

Position Title:	Chief Medical Officer
Department:	Executive
Enterprise Agreement:	Health Executive Employment Remuneration (HEER)
Reports To:	Chief Executive Officer, South West Healthcare

Organisation and environment

South West Healthcare is the largest health service in South West Victoria, providing acute, mental health, rehabilitation, and aged care together with an extensive range of primary and community health services across the South West catchment. South West Healthcare will be the lead agency for the South West Local Health Service Network to be established on 1 July 2025, presenting an exciting opportunity for South West Healthcare to provide strong leadership and support across the entire region.

As the major specialist referral centre for the South West Local Health Service Network, South West Healthcare provides a comprehensive range of specialist services through an array of surgical and medical specialties and support services. South West Healthcare has commenced a \$450M capital works program consistent with its future role.

With a total of 282 beds (216 acute, 36 aged care and 30 mental health), the organisation services a population in excess of 110,000, employing over 2,000 staff, across our campuses at Warrnambool, Camperdown, Macarthur and Lismore, and in addition, our regional Mental Health and Dental programs that also include campuses at Portland and Hamilton.

South West Healthcare embraces the following values:

- Care
- Respect
- Integrity
- Excellence
- Leadership

For more information, please refer to www.southwesthealthcare.com.au

Position summary

The Chief Medical Officer (CMO) has a broad oversight and implementation role across South West Healthcare's clinical governance systems and service delivery.

Reporting directly to the Chief Executive Officer, the role is an integral member of the Executive leadership team at South West Healthcare.

The CMO provides professional leadership across the medical workforce and will work closely and collaboratively with key clinical executive stakeholders to ensure appropriate clinical leadership is provided across the organisation. The CMO will also play a key role in providing leadership and establishing professional relationships with the Clinical Directors, senior medical staff and ensuring effective management and engagement with junior medical staff across South West Healthcare.

The CMO is responsible for ensuring an effective credentialing and scope of practice system and related processes are in place and that all medical and dental staff are credentialed, their appointments are current and an appropriate scope of practice. This will include leading a joint system in place across multiple South West health services.

The CMO will also have a key role in regional leadership, including local and regional clinical governance and service delivery and will liaise closely with other health services in the South West region. South West Healthcare is the lead agency of the newly established South West Local Health Service Network and the CMO will be pivotal in contributing and leading regional initiatives to enhance integrated clinical governance systems

and processes. Additionally, the CMO will assume the DMS responsibilities across some South West small rural health agencies when agreed.

The CMO has direct responsibility for:

- The Medical Workforce Unit, which supports all facets of the junior medical workforce
- Recruitment, retention and management of senior medical specialists in conjunction with relevant Executives
- Assuring various College Accreditations and developing specialist medical models of care
- Education, training and professional development of all medical staff
- Providing leadership in managing human resources and industrial relations issues within the medical workforce, in consultation with the People & Culture Directorate.
- Director Medical Services/Fellow/Registrar in Medical Administration
- Director Clinical Training
- The Pharmacy department
- The Health Information Services department
- The Research department and broader Research
- Financial and budget accountability within the directorate
- Credentialing of and scope of practice for all medical staff and dentists
- Radiology and Pathology private contracts and delivery
- Overseeing regional collaboratives and University relationships

The CMO has joint responsibility with the:

- Relevant Executives for senior medical recruitment, performance management and contracts
- Executive Director Nursing & Midwifery Services for operationalising quality, risk and innovation systems and processes across clinical services

This position, amongst others, is responsible for promoting South West Healthcare as a high quality regional health service provider in medical services.

Key Responsibilities / Performance Outcomes

- Uphold and lead the values of South West Healthcare.
- Actively contribute as a trusted member of the South West Healthcare Executive team, collaborating with colleagues to drive improvements that enhance overall organisational and strategic outcomes for South West Healthcare.
- Lead and support organisational and regional portfolios as required.
- Provide leadership, advice, and where required, management across the South West Local Health Service Network.
- Ensure all medical practitioners and dentists are credentialed with clearly defined Scope of Clinical Practice aligned to the organisation's capability framework, supported by comprehensive and contemporary credentialing and appointment processes, relevant governance structures, and policies that meet accreditation standards.
- Provide leadership and management of the Medical Services Directorate to ensure a skilled and capable medical workforce to maximise patient safety, experience and high-quality outcomes.
- Develop leadership capability and capacity across all levels of medical staff.
- Oversee the assessment, introduction and monitoring of new technology and procedures.
- Provide high level strategic clinical advice to the CEO and relevant stakeholders, identifying and defining innovative strategies to develop, enhance and grow clinical services in alignment with business objectives.
- Initiate, build, influence and maintain collaborative partnerships across the public health sector, education and the community.
- Partner with other South West health services to implement and improve innovative and integrated solutions.
- Facilitate and promote a research culture within the workforce, including management of the research and clinical trials teams.
- Ensure compliance with legislative and regulatory obligations by maintaining high-quality medical records and implementing regular auditing of clinical records against documentation standards.
- Drive compliance with National Safety and Quality Health Service Standards and other relevant standards, regulations and legislation.

