

Role description

Mackay Hospital and Health Service

Role details

Role title	Executive Director, Corporate Services & Chief Financial Officer		
Job ad reference	H25_5329	Closing date	Friday, 25 October 2024
Classification	HES2 (High)	Remuneration	\$263,731 to \$284,962 (Total package per annum)
Employment status	Executive Contract Temp 3 years plus possible 2 year extension		
Division	Corporate Services		
Facility	Mackay Base Hospital		
Location	Mackay		
All applications must be lodge through HardyGroup online platform.			

Corporate Services Division

The Corporate Services Division is a consolidated portfolio of non-clinical services:

- Strategic Finance, Performance Analysis & Reporting
- Financial Accounting
- Building, Engineering & Maintenance Services (BEMS),
- Infrastructure Project Delivery
- Digital & Information Services
- Procurement, Contracts & Supply
- Operational Support Services

The Executive Director Corporate Services & Chief Financial Officer provides high level strategic leadership and direction in relation to corporate and finance related staff across the Mackay Hospital and Health Service (MHHS). This role is performed in alignment with the strategic direction, goals and local policies and professional standards of the Hospital and Health Service (HHS), as well as statutory accountabilities as outlined in the Financial Accountability Act 2009 and Hospital and Health Board Act 2011.

The Opportunity

As a member of the MHHS Executive Team, you will contribute effectively to the MHHS Board's strategic agenda. This will encompass the delivery of safe and equitable health services, and to be a partner in the delivery of a wider range of services to the population of the Mackay Region with the intrinsic intention of improving the health of the population.

The CFO provides leadership for the financial management of the organisation. Through influence, the CFO will ensure a proactive approach in the achieving performance against service agreement and negotiation of annual service agreement, management of budgets, the delivery of savings programs, and increasing income to ensure that the organisation continues to be viable.



The position holder will provide the necessary overview of financial practices across the organisation, ensuring that the business units have the freedom to manage within a financially stable environment.

The CFO has a key responsibility to advise the Board on performance against a key set of financial and performance indicators. This performance reporting role extends to a performance management role as the CFO leads the business unit performance reviews on a monthly basis.

The role also incorporates management of corporate Services portfolio, including Capital Infrastructure projects management, building and engineering services, Digital and Health Information Management services, Procurement and Supply services, and Operational services for facilities.

Total Package

- Up to 12.75% employer superannuation contribution
- Annual leave loading 17.5%
- Salary packaging
- Motor Vehicle allowance
- Work/life balance
- Employee Assistance Program

The role

The key accountabilities are a high-level description of the outcomes the role is expected to deliver. As the incumbent of this role at Mackay Hospital and Health Service, you have the following key role-specific accountabilities.

Leadership

- Provide ethical decision making in the achievement of organisational goals, values and brand image.
- Provide executive level leadership in the delivery MHHS wide corporate services.
- Ensure appropriate governance and management systems are in place to effectively manage the services in accordance with relevant legislation and policy frameworks.
- Provide strategic leadership and influence decision making as a key member of the MHHS Executive Team.
- Provide executive level sponsorship of organisational wide initiatives, projects and priorities impacting the delivery of health services.
- Collaborate with clinical and corporate leaders to identify, lead and support innovative strategies which will enable the delivery of high-quality patient care.
- Build and implement sustainable systems that support and facilitate effective financial management for MHHS.
- Communicate a vision that generates positive and transparent behaviours and recognises and rewards behaviour that is aligned to the vision of MHHS, actively promotes a collaborative performance and values-based culture that propels the organisation forward and empowers our staff.

Financial Functions

- Provide high level advice and performance reporting to the MHHS Board of Directors, Health Service Chief Executive and the Executive Management team in all aspects of financial management, reporting and performance.
- Lead the Corporate Service division and influence productivity, efficiency and performance. Your influence and support innovative ways to deliver cost-effective high quality patient care.
- Lead the preparation of statutory reporting for the Health Service.

