

# Role Description

## South West Hospital and Health Service

### Role details

<b>Job Ad Reference</b>	SW578569	<b>Closing Date</b>	06 August 2024
<b>Role Title</b>	Business Manager Matrix	<b>Classification</b>	AO5
<b>Status</b>	Fixed Term Temporary Flexible Full Time, 76 hrs p.f., for 10 months with possibility of extension.	<b>Salary Range</b>	\$3,928.50 - \$4,274.40 p.f.
<b>Location</b>	Roma (Flexible work arrangements may be considered by negotiation)	<b>Contact Name</b>	Jonathan Green
<b>Organisational Unit / Division</b>	Finance, Infrastructure and Corporate Services	<b>Contact Number</b>	0418 486 303

### Our Vision and Purpose

The South West Hospital and Health Service strives to provide the best possible health care to all consumers in each of our communities. Our vision is to be **a trusted and valued leader in the delivery of health services to rural and remote communities.**

We are guided by our commitment to excellence and leadership which is demonstrated through our purpose of **providing safe, effective, responsible and sustainable rural and remote health services that people trust and value.** The commitment of our staff, physicians, volunteers, students and community partners to our purpose permits us to maintain a quality of presence and tradition of caring, which are the hallmarks of our Health Service.

### Our Values

Our values of **Quality, Compassion, Accountability, Engagement and Adaptability** form the foundation of who we are and the way we work. They are the foundation on which we set our behaviours, actions and decisions. These values form the basis to achieve our vision and fulfil our purpose resulting in better outcomes for our clients.



#### Quality

Striving for excellence and the highest standards of care



#### Compassion

Treating people with kindness, respect and dignity



#### Accountability

Showing reliability and taking ownership



#### Engagement

Connecting with others to work effectively and inclusively



#### Adaptability

Constantly learning, changing and growing

## About South West Hospital and Health Service

The South West Hospital and Health Service (SWHHS) is a unique rural health service that operates in a vast and sometimes unforgiving environmental landscape.

SWHHS has over 26,000 people, of which 13% identify as Aboriginal and Torres Strait Islander people, who live in our catchment area and rely on the provision of quality public healthcare services. As a Hospital and Health Service provider, we are responsible for the delivery of medical, surgical, emergency, obstetrics, paediatrics, specialist outpatient clinics, mental health, critical care and clinical support services in an area spanning over 319,000 square kilometres.

Our core priorities are:

- Our Communities
- Our Teams
- Our Resources
- Our Services

Our strength lies with our consumers and community. Our staff are passionate about community engagement and the delivery of outstanding healthcare services to the communities in the South West region. We are committed to our values and the enhancement of our culture and the services we offer by treating our patients, and their families with respect and compassion.

Our staff commit every day to person-centered healthcare and the provision of safe, effective and sustainable health services that our communities trust and value. Our community engagement is based on relationship building, partnership and the principle that our consumers and community have the resources and expertise to enable us to achieve our vision purpose and strategic objectives.

We know the importance of working in an organisation that provides more than just a job. Meaningful work, the capacity to balance life's priorities and the opportunity to develop and grow professionally are recognised as fundamental to our workforce.

We believe our people are our strength and when you join SWHHS you will not only secure a role that will see you make a difference in rural and remote Queensland communities, but become a part of a thriving and supportive community and extended family. You will enjoy a competitive salary, with superannuation, and a safe and healthy work environment with opportunities for ongoing professional development.

**For more information on *South West Hospital and Health Service* visit the following websites [www.southwest.health.qld.gov.au](http://www.southwest.health.qld.gov.au) and [Home Page - South West Hospital and Health Service](#)**

## Leadership Landscape

At SWHHS, we know that it takes a village to nurture and grow healthy, connected communities. To meet our communities needs into the future, we need to continually improve how we connect with our communities, work together, use our resources and provide services. SWHHS has developed our Leadership Landscape to support our leadership and performance development throughout our service. Our framework is based on the philosophy that everyone is a leader here in the South West – whether that be leader of self, leader of others, leader of leaders, executive or chief executive. Our leadership standards describe what full performance looks like at each layer of leadership within the SWHHS. Please refer to the last page of this document for the leadership standards aligned to this role.

## Your commitment

- Fulfil the responsibilities of this role in accordance with Queensland Public Service and HHS values, as outlined above.
- Work within a quality and safety framework and actively participate in quality and safety improvement.
- Report any identified facility/system risks to relevant Line Manager for input into the approved Risk management system.
- All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.
- Ensure all workplace health and safety mandatory training and role requisites are completed.
- Embrace innovation and evidenced based practice.

## Your opportunity

The Business Manager:

- provides a strategic business focus for management and administration delivered through planning and targets.
- coordinates the financial, human resource management, activity and business management activities to support the operational and strategic objectives across the South West.
- Flexible remote work arrangements maybe considered for this role.

## Your role

- Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces (for all employees).
- This position provides business function support to the Hospital and Health Service.
- Assist in the management of business functions, including financial activity and human resource performance, to enable the Hospital and Health Service to meet their strategic objectives.
- Provide initial and ongoing support and training to administration staff within the Hospital and Health Service.
- Contribute to the preparation, creation and ongoing monitoring of relevant plans.
- Preparation of financial and activity reporting.
- Contribute to the sound financial management of the service line by managing the detailed budget process and end of month reporting, in conjunction with Financial Services: undertaking special research as necessary and assisting the service line in monitoring expenditure and assess financial and no-financial performance trends.
- Analyse comprehensive financial data and resource management information and present findings to lead staff to meet delivery targets within budget and achieving best practice outcomes and organisational objectives.
- Provide expert advice using information management systems to manage, process, plan, monitor and report on finance, revenue, administration, human resources, information management, procurement and contract management matters.
- Ensure the availability and identification of education needs of local staff in relation to others, coaching and mentoring line managers. Activity, resources (HR) and financial planning. On occasion developing and conducting training with small groups.

- Liaise with personnel from all levels of the health service and across all occupational groups in relation to the provision of effective and robust reports in relation to financial, data/activity, and human resource reports.
- Ensure reports, documents and plans are in accordance with relevant legislative and statutory requirements.
- Ensure monthly and yearly requirements are met in relation to accruals and end of year activities including asset stocktake, accrual identification, budget build and approved adjustments, funding briefs, reporting and establishment management.
- Prepare business submissions and briefing papers including responses as delegated.
- Assist in the management of physical resources including the Health Technology Equipment Replacement (HTER) program and the Health Service Capital Acquisitions Budget prioritisation.
- To comply with and utilise contemporary human resource management requirements and practices, including Workplace Health and Safety, Equal Employment Opportunity and Anti-discrimination policies.
- Maintain the integrity of systems and provide input into the development and ongoing review of systems in accordance with corporate direction.
- Maintain up-to-date knowledge and comply with policies, procedures, standards, guidelines, systems and relevant legislation.
- Management of small and medium size projects in a complex, multi-disciplinary environment.
- Other duties as directed from time to time, relevant to the level and scope of the role including professional development through the provision of leave relief and participation in formal training related to the role.

## Mandatory Qualifications/Professional Registration/Other Requirements

- Relevant accounting and/or business qualification would be desirable.
- Minimum 2 years' experience in similar role/s in complex organisations is highly desirable.
- Flexible remote work arrangements maybe considered for this role, however the position's location for taxation purposes is Roma.
- It is a condition of employment for this role for the employee to be screened for Tuberculosis.

## How you will be assessed?

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'Your role', the ideal applicant will be someone who can demonstrate the following:

- Demonstrated high level skills and abilities with financial management systems including a sound knowledge of accrual and financial accounting and processes utilised within a public-sector organisation.
- Demonstrated high level written and verbal communication skills, including negotiation skills, interpersonal skills, and conflict resolution to enable effective interaction and negotiation with individuals and group situations.
- High level problem solving, analytical and research abilities to undertake business planning, analysis, strategic tasks and implementations.
- Knowledge of financial activity, related policies, processes and reporting. The ability to interpret documents, providing advice and guidance to other staff.
- Demonstrated analytical abilities to enable problem solving and the identification of key issues to be addressed to progress the achievement of the Hospital business objectives.

## Your application

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

- Your current CV or resume, including the names and contact details of two referees. You must seek approval prior to nominating a person as a Referee. 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/immediate/past 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 indicate this on your resume and contact the selection panel chair to discuss.
- Any other documentation required by the panel including certified copies of mandatory qualifications and professional registrations, if required.
- A short statement (maximum 1-2 pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account 'Your Role' and 'How you will be Assessed'.

## How to apply

- Your application should be submitted online [www.smartjobs.govnet.qld.gov.au](http://www.smartjobs.govnet.qld.gov.au) by the closing date.
- For new employees, including those from other Queensland Hospital and Health Services please attach:
  - 3 certified copies of identity documents. At least one photographic identification document and one that contains a signature and date of birth (Passport or Birth Certificate and Driver's Licence; and student photo ID, proof of age card, Australian Citizenship Certificate, Medicare Card or utility bill).
  - Certified copies of your qualifications/licence and registration, if applicable.

## Additional information

- Temporary vacancies less than 12 months remain current for vacancy duration.
- Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- 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.
- Some roles within Queensland Health are designated as 'Vaccination Preventable Disease (VPD) risk roles', according to the **National Health & Medical Research Council Australian Immunisation Handbook** & the **Queensland Health Infection Control Guidelines & HR Policy B1- Recruitment & Selection**. A VPD risk role is a role in which the incumbent may be exposed to the risk of acquisition and/or transmission of a VPD. If you are applying for a role that has been designated as a VPD risk role you must be able to provide evidence that you either:
  - Have been vaccinated against the VPD's listed in the role description; or
  - You are not susceptible to the VPD's listed in the role description.

For more information visit our [Vaccinations Homepage](#) for more information on how to provide your evidence.

- It is the **responsibility of the chairperson/line manager** to ensure the applicant meets the VPD requirements of the position (Refer to Procedure - **Immunisation – Staff 30117**). Any job offer would be subject to the supply of evidence related to the VPD/s in addition to other required employment screening.
- Regardless of risk category all SWHHS employees should be encouraged to undertake vaccination against VPDs.

- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- 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.
- Applicants will be required to give a [statement of their employment as a lobbyist](http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf) (<http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf>) within one month of taking up the appointment.
- 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](http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003) (<http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003>).
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- Only applications from candidates will be accepted, applications that may result in an Agency Fee will not be accepted.

## Vision for the public service

To be a government of the 21st century, one government that is connected and working together to deliver smarter, simpler outcomes that are responsive to the needs of Queenslanders now and for the future. We will create opportunities in partnership that are all about positive outcomes rather than just service delivery and regulation.

To enable this vision, the Queensland Public Service (QPS) is transforming from a compliance focus to a more values-led way of working. The following **five values statements** 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



