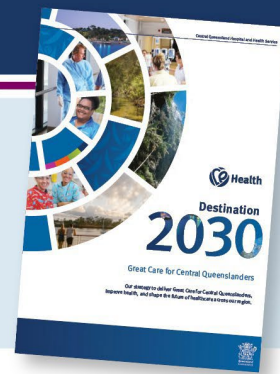


## Chief Operating Officer

**Our Destination 2030:** Great Care for Central Queenslanders strategy will shape the future of healthcare across our region and support our aim for Central Queenslanders to be amongst the healthiest in the world. Great staff working in great teams with a culture of supporting and investing in our people's future. Find out more visit online [www.health.qld.gov.au/cq/destination-2030](http://www.health.qld.gov.au/cq/destination-2030)

*Great People, Great Place to Work*



### Role Details

<b>Role Title</b>	Chief Operating Officer	<b>Classification</b>	HES3 (L)
<b>Status</b>	Contract	<b>Salary</b>	
<b>Unit/Facility</b>	Executive Services	<b>Total Package</b>	
<b>Location</b>	Rockhampton	<b>Contact</b>	

\*Please note: there may be a requirement to work at other facilities located across Central Queensland Hospital and Health Service

### Central Queensland Hospital and Health Service (CQHHS)

CQ Health provides public health services across Central Queensland, in hospitals and in the community. CQ Health is a statutory body governed by our Board. We serve a growing population of approximately 250,000 people and employ more than 3,700 staff, treating more than 700,000 patients each year. The health service has a diverse geographic footprint, ranging from regional cities to remote townships in the west and beachside communities along the coast.

Want to learn more? CQ Health: [www.health.qld.gov.au/cq](http://www.health.qld.gov.au/cq).

### The Opportunity

The Chief Operating Officer (COO) reports directly to the Health Service Chief Executive (HSCE) and will be required to provide strategic leadership and assume responsibility and accountability for the day to day delivery of operational excellence in clinical and clinical support services across CQ Health, aligned with Destination 2030, the Clinical Services Plan and the Health Equity Strategy.

A key accountability of the role is to deliver integrated models of care, optimise resource allocation and establish effective enablers of high reliability care. This will focus on building a networked approach to the delivery of services across the HHS with a focus on care close to home. The COO will develop and lead organisational strategy to achieve the outcomes specified in CQHHS service agreement, including those related to timely access to quality care, including for emergency services, specialist services and elective surgery across CQ Health. This includes an annual production plan for planned services delivered across the HHS and partners. They will support and develop their leadership team in the delivery of high value care, ensuring that it is safety, and delivered within available resources. Through this team the COO is responsible for ensuring that the CQHHS operational portfolio reflects the strategic plan priorities of governance, culture, health equity and quality and safety.

Living our values

<b>Care</b>	We are attentive to individual needs and circumstance	<b>Integrity</b>	We are consistently true, act diligently and lead by example
<b>Respect</b>	We will behave with courtesy, dignity and fairness in all we do	<b>Commitment</b>	We will always do the best we can all of the time

The COO will be an experienced leader of transformational change, skilled in building and sustaining partnerships with a focus on continuous improvement to assure high reliability care. Equally they will demonstrate a genuine commitment to consumer and community engagement.

The COO functions in a cohesive, multi-disciplinary partnership model with other Executive leads, to create an organisational culture which translates its values into every day practice. They will also deputise for the HSCE, as required, given the expansive knowledge they will be required to have across key organisational imperatives.

The COO is responsible for outcomes across clinical performance, operational performance, consumer and community engagement, service level agreement KPI's, patient safety and quality, and workforce productivity and financial performance within the area of responsibility.

The COO leads a team of General Managers and Service Directors across larger regional facilities, small rural facilities, multipurpose hospital services, residential aged care facilities and community health including: General Manager of Rockhampton, Capricorn Coast and Mount Morgan Hospitals; General Manager Gladstone Banana Hospitals; General Manager Emerald Central Highlands, General Manager Mental Health, Alcohol and other Drugs; Director of Nursing Aged Care and Rehabilitation and Director of Nursing Offender Health.

## Staffing and Budget Responsibilities

The COO is responsible for a budget of \$445m with a total of 3,003 FTE across the clinical divisions and other support services.

