



## ROLE STATEMENT

### YORKE AND NORTHERN LOCAL HEALTH NETWORK

<p><b>ROLE TITLE:</b> Chief Operating Officer</p> <p><b>CLASSIFICATION:</b> SAES 1 Level</p> <p><b>Criminal &amp; Relevant History Screening:</b>          Working with Children Check          National Police Clearance (on appointment)          National Disability Insurance Scheme Worker Screening</p>	<p><b>REPORTS TO:</b> Chief Executive Officer</p> <p><b>Immunisation Risk Category:</b> B</p>
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**AGENCY PROFILE**

The Department for Health and Wellbeing (DHW) is an administrative unit under the Public Sector Act 2009 with responsibility for setting strategic direction and statewide policy, as well as the performance of the public health system through high-level system direction and performance management. SA Health is how we describe the public health system. It includes the Department, ten Local Health Networks, and Statewide Clinical Support Services, SA Ambulance Service, SA Dental Service, Prison Health, and Drug and Alcohol Services SA.

SA Health is committed to delivering a comprehensive and sustainable health system to enhance the health and wellbeing of individuals, families, and communities.

**YORKE AND NORTHERN LOCAL HEALTH NETWORK**

The Yorke and Northern Local Health Network (YNLHN) provides care for around 78,000 people living across the Yorke Peninsula, Southern Flinders and Mid North. The Yorke and Northern Local Health Network is one of six Local Health Networks (LHN's) across country South Australia. The LHN covers an area of approximately 77,000 square kilometres.

The Yorke and Northern Local Health Network provides a range of public acute, sub-acute, residential aged care, multi-purpose health services, community, and mental health services and has an expenditure budget of around \$277 million and an employee workforce of approximately 1400 FTE.

The Yorke and Northern Local Health Network is incorporated under the SA Health Care Act 2008 and has a Governing Board which reports to the Minister for Health and Wellbeing.

**OUR VALUES**

- **Kindness** - We treat and care for people with kindness, compassion, professionalism and respect.
- **Excellence** - Our quality care and outcomes are recognised by our consumers, staff and peers.
- **Personal** - We listen, learn and adapt to ensure we are responsive to the needs, goals and cultural beliefs of every individual.
- **Trust** - Our staff and services are trusted, and we trust each other.
- **Collaborative** - We work together, focused on achieving the best outcomes for all.

**ROLE PROFILE**

The Chief Operating Officer (COO) reports directly to the Chief Executive Officer and will be required to provide strategic leadership and assume responsibility and accountability for the day-to-day delivery of operational excellence.

The Chief Operating Officer is accountable for ensuring the effective and efficient operational delivery of integrated health services across YNLHN. This includes but is not limited to: service delivery and patient management (including bed management and flow, theatre utilisation, LOS and discharge processes and incident management), support implementation of models of care, optimisation of resources (rostering principles, agency and locum use and site

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staffing budgets, prudent vacancy management - clinical and professional issues related to rostering remain with the Clinical Executive Directors), maximising economies of scale, addressing areas of duplication and establishing effective enablers of high reliability care.

The COO will support and develop their leadership team in the delivery of high value care, ensuring that it is safe, and delivered within available financial and human resources. Skilled in leading major operational, cultural, and organisational change, you will have extensive experience managing diverse teams and fostering a culture of collaboration, accountability, and innovation, ensuring the care is delivered in the right place, at the right time.

To be successful in this role, you will be a visionary and values-driven healthcare executive with a proven track record of delivering high-quality, patient-centred services across complex, multidisciplinary environments. Ideally you hold a tertiary qualification in a clinical discipline such as nursing, allied health, or medicine, with it being highly desirable to have postgraduate qualifications in health service management, business administration, public health, or a related field.

The incumbent will be required to accept responsibility for allocated portfolios and/or program areas as determined by the CEO, YNLHN in response to changing priorities and needs.

\*Whilst the direction and vision for this role have been established, the successful candidate will have the opportunity to set up the functions within this portfolio in consultation with the CEO and the Executive to ensure that it is structured for success. The Executive Directors EDMS, EDNM, EDCAH will provide strategic and professional leadership including but not limited to development of workforce models, workforce pipelines, credentialing and development of LHN wide models of care.

This role will work closely with other leadership roles in the LHN such as the Divisional Director ED and Acute Medical Services, Director of Medical Services, Director of Surgical Services, Nursing leads, Allied Health leads and Operational and Corporate Services leads.