- Responsible for the financial direction and oversight of the annual operating budget and commercial strategy, developing long-term financial projections consistent with the MHHS strategic plan and goals.
- Lead planning, development, implementation and ongoing improvement of the financial and commercial framework, strategy, systems, and capability to ensure that the MHHS delivers sustainable and efficient health services.
- Develop and maintain a robust approach to budget setting, budget monitoring and sustainability planning in partnership with key clinical and other stakeholders.
- Ensure staff engagement in the budget setting process with a strong focus on clinical engagement.
- Maximise income generation opportunities.
- Strategic advice and input into the MHHS Board Finance and Audit and Risk Management Sub-Committees.
- Lead planning and negotiations with key stakeholders regarding the HHS Service Agreement, including other funding instruments related to resourcing of the MHHS.
- Lead the successful delivery of new corporate and financial systems and technologies, in alignment with wider Queensland Health enterprise solutions and MHHS initiated priorities.
- Lead commercial negotiations to ensure value for public money, and ensure the procurement and contracts function fulfils legal, statutory and policy requirements.

Corporate Services

- Lead the strategic direction, planning, decision making and overall performance of the Corporate Service Division including ICT, Health Information, Procurement and Contracts, Supply Services, Building Engineering and Maintenance (BEMS), Security, Hospitality Services, and Travel.
- Direct the delivery and provision of information technology services, systems, equipment and infrastructure to enable team members across multiple sites to operate effectively within a changing and agile environment and ensuring optimal service delivery and the prompt resolution of technical issues.
- Lead the provision of Building Engineering and Maintenance support services to the organisation across multiple locations, including facilities, accommodation and administrative requirements.
- Ensure the development of a robust strategic infrastructure planning process which links to the development of a strong clinical service strategy.
- Take the lead role in the management and implementation of the HHS Capital Works Program ensuring works undertaken are delivered on time, within budget and according to quality standards and lead HHS resource team aligned with major Health Infrastructure Queensland Projects for MHHS.
- Lead capital and asset strategy so that assets are planned, maintained and financially provisioned.
- Provide strategic advice, direction, improvement and coordination of major procurement opportunities.

People Management and Continuous Improvement

- Demonstrate and model MHHS values and leadership qualities in all interactions with key stakeholders, partners, direct reports and the broader workforce to enhance culture.
- Provide professional leadership and build a competent team, driving and building the framework for continuous development of staff to ensure superior performance across portfolio units.
- Maximise effectiveness by selecting, developing, managing and motivating a high performing team.
- Clearly define role expectations, monitor performance, provide timely and constructive feedback and facilitate employee development.
- Builds and maintains effective relationships with professional peers within other Health sector organisations, including the Queensland Health CFO network.

Quality, Safety and Risk

- Provide leadership of and take accountability for meeting MHHS's Quality, Safety and Risk objectives and the National Safety and Quality Health Service (NSQHS) Standards in relevant areas of responsibility.
- As a member of the Executive Management Team ensure comprehensive compliance with service quality standards, occupational health and safety legislation, policies and procedures.
- Ensure timely and robust clinical coding takes place to enable a strong focus on the use of data for clinical engagement and improvement of efficiency and to ensure MHHS is fully recompensed for the work we do.
- Ensure safety and quality focus is addressed in the BEMS area where high risk activity may be undertaken by employees of MHHS.

Staffing and Budget:

- EDCS/FO Portfolio Annual Budget: \$96 million plus capital expenditure of approximately \$50 million.
- Direct and Indirect Reports: 368 FTE
- MHHS Annual Budget \$770 million; Staffing Profile ~2950 FTE

Other Accountabilities

All employees of Mackay Hospital and Health Service have the following responsibilities, irrespective of role or profession:

- **Stewardship, Conduct & Values:** Fulfil the responsibilities of this role in accordance with the [Queensland Public Service](#) and demonstrates professionalism and effective representation of the work area and MHHS in line with the [Code of Conduct](#) and the [MHHS Values](#), ensuring responsible care of and wise usage resources and property entrusted to you in the performance of your role.
- **Quality & Safety:** Understand the broad responsibilities for safety and quality in healthcare, and actively participate in continuous quality and safety improvement activities within the workplace.
- **Workplace Health & Safety:** The provision of a Healthy and Safe environment within MHHS is everyone's responsibility. Uphold the principles and practices of MHHS's Health and Safety Management System in accordance with legislation and industry standards. Actively promote good health and safety practices to staff in your area.
- **Privacy & Confidentiality:** Employees who are appointed to the MHHS are accountable for information security, management, and appropriate use, in accordance with legislation, standards, policies and procedures.
- **General Responsibility:** Undertake additional duties and responsibilities as assigned from time to time, ensuring flexibility and adaptability to meet the evolving needs of the organisation. Actively participate in the Performance Appraisal and Development (PAD) process and engage in continuous learning and workplace improvement and innovation.