- In collaboration with the Executive Director Nursing & Midwifery Services, ensure robust systems are in place to effectively manage the quality improvement systems including clinical complaints, sentinel events / serious adverse patient safety events, and review of serious complaints. Monitor clinical quality indicators and performance outcomes, flag significant issues, investigate causes and implement improvement strategies across the organisation.
- Take responsibility for and oversee all medico-legal matters, including leading liaison with legal counsel and coordinating with the Victorian Managed Insurance Authority and legal advisors on reports and related issues.
- Implement Strategic Plan, annual Statement of Priorities and related clinical safety and quality programs.
- Monitor the external environment to enable anticipation of, and strategic responses to, changes in government policy, including regulatory requirements, as they relate to services provided by South West Healthcare and remain up to date with the latest research findings and therapeutic interventions to ensure clinical best practice and identify opportunities for collaboration and clinical integration both internally and externally.
- Represent South West Healthcare at relevant forums and as agreed with the Chief Executive Officer.
- Lead development of policies and practice across South West Healthcare.
- Provide appropriate reports, business cases and papers to the Chief Executive Officer and the Board of Management as requested.
- Provide professional leadership to clinical and non-clinical staff and service delivery.
- Liaise with the tertiary sector, and promote connection with medical education providers.

Key performance measures

- Recruitment and retention of skilled medical staff to sustain and develop South West Healthcare.
- Medical staff are engaged, committed and actively participate in relevant organisational processes including quality improvement, risk management, performance management, education and training, mentoring, research and supervision of junior doctors.
- Effective relationships are developed and maintained with all relevant internal and external stakeholders.
- All relevant college and health service accreditation requirements are met.
- Quality, safety plans and activities are implemented in accordance with the relevant frameworks.
- Performance and development reviews are conducted annually.
- 100% of medical staff are credentialed and practising within scope.
- Oversee the development and implementation of the directorate specific business plan.
- Ability to operate within allocated budget.
- Achieve targets and key performance indicators outlined in annual performance review.
- Documented evidence of support to direct reports, including effective appraisal and feedback.
- Accountability for all medical teams ensuring a positive, engaging, high quality outcome for all people within the Medical Services Directorate.
- Ensuring an adequate workforce within the Medical Services directorate to deliver all functions.
- Ongoing measurement and relevant reporting of safety, management and risk.

Generic responsibilities and accountabilities

- Comply with all relevant legislative requirements, organisational policies, by-laws, standing orders, vision or mission statements and values including, but not restricted to:
 - Infection Control policies
 - Confidentiality policy and privacy legislation
 - Occupational Health and Safety policies and regulations
 - Guidelines of the State Services Authority including the public sector
 - Employment principles and Code of Conduct
 - Fire, disaster and other emergency procedures
 - Smoke Free Campus policy
 - Risk Management policies and guidelines
 - Consumer Participation Strategy
- Attend orientation/induction or other mandatory training and relevant Health Safety updates in areas such as;
 - Fire, Emergency Responses and Manual Handling
- Respect the rights of individuals.

- Provide a child safe environment.
- Maintain a current Immunisation status in alignment with South West Healthcare's Immunisation policy.
- Maintain a current and clear Criminal History Check (Police Check), Working with Children Check and NDIS Worker Screening Check where applicable.
- Promote the organisation in a positive manner.
- Participate as a cohesive member of the South West Healthcare team.
- Participate in Continuous Quality Improvement within the organisation.
- Accept responsibility for your own personal belongings.
- Respect and appropriately care for the organisation's property and equipment.
- Participate in an annual Staff Development Review.

Key Relationships

Internal:	CEO, Board Members, Executive, Directors and Department Managers, medical staff, members of the multidisciplinary team, patients, residents, volunteers
External:	South West Local Health Service Network, Department of Health, Safer Care Victoria, Universities, Relevant professional bodies and medical colleges, Medical Board of Australia and AHPRA, Victorian Healthcare Association, Victorian Hospitals Industrial Association, Victorian Managed Insurance Authority, Australian Medical Association, Client/community-based organisations, and others by agreement.

Position Impact

Direct Reports:	Director Medical Services Registrar/Fellow in Medical Administration Director Clinical Training Director Pharmacy Senior Manager Health Information Services Manager Medical Workforce Manager of Research Executive Assistant Professional responsibility for all medical staff and specialists Professional responsibility for Clinical Directors
------------------------	---

Key Selection Criteria:

Qualification

- Current registration or eligibility for registration with the Medical Board of Australia.
- Fellow of the Royal Australian College of Medical Administrators (FRACMA) (highly desirable).
- Tertiary qualifications such as MBA or health services management degrees (desirable).

Experience

- Demonstrated experience in leading and applying clinical governance frameworks and quality systems and related processes including credentialing, scope of practice and clinical risk management.
- Demonstrated experience leading accreditation processes and applying quality improvement practices.
- Experience at an executive level in a healthcare environment, with a sound understanding of medical service delivery.
- Experience in effectively managing junior and senior medical staff.
- Proven experience in recruiting and retaining specialist medical staff.
- Experience in clinical service planning and policy and protocol development with a multidisciplinary setting with a patient centred focus.
- Proven track record in financial management without compromising quality and safety of services.
- Medico legal management experience and expertise.

Behavioural competencies

- Excellent influencing, communication, negotiation and interpersonal skills.
- Analytical, problem-solving skills for leading the delivery of successful strategies and related solutions to complex service delivery and performance issues.
- High level of self-awareness and emotional intelligence.
- High level of care, integrity, honesty and commitment.
- Strategic thinker and the execution of change.
- Ability to set vision and direction, and work at both strategic and operational levels within a complex

organisation to achieve desired outcomes.

Approvals

**Employee
Signature:**

Date:

**Manager's
Signature:**

Date: