

Executive Director, The Prince Charles Hospital

Location*:	Chermside	Unit/Department:	The Prince Charles Hospital
Status:	Executive contract	Classification:	HES3 (L)

Our Hospital and Health Service

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so that they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

Please visit our website for additional information about Metro North. <http://metronorth.health.qld.gov.au/>

Our Vision

Changing the face of health care through compassion, commitment, innovation and connection

Our Hospital and Health Service Values and their corresponding Lominger™ competencies:



Respect

- Interpersonal savvy
- Manages conflict
- Communicates effectively
- Balances stakeholders



Teamwork

- Collaborates
- Develops talent
- Values differences
- Builds effective teams



Compassion

- Customer / Patient focus
- Demonstrates self-awareness
- Manages ambiguity
- Being resilient



High performance

- Cultivates innovation
- Action oriented
- Drives results
- Drives vision and purpose



Integrity

- Decision quality
- Ensures accountability
- Courage
- Manages Complexity

About the Role

Context

- This senior role operates in a matrix structure, however reports directly to the Executive Director Operations, MNHHS. The Executive Director of TPCCH is expected to work closely with the Executive Directors of the Clinical Directorates and Streams.
- Currently, The Prince Charles Hospital has a current operating budget of \$475 million and employs 3,500 staff.
- The position has six direct reports including senior clinical and professional service leads.

Purpose

To provide strategic leadership and direction in the management of TPCCH in achieving the key strategies in clinical service excellence; business excellence; leadership; education; and research in the delivery of quality patient-centred health care and business outcomes.

Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North values and the corresponding Lominger™ competencies shown above in this role description:

Leadership

- To lead the development of a healthy workplace values-driven culture throughout the hospital, contributing to a high performing culture across MNHHS.
- Develop a strong operational and performance focus within the Hospital management teams.
- Demonstrate excellence in the areas of strategy and planning and lead by example.
- Identify, coach, develop and mentor high performers and future leaders.
- Support and encourage continuing professional development and training for all staff to build workforce capacity and capability.
- Behave in a manner that is consistent with the core values of MNHHS and Queensland Public Service as outlined above.

Strategic and Operational Planning

- Work with the Executive Director, Operations to ensure all facilities and services are strategically aligned with MNHHS service strategy including the implementation of State and National health priorities.
- Develop and promote commercially sound operating strategies leading to a culture of innovation, accountability and continuous improvement.
- Ensure robust safety, quality and governance frameworks, systems and practices are in place.
- Proactively respond to trends and opportunities in the broader health environment, ensuring future changes are anticipated and adequately responded to.
- In partnership with the Clinical Streams and Directorates, provide expert advice on operational matters and contribute to the development of strategic and operational plans for facilities and streams and networks.

Business Management

- Lead to delivery of operational plans for the Hospital through strong governance and risk management, accountability and provide to the relevant parties timely and accurate reporting with a focus on performance outcomes.
- Drive the key strategic framework, policies and processes necessary to ensure that budget management, financial policy, systems and controls are met to ensure operational performance across the facilities.
- Contribute to the Health Funding function by working collaboratively with the Business Advisory and Financial Control teams.
- Work with Executive Director, Operations to deliver and foster innovative service delivery and staffing models within available resources that maximise service efficiency and effectiveness.
- Report on all key performance indicators for the operations such as NEAT, NEST, waiting lists, clinical incidents, risk, workforce management, activity and finances.

Stakeholder Management

- Develop strong relationships/partnerships with a range of internal and external stakeholders including government agencies, community groups, service providers, education and research bodies, staff, clinicians, clients/consumers.

- Support the Metro North HHS' engagement with practitioner groups and other stakeholders by ensuring that their needs, expectations and interests are included in health service planning and evaluation.
- Foster positive and collaborative staff/union relationships by championing a high performing, values-driven, safety conscious workplace culture where people are rewarded and recognised for their contributions, treated fairly, respectfully and with dignity.
- Ensure a robust Patient Complaints function where feedback and issues can be promptly and sensitively managed at a local level.

Safety and Quality

- Relevant to the position, 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).
- Promote a culture of quality and safety among clinical staff and communicate the need for individuals to understand their contribution to quality and safety outcomes in patient care.
- Act as an expert resource in the management and monitoring of clinical workforce performance to ensure that services are provided in a clinical safe, efficient and effective manner utilising existing data systems and provide support to the development and implementation of new data systems.

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:

Please note that you are not required to submit written responses to the following competencies, but you should use them as a self assessment tool to determine whether you will apply for the role.

