HSS REGISTERED

Chief Operating Officer

Position Details

Position number:	CG009835
Classification:	Health Executive Grade D – Health Professional (HP)
Directorate:	North Metropolitan Health Service

Reporting Relationships

This position reports to:

000001	Chief Executive

Positions under direct supervision:

Executive Director SCGOPHCG	HES Grade D – HP	1.0 FTE
Executive Director WNHS	HES Grade C – HP	1.0 FTE
Executive Director MHDS	HES Grade C – HP	1.0 FTE
Executive Assistant	HSO G-4	1.0 FTE

Additional report positions to be confirmed

Primary purpose of the role

The Chief Operating Officer (COO) has enterprise accountability for the oversight and performance of all North Metropolitan Health Service (NMHS) operational services, ensuring healthcare delivery across hospital and community sites is integrated, efficient, responsive and consistently high quality.

The COO drives operational excellence to optimise patient outcomes, coordinated models of care, high-quality patient and staff experiences, and sustained delivery against performance, safety and financial targets across NMHS.

The COO partners with the Chief Executive and NMHS Executive to lead organisation-wide service integration and standardisation.

The role serves as the primary escalation point for executive leaders accountable for hospital, acute and community service delivery, and shares responsibility for executive leadership, strategic and operational priorities, and strong clinical and corporate governance across NMHS.

Our values

CARE
(Kaaradjiny)

We show empathy, kindness and compassion to all.

RESPECT
(Ngargal-wirrn)

We are inclusive of others and treat everyone with courtesy and dignity.

INNOVATION
(Milka kaaditj)

We strive for excellence and are courageous when exploring possibilities for our future.

TEAMWORK
(Danjoo Yacker)

We work together as one team in a spirit of trust and cooperation.

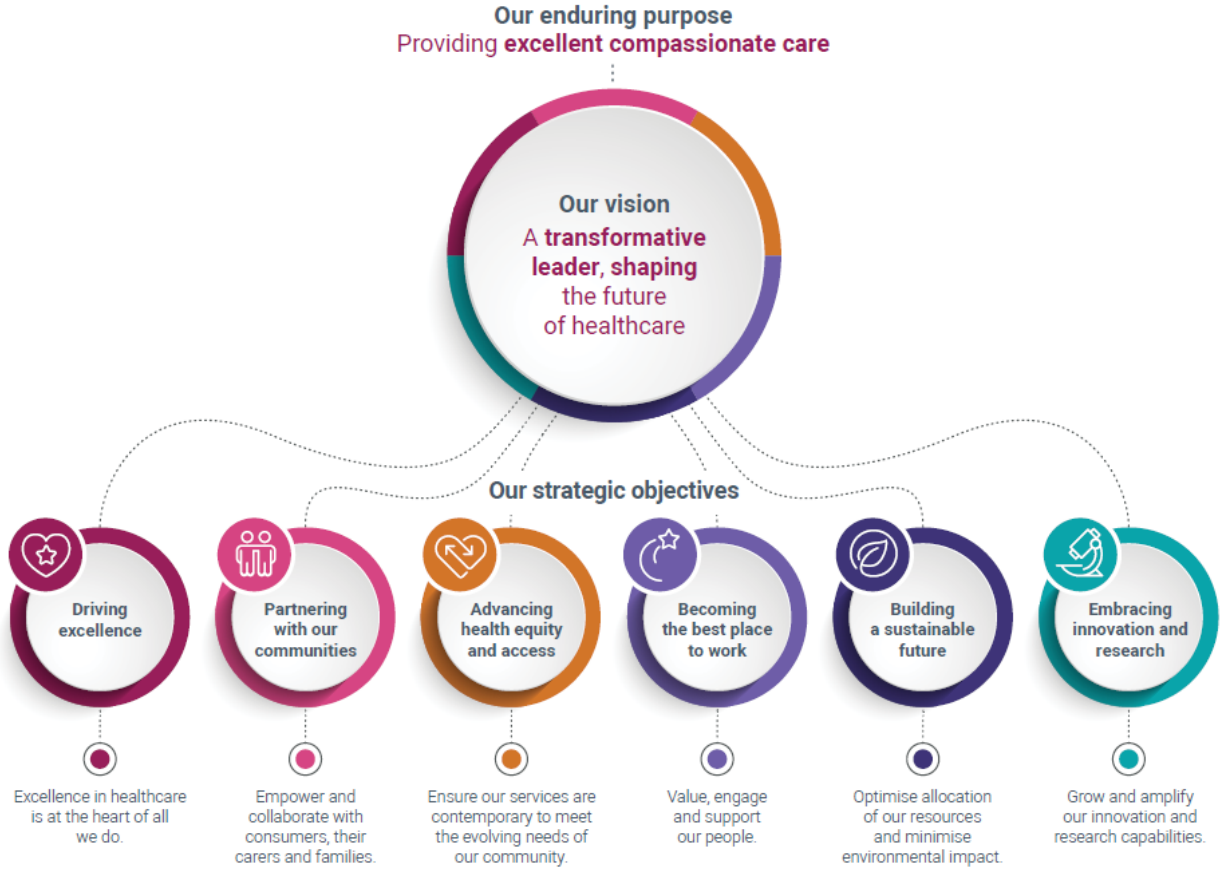
INTEGRITY
(Karnadjil)