## Total Package

- Up to 12.75% employer superannuation contribution
  - Annual leave loading 17.5%
  - Salary packaging
  - Work/life balance, variety, and flexibility
  - Employee Assistance Program
- Additional benefits include:**
- Motor Vehicle Allowance

## The Role

- Fulfil the responsibilities of this role in accordance with the Queensland Public Service and CQ Health values.
- Actively participate in the Performance Appraisal and Development (PAD) process and engage in continuous learning and workplace improvement and innovation.
- Understand your broad responsibility for safety and quality in healthcare, actively participate in continuous quality and safety improvement activities within the workplace and notify a relevant clinical or non-clinical responsible officer when concerns exist about workplace or patient safety.
- The provision of a healthy and safe environment within the health service is everyone's responsibility.
- Employees who are appointed to the CQHHS are accountable for information security, management, and appropriate use, in accordance with legislation, standards, policies and procedures.
- Understand your accountability to uphold the principles and practices of the Health Service's Health and Safety Management System in accordance with legislation and industry standards. As a supervisor

actively promote good health and safety practices to staff of your work area.

- Provide executive leadership, actively promote organisational culture and values and build a workforce committee to continuous improvement and wellbeing.
- Function effectively as part of the CQ HHS Executive Leadership team to work strategically and collaboratively with all disciplines across the organisation, building strong partnerships both internally and externally.

- Cultivate a strong operational and performance focus within the facility and service management teams and across CQHHS setting a performance expectation of exceeding CQ Health's 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 leaders, implement solutions to resolve or improve services delivery gaps and underperformance against targets and oversee change that responds to local, state and national health agendas.
- Active collaboration with Professional stream Executive leads to maintain the necessary focus on clinical and professional standards, quality, safety and governance.
- Reinforce financial accountability and the delivery of budget, savings and investment strategies across each facility and service area of responsibility.
- Provide insights, expert analysis and advice to the HSCE and CQHHS Executive and Board to support timely decision making based on the performance against the service level agreement, community interests and a changing health environment.
- Create a learning culture that values continuous improvement, on-going professional development and promotes flexibility and access to learning opportunities.
- Provide high level, expert input into relevant committees, meetings, forums and working parties relating to clinical operations across CQHHS.
- Represent the HSCE, and CQHHS, 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.
- Adhere to strong governance and risk management frameworks and protocols, providing timely and accurate reporting with a focus on outcomes.
- Liaise with the Department of Health on strategic and system-wide health service delivery operational matters.
- Embed the CQHHS performance management framework.
- Commitment to the delivery of safe patient-centred care through effective and efficient clinical and operational services. Whilst maintaining a focus on strong clinician, consumer and community engagement.

### **Mandatory Qualifications / Professional Registration / Other Requirements**

- **Non-mandatory requirements:** While not mandatory, a relevant post graduate qualification would be well regarded.
- **Proof of identity documents:** Candidates must provide certified copies of requested proof of identity documents for the purposes of General Criminal History and National Police Certificate checks.
- **Licence to operate vehicle:** This position requires the incumbent to operate a class C motor vehicle and an appropriate licence endorsement to operate this vehicle is required. Proof of this endorsement must be provided prior to the commencement of duty.
- **Travel:** Travel within and outside the health service, which requires overnight stays, will be required as part of this position.

## How you will be Assessed

You will be assessed on your ability to demonstrate the best fit for the role. Within the context of the responsibilities described under 'The 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 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 track record 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.

## How to Apply

- Your application should be submitted online [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) or [www.smartjobs.govnet.qld.gov.au](http://www.smartjobs.govnet.qld.gov.au) by the closing date.
- If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13QGOV (13 74 68).
- Provide the following information to the panel to assess your suitability:
  - Your current CV or resume, including referees.
  - A short response (maximum 1-2 pages) on how your experience, abilities and knowledge would enable you to achieve the accountabilities and responsibilities, meet the organisational values and "How you will be Assessed".
  - Provide referees that have a thorough knowledge of your work performance and conduct that have been your recent supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please clearly indicate this on your resume.
  - Include any additional forms or evidence as necessary from the panel and role description.

## Occupational Health and Safety

The health service aims to maintain a safe, healthy, and secure work environment for all employees, clients, visitors, and contractors. Achieving this aim is the responsibility of all.

- **All staff:** are to follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services, and workplaces.
- **Management roles:** are to participate in quality and safety activities such as clinical review, audit and case study presentations which assist learning within the quality and safety environment that can also incorporate the National Standards program.

## Diversity and Inclusion

We are committed to building an inclusive and diverse workforce that better reflects the communities we serve, where differences are valued, and all staff members are respected. This means creating an inclusive culture that promotes the skills and insights of our people irrespective of gender, ethnicity, generation, sexual orientation, or disability. A diverse and inclusive workplace not only means people feel valued, it helps build a better, stronger and more innovative workforce and because it makes the best business sense to do so.

