

Chief Operating Officer

Location:	Princess Alexandra Hospital	Unit/Department:	Office of the Chief Executive Officer, Metro South Executive
Status:	Executive Contract	Classification:	HES4

Our Hospital and Health Service

Metro South Health (MSH) is one of 16 Hospital and Health Services (HHS) in Queensland and serves an estimated resident population of more than one million people, representing 23 per cent of Queensland's population. It employs more than 15,000 staff and has an annual operating budget of \$2.5 billion.

The health service's catchment spans 3,856 square kilometres and covers the area from the Brisbane River in the north to Redland City in the east, south to Logan City and the eastern portion of the Scenic Rim to the border of New South Wales.

MSH is the major provider of public health care, teaching, research and other services as part of Queensland Health. It provides these services through five major hospitals and a number of community health and oral health facilities. A full suite of health specialties is delivered through eight clinical streams: Addiction and Mental Health; Aged Care and Rehabilitation; Cancer; Emergency; Medicine and Chronic Disease; Oral Health; Surgical; and Women's and Children's Services.

Our hospitals:

- Beaudesert Hospital
- Logan Hospital
- Princess Alexandra Hospital (PA)
- Queen Elizabeth II Jubilee Hospital (QEII)
- Redland Hospital.

Please visit our website for additional information about MSH <http://metrosouth.health.qld.gov.au/>

Our Vision

Health and wellbeing for all in the community.

Our Objectives

- Person-centred care - Consumers will shape how, when and where we deliver services
- Connecting care - Consumers' healthcare journeys will be seamless from wellness, through illness, rehabilitation, end of life, and death
- Quality care - Consumers will receive quality, reliable and evidence-based healthcare focused on improving health outcomes
- Sustainable care - Consumers will be cared for by capable and committed people in facilities that support contemporary models of care.

Our Hospital and Health Service Values – our values support those of the Queensland Public Service



Customers first
Know your customers
Delivery what matters
Make decisions with empathy



Ideas into action
Challenge the norm and suggest solutions
Encourage and embrace new ideas
Work across boundaries



Unleash potential
Expect greatness
Lead and set clear expectations
Seek, provide and act on feedback



Be courageous
Own your actions, successes and mistakes
Take calculated risks
Act with transparency



Empower people
Lead, empower and trust
Play to everyone's strengths
Develop yourself and those around you

About the role

The Chief Operating Officer is an innovator and expert service delivery (re)designer with an ability to engage with internal and external clinical and non-clinical stakeholders and MSH's Executive and Professional Stream Leads to reach workable solutions across and within facilities and services to meet the increasing demands on the services provided by MSH, in-line with the needs of the community and community expectations.

Directly accountable to the Health Service Chief Executive, the Chief Operating Officer supports the delivery of MSH's vision, purpose, values and objectives as outlined in the Health Service's strategic and operational plans.

This position is accountable for the development of performance outcomes across the following key areas:

Clinical Performance

Service Level Agreement Indicators

Patient Safety and Quality

Workforce Productivity

Financial performance

Operational Performance

Patient Engagement

Purpose of the role

The Chief Operating Officer provides leadership and direction to MSH's hospital facilities and service Executives to optimise the provision of safe, quality healthcare while continuously improving clinical, performance and business outcomes.

The following facility and service positions and clinical streams report to the Chief Operating Officer:

- Executive Director, Princess Alexandra Hospital
- Executive Director, Logan and Beaudesert Health Service
- Executive Director, Bayside Health Services
- Executive Director, QEII Jubilee Hospital
- Executive Director, Addiction and Mental Health Services
- Executive Director, Human Resources
- Senior Director, Oral Health Services
- Nursing Director Patient Flow Program
- Clinical Streams - Medicine and Chronic Disease, Surgery, Women's and Children's, Cancer Care, Emergency, Aged Care and Rehabilitation

The MSH Patient Flow Program includes the health service-wide Patient Access Coordination Hub (PACH), Patient Transport and Additional Beds Programs.

The Chief Operating Officer is Chair of Metro South Health's Operational Executive Committee (OpEx) and Strategic Executive Committee (StratEx).

Your key accountabilities

Fulfil the accountabilities and responsibilities of this role in accordance with MSH's purpose and objectives, as outlined below:

- Develop innovative ways to deliver high quality patient and consumer care that is cost and resource effective and achieves key performance clinical and non-clinical outcomes.
- Cultivate a strong service-wide performance and operational focus within the facility and service Executive management teams, setting a performance expectation of exceeding MSH'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 Executive leaders, implement solutions to resolve or improve service delivery pressure points, gaps and underperformance against targets. In doing this, ensure active collaboration with Professional Stream Executive leads to maintain the

necessary focus on clinical and professional standards, quality, safety and governance.

- Function effectively as part of the MSH Executive Leadership team to work strategically and collaboratively with all disciplines across the organisation, building strong partnerships both internally and externally.
- Lead facility and service Executive management to systematically review services and oversee change that responds to local, state and national health agendas.
- Drive key strategic frameworks, policies and service-wide activities necessary to ensure that financial responsibility, systems and controls are met by the facilities and services to ensure optimal performance.
- Reinforce financial accountability and the delivery of budget, savings and investment strategies across each facility and service area of responsibility.
- Embed the agreed MSH performance management framework to effectively monitor, manage, foster and optimise performance accountability and continuous improvement within facility and services, and manage underperformance, in accordance with MSH's performance frameworks.
- Articulate a compelling vision and define and implement strategies to address MSH's key priorities, targets and broader health agenda.
- Interpret performance reports, budgets and forecasts to identify priorities and make evidence-based service and resourcing decisions to effectively manage and optimise operational performance and sustainability.
- Represent the Health Service Chief Executive, and Health Service, 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.
- Provide insights, expert analysis and advice to the Health Service Chief Executive and MSH Executive and Board to support timely decision-making based on the Health Service's performance against Metro South Health's Service Agreement, community interests and a changing, pressurised health environment.
- Adhere to strong governance and risk management frameworks and protocols, providing timely and accurate reporting with a focus on outcomes.
- Anticipate, interpret and proactively respond to national, state-wide and local health policy and community healthcare needs, trends and opportunities, ensuring the future impact of these changes is anticipated.
- Liaise with the Queensland Department of Health on strategic and system-wide health service delivery operational matters.
- Demonstrate commitment to patient safety and quality in the delivery of healthcare by designing, implementing, maintaining and evaluating safety and quality practices and initiatives.
- Ensure patients and staff are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic and linguistic backgrounds.
- As an Executive leader, actively demonstrate and promote MSH's approach of zero tolerance towards violence and commit to supporting those affected by domestic and family violence in accordance with policies and mechanisms. Model and influence a workplace culture of gender equality, respectful relationships, diversity, inclusion, employee safety and support.
- Follow defined service quality standards, occupational health and safety policies and procedures to ensure high quality and safe services and workplaces.

Budget and staffing responsibilities:

Direct staffing: approximately 15 FTE staff across facilities and services, and associated labour/operational budget of approximately \$4 million.

Indirect budget and staffing of approximately \$2.3 billion and 13,300 FTE staff.

Mandatory qualifications, professional registration and other requirements

- Substantial Executive leadership experience in clinical and/or non-clinical services within large multidisciplinary organisations, preferably within a health environment.
- Qualifications in executive leadership and management, or a health professional qualification would be highly regarded.
- This position requires the incumbent to operate a class C motor vehicle, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.

How you will be assessed

How we do things is as important as what we do therefore you will be assessed on your ability to demonstrate the following key technical and behavioural capabilities, knowledge and experience. Within the context of the responsibilities described above under Key Accountabilities, 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

Please provide the following information to the panel to assess your suitability:

- A [Completed HG Application Form](#)
- Cover letter
- A written response addressing the key selection criteria, found on page 7; and
- An up to date copy of your Curriculum Vitae
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact person.
- Applications will remain current for 12 months or for the duration of the vacancy. Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their [right to work in Australia](#).

Additional information

Workplace diversity

MSH is committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within our Health Service and strive to ensure that our workplace is free from all forms of discrimination and harassment.

Work Health and Safety

We are committed to *the health and wellbeing for all in the community*. This commitment includes a dedicated *safety and wellness* culture within MSH.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Safety Management System (SMS). The SMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a safe and healthy environment within MSH is everyone's responsibility.

Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards and the Australian Council on Healthcare Standards (ACHS) Evaluation and Quality Improvement Program (EQUIP).

Flexible working arrangements

MSH supports and encourages work-life balance for the mutual benefit of Metro South Health and its employees. Work-life balance is about a person's ability to manage their paid work commitments with their career goals, personal, community and cultural responsibilities. Through flexible working arrangements such as leave or a reduction in working hours, there is an opportunity to match the individual's requirements with those of the workplace – delivering quality health services.

Vaccine Preventable Diseases (VPD) Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role. Examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS, Department to a HHS, or HHS to Department).

For **further information** about this opportunity and the benefits and conditions of working at Metro South Health please refer to the Information for Applicants document attached with this Smart Jobs advertised vacancy.

Job ad reference:	MS09324916	Closing Date:	25 October, 2019
Contact name:	Rhodie Miller, Hardy Group	Contact number:	0422 816 557
Classification:	HES4	Salary Range:	\$275,360 to \$357,615 per annum
Online applications:	https://metrosouth.health.qld.gov.au/job-vacancies		

**APPLICATIONS RECEIVED VIA THIRD PARTIES (RECRUITMENT AGENCIES ETC.)
WILL NOT BE ACCEPTED**

- There may be a requirement to work at other facilities located across Metro South Health.
- Applications will remain current for 12 months or for the duration of the vacancy.
- Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- 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.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at:
<http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf>
- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2 <https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf>
- 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 duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

Organisational Structure

Metro South Hospital and Health Service *We care about you*

Metro South Hospital and Health Service
Executive Structure



Effective date: 05/2019