We are honest and accountable and deliver as promised.

Our vision

To be a **transformative leader, shaping** the future of healthcare

Strategic plan



About us

North Metropolitan Health Service (NMHS) is one of the largest health services in Western Australia, with three tertiary hospitals and two secondary hospitals, including:



- Sir Charles Gairdner Hospital
- King Edward Memorial Hospital
- Graylands Hospital
- Osborne Park Hospital
- Joondalup Health Campus.

Our highly skilled workforce includes more than 14,000 people dedicated to delivering sustainable, quality-health services.

We deliver a comprehensive range of adult specialist medical, surgical, mental health and obstetric services. Additionally, we offer a range of statewide and specialised multidisciplinary services from our hospital and clinic sites to people living across Western Australia, including:



- Dental Health Services
- Public Health
- State Forensics Mental Health Service
- BreastScreen WA
- Sexual Assault Resource Centre
- Cancer Network WA
- Genetic Health WA

Our medical research and education programs are well-renowned and support ongoing innovations in the treatment and care we provide. To support research, we collaborate with various partners to advance medical science and improve patient care.

Key Accountabilities

1. Operational Management

- Accountable to the Chief Executive for the delivery of safe, high quality and sustainable health services across NMHS.
- Leads and is accountable for the overall operational performance of the Sir Charles Gairdner Osborne Park Health Care Group (SCGOPHCG), Women and Newborn Health Service (WNHS), and Mental Health and Dental Services (MHDS), ensuring agreed performance targets and service deliverables are consistently achieved.
- Develops and drives the implementation of site/service operational plans, ensuring alignment with NMHS strategy, Board priorities and Government directions.
- Ensures integrated delivery of publicly funded health services across NMHS, strengthening care pathways, reducing duplication and improving continuity and outcomes for patients.
- Provides executive oversight of public private partnerships and commissioned service arrangements, ensuring performance, access, capacity, quality, safety and financial outcomes are routinely monitored, reported and addressed. Holds executive accountability for performance escalation, coordination of improvement activities and implementation of corrective actions to achieve service delivery objectives.
- Fosters effective collaboration across NMHS services, clinical leaders and executive teams to enable coordinated service delivery, reporting and performance management.
- Acts as the primary escalation point for complex and high-impact operational and strategic risks, issues and opportunities, applying an enterprise-focused approach to decision-making.
- Ensures optimal utilisation of resources and assets, including theatres and high end equipment, and identifies opportunities to enhance capacity, productivity and service models across NMHS.
- Leads the identification, development and implementation of innovative and sustainable models of care that improve quality, efficiency and patient experience.
- Ensures efficient and financially responsible management of services, including disciplined oversight of program delivery, business cases, resource allocation, project costs and benefits realisation.
- Strengthens operational resilience through proactive risk management, continuity planning and responsiveness to emerging pressures.
- Enables continuous improvement and innovation through data-driven decision-making, including the piloting, evaluation and scaling of successful initiatives.
- Strengthens operational governance, accountability and performance oversight through effective reporting and responsiveness to key metrics.
- Provides strategic and specialist advice to the Board, Chief Executive and Executive through analysis of operational performance, trends and emerging system-wide issues.