Role Requirements

Mandatory requirements

- **Qualifications:** Possession of a qualification in Bachelor of Business in Accounting, Commerce, or equivalent from a registered tertiary institution or equivalent is mandatory for this role.
 - **Professional Membership:** Eligibility for membership with the recognised Accounting professional body is mandatory for this role.
 - **Desirable Qualification:** While not mandatory, possession of a Master of Business Administration (MBA) or a Master of Public Administration (MPA) or equivalent would be well regarded.
- Minimum Experience:** Minimum of 10 years management and senior leadership experience in a similar sized organisation, with health sector expertise highly regarded.
- **Desirable Experience:** Experience in the health service delivery environment would be highly regarded.
 - **Blue Card:** Possession of a Positive Notice Blue Card from Blue Card Services is mandatory for this role. If a current Positive Notice Blue Card is not held by the applicant, they **cannot commencement duty** with the MHHS until this is obtained.
 - **Serious discipline history check:** Candidates who are or were public service employees will be requested to disclose serious disciplinary history.
 - **On Call:** Participate in an Executive on-call roster.
 - **Licence to Operate Vehicle:** The incumbent may be required to operate a class C motor vehicle, therefore possession of the appropriate licence endorsement to operate this type of vehicle is required.
 - **Travel:** The incumbent may be required to travel throughout the MHHS district.
 - **Vaccination Requirements (Vaccine Preventable Diseases):** It is a mandatory condition of employment for this role for the incumbent to be, and remain, vaccinated against Measles, Mumps, Rubella, Varicella (chicken pox) and Pertussis (whooping cough).

Pre employment checks

All pre-employment checks are completed in accordance with the Recruitment and Selection Directive 07/23, the HR Policy B1 and the HR Policy B40 before an offer of appointment can be made. All requested documents must be certified by a Justice of the Peace or a Commissioner for Declarations:

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| • General Criminal History check | • Work Rights: Citizenship or Visa checks will be required to work in Australia. |
| • Tuberculosis screen | • Bankruptcy and Insolvency |
| • Internet Search | • Disqualified Directors Register Check |
| • Proof of Identity, three points of identification is required. | • Civil Litigation Search |
| | • Social Profiles and Internet based web search |

Key Capabilities, Knowledge and Experience

The following key capabilities, knowledge and experience are considered fundamental to your ability to the successful performance and achievement of the accountabilities and responsibilities of the role, and will provide a framework for assessing suitability and alignment to the demands of the role:

- **Achieves results:** A minimum of ten years' experience at a senior leadership level in a HHS. Demonstrated high level capacity to analyse, understand and implement local future service delivery needs for incorporation into strategic and operational plans at a local and whole of organisation level. High-level knowledge of financial management legislation relevant to Queensland Health. Demonstrated strong track record in identifying and developing business and commercial opportunities for improvement.
- **Health system and change management:** Demonstrated knowledge of the operations of a large and complex health service delivery organisation with experience in strategic business development and leadership capability at an executive level. Demonstrated high level experience at the executive level in the conduct and management of significant reform initiatives at a department level including fostering a work environment and teams that value performance, improvement, innovation and results.
- **Communication and Influence:** Highly developed communication and interpersonal skills, including the ability to negotiate at the executive management level and with key stakeholders, resolve conflict and positively influence and motivate others in a significant environment of reform and change. Demonstrated ability to problem solve and develop innovative, sensitive and practical solutions and provide strategic advice to complex issues.
- **Leads and Manages:** Demonstrated ability to provide successful executive level leadership and management/coordination of multi-disciplinary programs and diverse work units. A proven ability to strategically and effectively manage a service budget, including financial, physical and human resources in a complex and diverse health care setting. Make ethical decisions in order to achieve organisational and patient care goals.
- **Targeted assessment of core behavioural competencies:** Strategic and Analytical Thinking
Demonstrated issue identification, analytical and research skills and the ability to implement strategies to improve organisational performance. Economic analytical skills to develop robust business cases.
 - ✓ Political Savvy
 - ✓ Managing Through Systems
 - ✓ Intellectual Horsepower

About Mackay Hospital and Health Service

Mackay Hospital and Health Service (HHS) is a contemporary organisation providing extensive health services across six hospitals, two multi-purpose health services and four community health centres to a population of around 185,000 people.