## Our Organisational Culture

Our organisational culture is built on our core values of Care, Integrity, Respect and Commitment. We express these values in everything we do, every day. All CQHHS staff contribute to our great workplace by embracing our Organisational Culture Strategy and its seven objectives:

- Recruitment and Induction
- Great Leaders
- Values
- Reward and Recognition
- Staff Wellbeing
- Diversity and Inclusion
- Great Teams

Together, these seven objectives form the key requirements of a positive and supportive workplace and will help us become one of the best health services in Queensland, and ultimately Australia.

## Respect in the Workplace

The health service values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of the health service must show respect for each other, visitors, the public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. CQHHS is an equal opportunity workplace.

## Person-Centred Care

In CQHHS we are committed to delivering person-centred care, which is about being respectful of, and responsive to, the preferences, needs and values of consumers. A person's care experience is influenced by the way that they are treated as a person, and by the way they are treated for their condition. The goal for CQHHS is to deliver high-quality care that is safe, of value and to provide an ideal experience for all patients, their carers and family. Person-centred care is the foundation for achieving high quality care. Focusing on delivering person-centred care, and on doing it well, will enable CQ Health to be successful in achieving better outcomes for consumers, better experience for consumers and staff, and better value care.

## Vision for the Public Sector

The Department of Health has a diverse set of responsibilities, and a common purpose of creating better health care for Queenslanders. The department is responsible for the overall management of the public health system in Queensland. We strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace. To enable this vision, the Queensland Public Sector is transforming from a focus on compliance to a values-led way of working. The following five values, underpin

behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.



Customers first



Ideas into action



Unleash potential



Be courageous

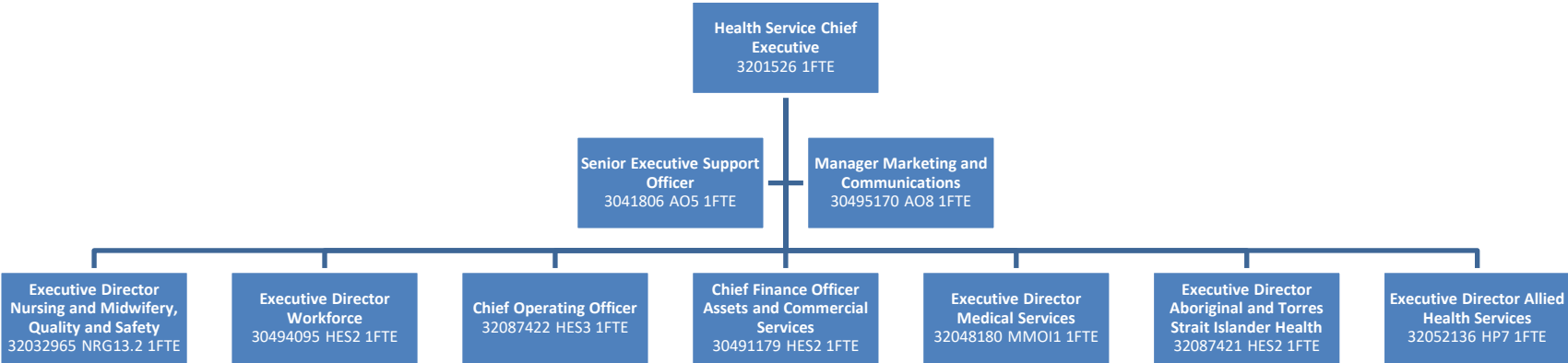


Empower people

## Additional Information

- **Currency of Applications:** Applications remain current for 12 months (permanent roles) and for the duration of the vacancy (temporary roles).
- **Recruitment Agency Submissions:** Only applications from candidates will be accepted; applications that may result in an agency fee will not be considered.
- **Future Vacancies:** Future vacancies of a temporary, full-time, and part-time nature may also be filled through this recruitment process.
- **Pre-Employment Screening:** 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.
- **Probation:** Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- **Salary Packaging:** To confirm your eligibility for the Public Hospital Fringe Benefits Tax (FBT) Exemption Cap please contact either of the Queensland Health Salary Packaging Bureau Service Providers - RemServ via telephone 1300 30 40 10 or <http://www.remserv.com.au> or SmartSalary via telephone 1300 218 598 or <https://qld.smartsalary.com.au/>.
- **Child Abuse/Neglect:** All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- **Disclosure of Employment as a Lobbyist:** Applicants will be required to give a statement of their employment as a lobbyist, as per the [Lobbyist Disclosure Policy 2010](#) within one month of taking up the appointment.
- **Disclosure of Pre-Existing Illness:** Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the [Workers' Compensation and Rehabilitation Act 2003](#).
- **Smoking Management Policy:** A non-smoking policy is effective in all Queensland Government facilities (including buildings, offices and motor vehicles) in line with the [Queensland Tobacco and Other Smoking Products Act 1998](#).

# Organisational Structure – Executive Management Team





**Organisational Structure – Chief Operating Officer (COO)**