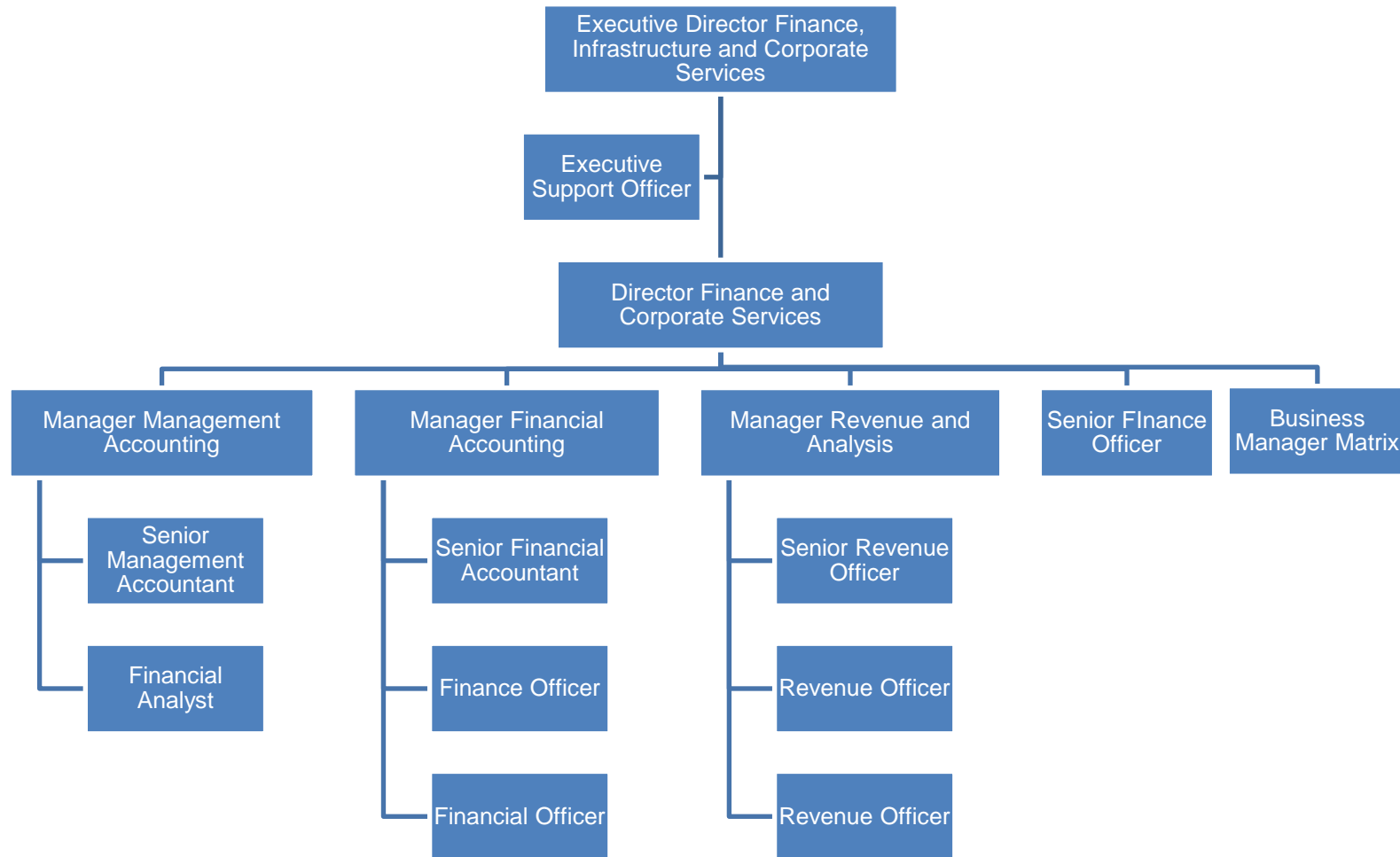
Be courageous



Empower people

## Organisational Chart

Disclaimer: Please note Organisational Structure subject to change



# Leadership Landscape

Disclaimer: Please note Leadership Landscape subject to change

Our Leader Landscape   Leadership Standards		South West Hospital and Health Service
Leader of Self		Building better health in the bush
Dimension	Full performance	Excellent performance (examples)
<b>1. Our communities</b> <ul style="list-style-type: none"> <li>Person-centred care</li> <li>Integrated services</li> <li>Strategic action</li> <li>Cherish our community culture</li> </ul>	1.1 Consistently contributed to the delivery of high-quality, person-centred care 1.2 Effectively utilised skills, experiences and resources to deliver the role and have a positive impact 1.3 Planned and managed own time and activities to meet the role requirements while remaining flexible and responsive to unplanned service requirements 1.4 Participated in improvement activities to grow the health service 1.5 Helped to create a culture that's collaborative, high performing and compassionate 1.6 Showed understanding of and appreciation for our diverse community cultures	★ Proactively contributed to the development of new ways of delivering improved quality, person-centred care, service delivery or safety
<b>2. Our teams</b> <ul style="list-style-type: none"> <li>Living our values</li> <li>Regenerative teams</li> <li>Health, wellness and resilience</li> <li>Clarity and transparency</li> </ul>	2.1 Consistently demonstrated our SWHHS values in all interactions 2.2 Contributed to strong and positive teamwork 2.3 Addressed interpersonal conflict or misunderstandings in a timely and appropriate way 2.4 Supported self and others to look after our own health and wellbeing 2.5 Gave honest, constructive and timely feedback to others 2.6 Acknowledged the efforts and achievements of others 2.7 Communicated clearly, shared knowledge, listened to others and maintained confidentiality 2.8 Communicated proactively with the team and leaders to support safety, accountability and task performance	★ Supported and encouraged team members to achieve our values
<b>3. Our resources</b> <ul style="list-style-type: none"> <li>Sustainable planning and development</li> <li>Digital innovation</li> <li>Research in action</li> <li>Continuous learning and improvement</li> </ul>	3.1 Collaborated with others to deliver improved processes and services 3.2 Actively participated in change and improvement initiatives for service delivery 3.3 Embraced available and new technology as a tool to enhance service delivery 3.4 Identified opportunities to develop self and others 3.5 Sought feedback from others	★ Explored ways to build new partnerships that helped our patients, health service and community ★ Contributed to or participated in research activities
<b>4. Our services</b> <ul style="list-style-type: none"> <li>Community connection and partnerships</li> <li>Governance, ethics and accountability</li> <li>Diversity and inclusion</li> </ul>	4.1 Engaged and developed strong working relationships with patients, other health services and the community 4.2 Ensured documentation, data entry and systems reporting was timely and of a high standard 4.3 Identified, managed, reported and escalated risks/potential risks appropriately and sought possible solutions 4.4 Performed tasks and achieved role KPIs following all applicable legislation, policy, procedure, guidelines and standards 4.5 Embraced diverse views and worked with others collaboratively	★ Proactively contributed to the development of new processes, efficiency or governance improvements ★ Encouraged others to develop, grow or improve