We are a team of more than 3,500 dedicated staff providing support to the Mackay, Isaac and Whitsunday regions; stretching from Bowen and the Whitsundays in the north to St Lawrence in the south, and west to Clermont. Our region is about the size of Ireland, with a mix of regional and rural areas, covering an area of approximately 90,000km.

Mackay HHS provides a working environment that embraces professional development, builds capabilities, provides roles with variety and flexibility, supports staff to maximise their health and wellbeing and encourages work life balance.

The MHHS respectfully acknowledges the Traditional Custodians of the land and sea on which we serve our communities, and pay our respect to Elders past, present and emerging. We strongly encourage Aboriginal and Torres Strait Islander peoples to apply for all advertised positions.

We are located in a vibrant regional area of tropical north Queensland which offers all the benefits of coast and country living, allowing you to pursue a wide range of interests and lifestyles in a secure, family-friendly and culturally diverse environment. Our climate is ideal for outdoor living with beautiful beaches, subtropical rainforest and vast open spaces. There is a good choice of quality schools, wide range of sporting clubs and excellent community facilities.

You can enjoy cafes, restaurants and bars, festivals, art galleries and interesting communities, making this a great place for those looking to escape busy metro cities and try life at a different pace. Our thriving economy is supported by a diverse range of tourism, agriculture, mining, education and health industries.

Visit: <http://www.mackay.health.qld.gov.au/>.



Through partnerships and co-operation, we drive innovation



Having confidence and belief in each other to be able to rely and depend on our actions



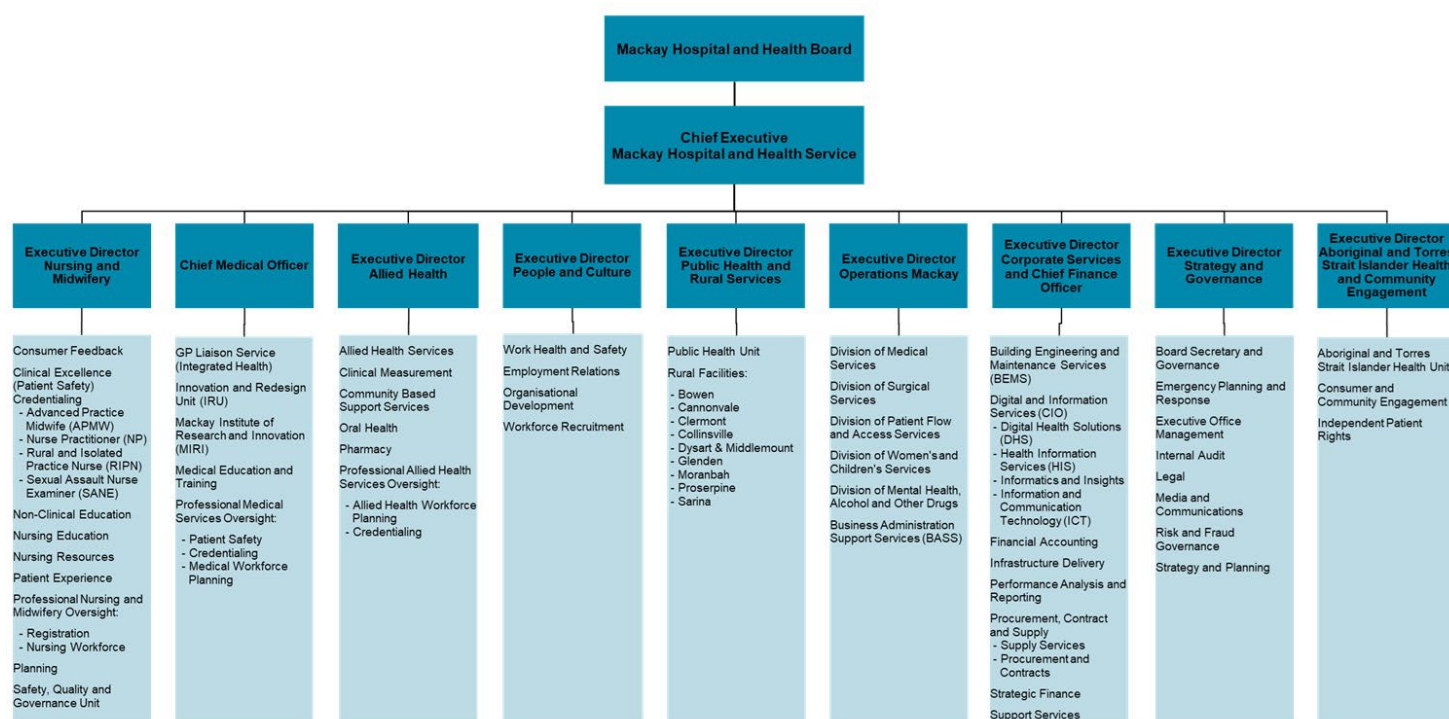
We show respect and compassion for the people we care for and work with