#### **KEY ROLE OUTCOMES INCLUDE**

- Cultivate a strong operational and performance focus within the facility and service management teams and across YNLHN setting a performance expectation of meeting our 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.
- Significantly contribute to the development, implementation, and review of YNLHN's strategic plans and policies, consistent with government policy and reconciling priority needs against available resources and opportunities.
- Provide insights, expert analysis and advice to the CEO, broader YNLHN Executive and Board to support timely decision making based on the performance against the service level agreement, community interests and a changing health environment.
- Function effectively as part of the Executive YNLHN Leadership team to work strategically and collaboratively with all disciplines across the organisation, building strong partnerships both internally and externally.
- Act as proxy for CEO if required and represent YNLHN as it relates to the COO role, attend engagement activities and senior level negotiations, collaborate with key partners and stakeholders to contribute to an integrated and connected healthcare system.
- Provide high level, expert input into relevant committees, meetings, forums and working parties relating to clinical operations across YNLHN.

- Developing and maintaining effective relationships with other government agencies, service providers, key organisations and stakeholders, community groups, and business organisations.
- Maintain a learning culture that values continuous improvement, on-going professional development and promotes flexibility and access to learning opportunities.
- Cultivate a strong operational focus on improving health outcomes for Aboriginal people.
- 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.
- 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.

## **QUALIFICATIONS**

- Postgraduate qualifications in health service management, business administration, public health, or a related field – highly desirable.

## **KEY SELECTION CRITERIA**

- Significant senior operational leadership experience in large and complex organisations, ideally in a regional or rural health service, with a sound understanding of the challenges and opportunities in delivering healthcare across dispersed communities, including Aboriginal Health matters related to the provision of appropriate culturally safe health service delivery.
- Demonstrated success in managing patient access, flow, and care coordination, with an emphasis on improving patient outcomes and experience.
- 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 executive level experience in fostering cohesive services and multidisciplinary teams that value performance, improvement, collaboration and innovation.
- Strong understanding of clinical governance, quality and safety systems, and the National Safety and Quality Health Service (NSQHS) Standards, Aged Care and NDIS Standards to inform decision making. \*\*Please note that Clinical Governance and Safety and Quality Functions are not included in the COO Directorate.
- Demonstrated ability in leading major change including operational, cultural and organisational workplace changes, supporting workforce development and staff engagement in a values-based organisation.
- Financial and operational management experience, including development and monitoring of budgets, KPIs, and service performance in a publicly funded health environment. It is expected that the applicant has 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.
- Knowledge of the Australian health system service provision with a keen awareness of the political and socio-economic sensitivities that impact on the planning, development, funding, delivery, and management of health services.
- 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.

## **IMMEDIATE CHALLENGES INCLUDE BUT ARE NOT LIMITED TO**

- Providing effective and enhanced operational leadership for a variety of health service operations across a fiscally restrained and vast geographical area.
- Supporting the clinical leads in creating and refining appropriate models of care to deliver the highest standards of safe quality care and the delivery of value to the community to optimise the best use of public resources.
- Building a culture of quality and safety that is patient/client-centered.
- Leading innovation and change management opportunities to address emerging service and workforce needs and priorities across the LHN.

## **PERFORMANCE DEVELOPMENT**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

## **KEY RELATIONSHIPS**

- YNLHN Executive, Board Members, site leads and staff, consumers, volunteers.
- Department of Health, Metro LHN's, fellow Regional LHN's, Universities, relevant professional bodies, Unions, client/community-based organisations, and others by agreement.

## **SPECIAL CONDITIONS / GENERAL REQUIREMENTS**

- A contract term up to three years.
- Participation in the SA Public Sector biannual performance review process.
- Maintain a safe working environment by adopting appropriate management practices and have an understanding of, experience in, and the ability to manage legislative requirements of the *Work Health and Safety Act 2012*.
- Advocate Equal Employment Opportunity (EEO) and Diversity in the Workplace in accordance with EEO legislation.
- Promote and maintain a commitment to inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.
- Support the Department's participation in the White Ribbon, Disability and Reconciliation Agendas.
- Work within the legislative requirements of the *Public Sector Act 2009* and the *Work Health & Safety Act 2012 (SA)*, *Return to Work Act 2014 (SA)*, *Independent Commissioner Against Corruption Act 2012 (SA)* and other relevant Acts and Regulations.
- Achieve performance targets that are set by the Department of Health and other YNLHN key performance and strategic metrics.
- Maintain a strong commitment to *The Code of Ethics for the Australian Public Sector*, and the SA Health Values of *Integrity, Respect and Accountability*.

## **HANDLING OF OFFICIAL INFORMATION**

- SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised. SA Health employees will not misuse information gained in their official capacity.
- SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible.
- Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**RESILIENCE**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**SOUTH AUSTRALIAN EXECUTIVE SERVICE (SAES)**

The South Australian Executive Service (SAES) exists to provide the public sector with high-performing leaders who have a shared sense of purpose and direction and who together will actively engage the public sector in the pursuit of the objects of the *Public Sector Act 2009* and public sector principles.

**Delegate:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

Date:        /        /

**Executive:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

Date:        /        /