2. Leadership

- As a member of the NMHS Executive, may be required to act on behalf of the Chief Executive from time to time, providing leadership continuity and executive decision-making support.
- Provides senior executive leadership for NMHS-wide priorities, including system readiness, demand management and winter planning.
- Contributes as a core member of the NMHS Executive to whole-of-organisation and system-level strategy, reform and service improvement.

- Demonstrates visible, transparent and values-based leadership through regular engagement and presence across NMHS sites and services.
- Role models interprofessional and multidisciplinary leadership, strengthening clinical-executive partnerships, cohesion and engagement across NMHS.
- Ensures health services operate in compliance with legislative, regulatory and policy requirements and align with WA Government and WA Health priorities.
- Strengthens governance, accountability and decision-making through effective committee structures, role clarity and executive oversight.
- Sets clear strategic and operational expectations for direct reports, translating organisational priorities into robust operational plans and aligned performance objectives.
- Actively manages executive and senior leader performance, capability and accountability, including participation in matters relating to conduct, competence, registration and professional practice where required.
- Leads and supports organisational change to improve service delivery, performance and culture in line with NMHS strategic direction.

3. Communication and Consultation

- Leads effective engagement, liaison and negotiation with key internal and external stakeholders, including the Department of Health, other health service providers, and government and non-government agencies.
- Facilitates structured forums and executive-level discussions to address operational challenges and support the development and implementation of NMHS strategic initiatives.
- Builds and sustains strong strategic and operational relationships to enable collaboration, system integration and shared accountability.
- Promotes a culture of open, timely and transparent communication, ensuring stakeholders and staff are appropriately informed of service delivery issues and changes.
- Ensures consistent and clear communication with employees on operational priorities, performance expectations and changes impacting services or care delivery.

4. NMHS Values: *Care, Respect, Innovation, Teamwork, Integrity*

- Reflect the NMHS values in the way you work, behave and make decisions.

5. NMHS Governance, Safety and Quality Requirements

- Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

6. Undertakes other duties as directed.

- Travels between sites to support effective onsite presence and visible leadership.

Work-Related Requirements

The following criteria should be considered in the context of the NMHS Vision, Mission and Values.

Essential Selection Criteria

1. **Role specific executive experience**
   Demonstrated success as a senior executive with accountability for the strategic and operational delivery of complex, tertiary-level health services within a large, multidisciplinary organisation.
2. **Lead collectively**
   Demonstrated ability to lead with an enterprise and system-wide perspective, aligning services, executives and stakeholders to deliver integrated, high-quality health outcomes across complex service environments.
3. **Think through complexity**
   Demonstrated sound judgement and decision-making in highly complex, ambiguous and pressured environments, including leading large-scale operational and service transformation with a long-term perspective.
4. **Dynamically sense the environment**
   Ability to interpret and respond to emerging clinical, operational, policy and system-wide trends, identifying opportunities and risks and positioning the organisation to adapt and respond effectively.
5. **Deliver on high-leverage priorities**
   Proven capability to drive performance and deliver results within areas of accountability, ensuring effective stewardship of financial, physical, technological and information resources to support safe, high-quality and sustainable service delivery.
6. **Build capability**
   Demonstrated commitment to building organisational and leadership capability, fostering a high-performing culture, developing future leaders and enabling teams to achieve shared goals in complex service settings.
7. **Embody the spirit of public service**
   Demonstrated integrity, professionalism and accountability, with the courage to engage with risk, make difficult decisions and maintain public trust while delivering results under pressure.
8. **Lead adaptively**
   Demonstrated capacity to adapt leadership style to changing contexts, influence and communicate effectively with diverse stakeholders, and continuously reflect, learn and evolve as an executive leader.

Other requirements

9. Hold a current Western Australian "C" or "CA" class driver's licence, or an equivalent licence recognised under Western Australian legislation.
10. Current knowledge of legislative obligations relating to Equal Opportunity, Disability Services and Occupational Safety and Health, and their application to employment and service delivery.

Desirable Selection Criteria

1. Tertiary and/or postgraduate qualifications in a relevant discipline.

Appointment Prerequisites
Appointment is subject to:

- Evidence of current “C” or “C.A.” class driver’s licence.
- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor	**HR Nominee**	**Position Occupant**
Name:	Name:	Name:
HE:	HE:	Signature:
Date:	Date:	Date:

Created November 2026
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HSS Registered