- **Respect** – demonstrates interpersonal savvy, manages conflict appropriately, communicates effectively and balances the needs of all stakeholders with utmost respect to all people at all times
- **Teamwork** – collaborates effectively, develops talent, values differences and builds effective teams to bring about best use of resources to deliver healthcare services
- **Compassion** – is completely patient / client focussed, demonstrates self-awareness and the effects of behaviour on others, deals with or manages ambiguity and complexity, demonstrates resilience in the delivery of patient services or support in the delivery of services to patients
- **High Performance** – cultivates innovation, is action oriented, drives results and supports Metro North's vision and purpose to exceed expectations of our patients and stakeholders
- **Integrity** – demonstrates sound decision quality, ensures accountability, demonstrates courage in the face of adversity and works effectively / manages complexity to ensure work output and decisions are ethical and invariably of a high standard

Managing Vision and Purpose

- Communicates a compelling and inspired vision or sense of core purpose.
- Talks beyond today.
- Talks about possibilities.
- Is optimistic.
- Creates mileposts and symbols to rally support behind the vision.
- Makes the vision sharable by everyone.
- Can inspire and motivate entire units or organisations.

Integrity and Trust

- Is widely trusted.
- Is seen as a direct, truthful individual.
- Can present the unvarnished truth in an appropriate and helpful manner.
- Keeps confidences.
- Admits mistakes.
- Doesn't misrepresent him/herself for personal gain.

Organising

- Can marshal resources (people, funding, material, support) to get things done.
- Can orchestrate multiple activities at once to accomplish a goal.
- Uses resources effectively and efficiently.
- Arranges information and files in a useful manner.

Motivating Others

- Creates a climate in which people want to do their best.
- Can motivate many kinds of direct reports and team or project members.
- Can assess each person's hot button and use it to get the best out of him/her.
- Pushes tasks and decisions down.
- Empowers others.
- Invites input from each person and shares ownership and visibility.
- Makes each individual feel his/her work is important.
- Is someone people like working for and with.

Negotiating

- Can negotiate skilfully in tough situations with both internal and external groups.
- Can settle differences with minimum noise.
- Can win concessions without damaging relationships.
- Can be both direct and forceful as well as diplomatic.
- Gains trust quickly of other parties to the negotiations.
- Has a good sense of timing.

Strategic Agility

- Sees ahead clearly.
- Can anticipate future consequences and trends accurately.
- Has broad knowledge and perspective.
- Is future oriented.
- Can articulately paint credible pictures and visions of possibilities and likelihoods.
- Can create competitive and breakthrough strategies and plans.

Political Savvy

- Can manoeuvre through complex political situations effectively and quietly.
- Is sensitive to how people and organisations function.
- Anticipates where the land mines are and plans his/her approach accordingly.
- Views corporate politics as a necessary part of organisational life and works to adjust to that reality.
- Is a maze-bright person.

Innovation Management

- Is good at bringing the creative ideas of others to market.
- Has good judgement about which creative ideas and suggestions will work.
- Has a sense about managing the creative process of others.
- Can facilitate effective brainstorming.
- Can project how potential ideas may play out in the marketplace.

Mandatory qualifications/professional registration/other requirements

- Experience in a senior management/executive position in the Australian private and/or public health sector will be highly regarded.
- Where an appointee is required to be registered with the Australian Health Practitioners Regulation Agency (AHPRA) that registration must be maintained for the term of their contract of employment.
- A postgraduate qualification encompassing advanced management skills will be highly well regarded.
- Medical officers who hold a Fellowship of the Royal Australasian College of Medical Administrators or substantial progression towards will be highly regarded.
- Professional membership of a relevant professional association also well regarded.
- As the Executive Director, The Prince Charles Hospital has a critical leadership role and consequently a physical on-site presence for the vast majority of the working week is required. Consideration will be given to applicants who are active clinicians who also meet the requirements of the role.

How to apply

- Download the Candidate Profile and Cover Letter template, using this link <https://goo.gl/iZSD8Q> - which you will also find on the Aston Carter website - <https://jobs.en-au.astoncarter.com/>, quoting **509303** in the Keywords field.
- Complete the Candidate Profile and Cover Letter. The one page cover letter should outline your motivation for the role, and the key elements of your experience which you would bring to the role.
- Provide a comprehensive and current Curriculum Vitae outlining your work experience and your achievements.
- Ensure that all documents are prepared in Word documents with minimal formatting.
- Once you have prepared the documents above, please select the Apply button on the Aston Carter website - <https://jobs.en-au.astoncarter.com/>, quoting **509303** in the Keywords field.
- Then select the Upload Resume button to upload both documents.

We will assume, unless other advised by you, that in submitting your application you grant Aston Carter permission to share your application with the Selection Panel.

Aston Carter will acknowledge via email receipt of your application within 24 hours of its submission, to the email address which you have quoted in your application. Please contact Aston Carter on 07 3295 7412 should you not receive our acknowledgment within 1 week.

