporting indicators. • Strategically test operating models and the delivery of services, and with facility and service Executive leaders, implement solutions to resolve or improve service delivery pressure points, gaps, and underperformance against targets. In doing this, ensure active collaboration with senior clinical leaders to maintain the necessary focus on clinical and professional standards, quality, safety, and governance. • Embed the agreed CHHS performance management framework to effectively monitor, manage, foster, and optimise performance accountability and continuous improvement within facility and services, and manage underperformance, in accordance with CHHS' performance frameworks. • Demonstrate commitment to patient safety and quality in the delivery of healthcare by designing, implementing, maintaining and evaluating safety and quality practices and initiatives. • As an Executive leader, actively demonstrate and promote CHHS' approach of zero tolerance towards violence and commit to supporting those affected by domestic and family violence in accordance with policies and mechanisms. Model and influence a workplace culture where patients and other staff are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic, and linguistic backgrounds, gender, identity, ages, or abilities.

<p><i>Deliver Great Value</i></p>	<ul style="list-style-type: none"> • Develop and oversee implementation of innovative ways to deliver high quality patient and consumer care that is cost and resource effective and achieves key performance clinical and non-clinical outcomes. • Drive key strategic frameworks, policies, and service-wide activities necessary to ensure that financial responsibility, systems, and controls are met by the facilities and services to ensure optimal performance. • Reinforce financial accountability and the delivery of budget, savings and investment strategies across each facility and service area of responsibility. • Interpret performance reports, budgets, and forecasts to identify priorities and make evidence-based service and resourcing decisions to effectively manage and optimise operational performance and sustainability. • Provide expert advice and thought leadership regarding clinical service provision, outcomes and strategy to the Executive Leadership Team, Health Service Chief Executive and the CHHS Board. • Adhere to strong governance and risk management frameworks and protocols, providing timely and accurate reporting with a focus on outcomes.
<p><i>Innovation and Collaboration</i></p>	<ul style="list-style-type: none"> • Provide insights, expert analysis, and advice to the Health Service Chief Executive and CHHHS Executive and Board to support timely decision-making based on the Health Service's performance against CHHHS' Service Agreement, community interests and a changing, demanding health environment. • Contribute to the development, framing, implementation, and evaluation of the strategic plan for clinical and non-clinical services within CHHHS. • Function effectively as part of the CHHHS Executive Leadership team to work strategically and collaboratively with all disciplines across the organisation, building strong partnerships both internally and externally. • Anticipate, interpret, and proactively respond to national, state-wide, and local health policy and community healthcare needs, trends, and opportunities, ensuring the future impact of these changes are considered. • Lead facility and service Executive management to systematically review services and oversee changes that respond to local, state, and national health agendas. • Liaise with the Queensland Department of Health on strategic and system-wide health service delivery operational matters. • Represent the Health Service Chief Executive, and Health Service, in internal and external capacities including engagement activities and senior level negotiations. Collaborate with key partners and stakeholders to contribute to an integrated and connected healthcare system. • Ensure ethical and values-based decision making in the management and achievement of organisational goals.

An Exceptional Workforce

- Demonstrate values-based leadership, role model the highest standard of ethical conduct and set the tone for others to follow.
- Lead and develop a contemporary, high-performing, and cohesive teams, ensuring that staff are suitably skilled, qualified, and motivated to undertake their responsibilities within a positive workplace environment.
- Lead and contribute to the development of a positive and productive organisational culture.
- Adhere to defined service quality standards and health and safety policies and procedures to ensure high quality, safe services, and workplaces.
- Value and respect the needs and contributions of CHHHS Aboriginal and Torres Strait Islander staff and clients and demonstrate a commitment to the development of cultural competence across CHHHS.
- Exercise all duties in a principled way, compatible with human rights, by putting people first in all actions, decisions, and interactions.
- As an Executive of CHHHS, 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 (the Act). This includes exercising due diligence (S27 (5)) in relation to maintaining an up-to-date knowledge of work health and safety (WHS) matters, an understanding of CHHHS operations and associated hazards, making available resources and processes to minimise WHS risks, ensuring processes to acquire and respond to information on incidents, hazards and risk are in place, as well as processes to comply with WHS duties and obligations under the Act.
- Maintain and demonstrate a personal commitment to currency of knowledge and skills in executive leadership and health service management.

In addition to the above, undertake other functions as agreed with the Health Service Chief Executive.

Mandatory qualifications/Professional registration/Other requirements

- It is a condition of employment for this role for the employee to be, and remain, vaccinated against COVID-19 [Health Employment Directive No. 12/21](#) and [Queensland Health Human Resources Policy B70](#).
- Substantial experience in executive leadership within a large health service environment is considered highly desirable for demonstrating achievement of the responsibilities of the position.
- While not mandatory a relevant tertiary qualification in health service management, or a related health professional discipline would be well regarded.
- This position may be required to work outside core business hours and participate in on call duties.
- This position will be required to travel and work across all sites within CHHHS.
This position requires the incumbent to operate a class C motor vehicle, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.
- **Vaccine Preventable Diseases (VPD)** evidence as required for your employment in accordance with legislation/government policy and Directives.
- It is a condition of employment for the employee in this role to be, and remain, vaccinated against or non-susceptible to the following Vaccine Preventable Diseases (VPDs) during their employment:

Measles, Mumps, Rubella (MMR), Varicella (chicken pox) and Pertussis (whooping cough). Existing staff engaged prior to 1 July 2016 (and have not had a break in service) are not subject to this new condition of employment unless they are moving from one Hospital and Health Service to another Hospital and Health Service within Queensland. Existing staff that have previously submitted this evidence since 1 July 2016 will not be required to resubmit.