We depend on and support one another individually and as a team

There is an expectation of each employee, by their colleagues, manager and the Executive, to exhibit values-based behaviours in the completion of all their tasks.

Organisational chart



Advertisement and Application Process

Advertisement Details

Role title	Executive Director, Corporate Services & Chief Financial Officer		
Job ad reference	QLD/ 594176	Closing date	Saturday 31 January 2026
Contact Person	Janine Hammat, HardyGroup Executive Search Consultant M: 0488 555 858 E: jhammat@hardygroupintl.com		
Note: Please use the HardyGroup platform to submit your application. It will not be accepted via email			

You Application

Please provide the following information as part of your application, to allow the panel to assess your suitability:

- **A short response/cover letter:** Document should be a maximum of 2 pages and outlines your alignment with the key capabilities, knowledge and experience in the context of you achieving the key accountabilities/responsibilities as contained in *Part 1 – Role Details*.
- **Your current CV or resume:**
- **Minimum two referees:** Include 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 or past supervisor.
- **Lodgement of application:** All application must be lodge through HardyGroup online platform.

Evidence of your identity will be required should you be the successful candidate, to enable criminal history check to be completed. i.e. Certified copies of requested proof of identify documents.

Ideally, evidence of Mandatory Requirements (e.g. vaccination information, qualification) should be provided with your application. Alternatively, please discuss with the contact person should your application progress. You are encouraged to commence preparing this evidence as soon as possible, noting vaccination evidence and/or serology may take considerable time to complete in consultation with your preferred practitioner. If you are the preferred candidate, not having this evidence will cause delay in you receiving a letter of offer and/or commencing in the role.

How you will be assessed

Your application will be assessed on your ability to demonstrate the key capabilities, knowledge and experience, within the context of the accountabilities and responsibilities detailed in Part 1: Role Details.

It is not uncommon for reference checks to be sought in advance of, or at a similar time to you being invited to interview.

What to expect next

- You will receive an automatic acknowledgement of receipt of your application, once submitted.
- The HardyGroup Principal Consultant or their representative will contact you to confirm your progress in the selection process, which may include invitation to interview, commencement of reference checks or advising you that your application is unsuccessful.
- Should you be identified as the preferred candidate, internal processes must occur which may include

preparation of a selection report for approval by the delegate. At no time will any discussion about you being a preferred candidate or discussion about a possible formal offer, be considered an offer of a contract. Only the provision of a formal written letter of offer under the signature of the Mackay Health Service Chief Executive (HSCE).

- Should you be successful in the role and receive a formal letter of offer, this offer may be null and void (i.e. will not become unconditional), unless all conditions of the offer are met within the parameters included in the offer. Generally, this will include:
 - provision of evidence of all mandatory requirements within a defined timeframe
 - successful results of other pre-employment checks, including Criminal History checks, discipline history checks, etc.

Additional information

- **Currency of Applications:** Applications remain current for 12 months (permanent roles) and for the duration of the vacancy (temporary roles).
- **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.
- **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 within one month of taking up the appointment:
- <https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>
- **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*:
- <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027>
- **Smoke-free Healthcare:** In accordance with Government requirements and Queensland Health's commitment to a healthier workplace the Queensland Health Smoking Management Policy supports a smoke-free environment. Smoking is prohibited at all Queensland public hospitals and health facilities and for five (5) metres beyond their boundaries. Queensland Health employees may obtain assistance to quit smoking through staff program Quit Smoking for Life Program.
- **Quantitative Fit Testing of P2/N95 Masks:** As part of the ongoing response to COVID-19, the MHHS has implemented a respiratory protection program with procedures and processes for conducting fit testing of P2/N95 masks for relevant healthcare workers.