For further information about the role and/or application process, **please contact Peter Gibson of Aston Carter on +61 7 3295 7446.**

Closing Date: Sunday October 28, 2018

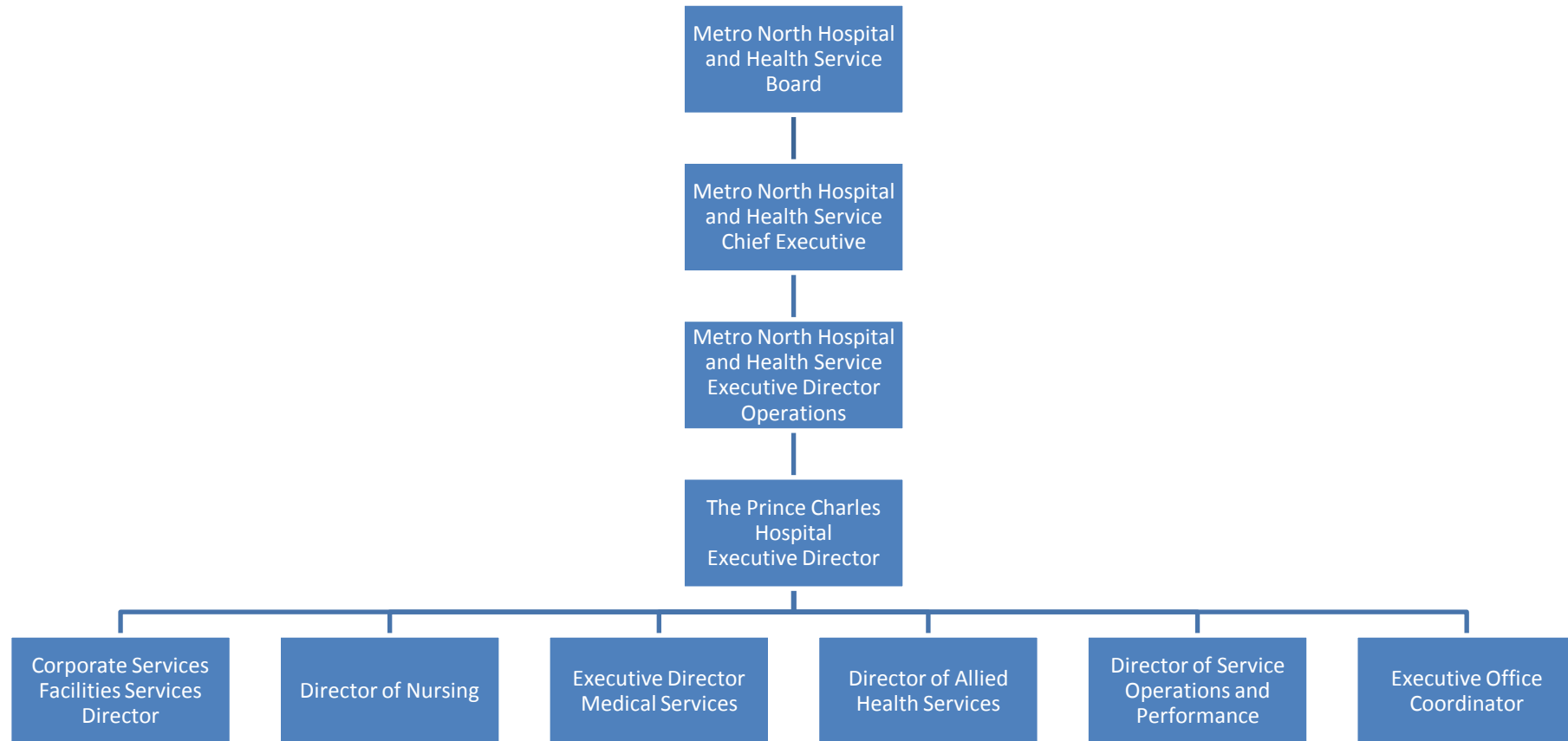
Job ad reference:	509303	Closing Date:	Sunday October 28, 2018
Contact name:	Peter Gibson of Aston Carter	Contact number:	+61 7 3295 7446
Classification:	HES3 (L)	Total Remuneration Value:	\$240 299 - \$249 134 per annum

* Please note: there may be a requirement to work at other facilities located across Metro North Hospital and Health Service

**Future recurring vacancies may also be filled through this recruitment process at any location across Metro North Hospital and Health Service

Team Structure

The Prince Charles Hospital Organisational Structure



Diversity and Inclusion

We are 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.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS 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 Health and Safety environment within Metro North Hospital and Health Service 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).

Additional Information

- 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 a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

Metro North Hospital and Health Service Executive Structure