- It is a condition of employment for the employee in this role to be vaccinated against or not susceptible to **Hepatitis B**. Proof of vaccination or non-susceptibility is a condition of employment for all staff (new and existing) who have direct contact with patients or who in the course of their work may be exposed to blood/body fluids or contaminated sharps.
 - It is strongly recommended that you complete the **VPD Evidence Form** and prepare your documents prior to meeting with the selection panel; however you will only be required to supply the evidence if you are the preferred applicant. If you are the preferred applicant, your application for employment will not be successful unless you comply with this Queensland Health policy. Further information and Evidence Forms can be found at <https://www.health.qld.gov.au/employment/work-for-us/dept-of-health/pre-employment/vaccinations/providing-evidence>
 - A [Tuberculosis risk assessment form](#) is to be completed prior to commencement.

How you will be assessed?

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'Your role', the ideal applicant will be someone who can demonstrate the following:

- Proven superior strategic leadership and business capability at an executive level in a large and complex health organisation. It is expected the successful applicant will have a significant record of achievement in setting business direction and managing performance through accountability, along with experience in implementing innovative and sustainable service delivery improvements, preferably in a health service environment.
- Strong proven record of accomplishment in developing, implementing, and evaluating practical and innovative business models and solutions, across and within areas of responsibility that demonstrably enhance performance and are value for money, and that improve patient and consumer outcomes.
- Demonstrated high level management skills and knowledge, including in the areas of planning, performance monitoring and improvement, resource, and budget management in a demanding high-pressure environment.
- Demonstrated executive level experience in fostering cohesive services and multidisciplinary teams that value performance, improvement, collaboration, and innovation.
- Demonstrated executive level communication, negotiation, persuasion, and interpersonal skills, including proven experience in developing high level strategies for communicating and consulting with government organisations, internal and external stakeholders, professional bodies, non-government organisations, academic bodies, and the community.
- Demonstrated values-based leadership, which role models the highest standard of ethical conduct and sets the tone for others to follow.

Your application

Please provide the following information to the panel to assess your suitability:

- Your current CV or resume, including the names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor.

- A short statement (maximum 1-2 pages) on how your experience, abilities and knowledge would enable you to achieve the key responsibilities and meet the key attributes.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact person.
- Applications will remain current for 12 months or for the duration of the vacancy. Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to [work in Australia](#).

How to apply

- Queensland Health encourages applicants to apply on-line for our vacancies through www.smartjobs.qld.gov.au
- To do this, access the 'apply online' facility on the SmartJobs and careers website.
- Online applications have special requirements:
- You need to create a 'My SmartJob' account before submitting your online application. Details are available through the Queensland Government SmartJobs and Careers website at www.smartjobs.qld.gov.au;
- You can 'save and submit later', allowing you to organise your attachments for submission at a later time, but before the closing date of applications;
- By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.
- Do not attach photographs, certificates, references or other large graphics to your application.
- Any documents attached to SmartJobs should be in Microsoft Word, or .jpg, .gif, .bmp, .png, .rtf, .txt, .doc or docx. Do not upload zipped files, pdf documents created through Microsoft Word 2007, tagged pdfs or protected documents.
- Late applications cannot be submitted via the SmartJobs website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the Recruitment Services team to arrange this.
- If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68).
- Hand delivered applications will not be accepted.
- All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.
- If you require any other assistance, please contact Recruitment Services on 07 4226 3700.

Additional information

- Applications will remain current for 12 months.
- Applications will remain current for the duration of the vacancy.
- Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.

- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a blue card, unless otherwise exempt.
- Applicants are required to disclose any pre-existing illness or injury which may impact on their ability to perform the role as per [section 571 of the Workers' Compensation and Rehabilitation Act 2003](#).
- Under the [Public Service Act 2008](#), applicants are required to disclose any previous serious discipline history taken against them.
- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- All Queensland Health staff, who in the course of their duties formulate a reasonable suspicion that a child has suffered, is suffering, or is at unacceptable risk of suffering significant harm in their home/community environment and may not have a parent able and willing to protect the child from harm. have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- Some roles within Queensland Health are designated as 'Vaccination Preventable Disease (VPD) risk roles'. A VPD risk role is a role in which the incumbent may be exposed to the risk of acquisition and/or transmission of a VPD. If you are applying for a role that has been designated as a VPD risk role you must be able to provide evidence that you either have been vaccinated against the VPD's listed in the role description; or you are not susceptible to the VPD's listed in the role description.

You will be asked by the recruiting manager to supply this evidence if you are the preferred candidate for the role. Any job offer would be subject to the supply of evidence related to VPD in addition to other required employment screening. The majority of our frontline clinical roles require at a minimum vaccination against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and Hepatitis B. The following tools will assist if you are required to provide evidence of VPD vaccination:

- VPD Evidence guide
- VPD evidence form – Doctor
- VPD evidence form – Self

Please head to our [Vaccinations Homepage](#) for more information on how to provide your evidence.

- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at <https://www.qld.gov.au/gov/system/files/documents/lobbyist-disclosure-policy.pdf?v=1454302064>
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote [human rights](#) and [diversity](#).