

## **CHIEF OPERATIONS OFFICER**

76 hours per fortnight (1.0 FTE)

Ongoing position

BCHS' Executive Leaders play a key strategic and operational role, sharing responsibility for delivering the BCHS' Strategic Plan and vision through a whole-of-organisation approach to engagement, integration, service delivery, data and performance.

The Chief Operations Officer (COO) will ensure the delivery of safe, effective, connected, person centred, quality health and wellbeing services; as well as leading business development and strategic growth across the Community and public health services division, and effectively engage with our service delivery partners to deliver high quality, integrated community health care.

### **About BCHS**

Bendigo Community Health Services has cared for the health and wellbeing of the Bendigo community for 50 years. We employ more than 280 people across a broad range of services.

The success of BCHS starts with our staff, who have a high level of professionalism and dedication, allowing us to deliver quality services for the community, with a particular focus on vulnerable people.

Added benefits of working with BCHS include:

- Salary packaging
- Purchasing leave
- Study assistance
- Training programs
- Novated leasing

### **About the role**

The COO is responsible for the executive leadership, management, and development of BCHS' broad range of community and primary care health services.

Encompassing the program areas of:

- Primary Health
- Sexual and Reproductive Health
- Allied Health
- AOD Services & Pharmacotherapy
- Mental Health
- Family and Social Supports

This role will be required to work within a systems-based approach, working collaboratively with other community health organisations and local government to ensure a coordinated approach to service delivery. Engagement with the Departments of Health, Families, Fairness and Housing and Murray Primary Health Network (PHN) and other key stakeholders is critical to ensure our programs are aligned with regional community health priorities. With a clinical performance focus, the COO will oversee operational management of service delivery, ensuring a robust performance framework is in

place. This includes the day-to-day operations, managing human and financial resources, and enabling high performing and effective teams.

As part of the Executive Leadership team, the role will work cohesively with the Chief Executive Officer (CEO) and Executive to ensure the strategic priorities set by the Board result in sustainable high quality health services for our community. An opportunity to act in the CEO position from time to time is highly likely.

## **Key Selection Criteria**

### **Essential**

1. **Qualifications:** A minimum of 5 years' senior leadership experience and tertiary qualifications in health or community services.
2. **Leadership:** Demonstrated senior leadership experience, with the ability to lead and work collaboratively, demonstrating the values of BCHS.
3. **Strategy:** A demonstrated ability to monitor industry trends and transition findings into the practical arena ensuring contemporary service delivery is provided, with a commitment to working collaboratively to achieve agreed organisational vision and objectives utilising an evidence-based approach.
4. **Partnerships;** Excellent interpersonal skills, negotiating skills and experience in consulting, with and influencing a range of stakeholders.
5. **Governance:** Evidence of the ability to identify, mitigate and manage clinical governance risks at a program and organisational level.
6. **Organisational management:**
  - A deep understanding of the social determinants of health framework and willingness and capacity to integrate this framework in day-to-day management for the organisation and in articulating and demonstrating outcomes.
  - Demonstrated ability to effectively develop new programs and oversee successful roll-out based on evaluation.
  - Demonstrated experience in a complex health environment including management of HR requirements of staff, finance and budgets and achievement of KPIs and targets.
  - Demonstrated ability in change management resulting in organisational transparency around performance data and measurement of service outcomes.

### **Probity requirements**

- A current Driver's Licence
- A Police Check (paid for by BCHS)
- Current Working with Children Check or willingness to obtain

### **How to apply**

Applications addressing the Key Selection Criteria should be emailed to [recruitment@bchs.com.au](mailto:recruitment@bchs.com.au) by 10pm Sunday, 23 June 2024.

### **Further information**

For further information about the role, please contact Mandy Hutchinson, Chief Executive Officer, on (03) 5406 1200.

Bendigo Community Health Services encourages applications from individuals of all backgrounds and abilities.

Applications will be acknowledged upon receipt. Applicants are requested to contact Human Resources on telephone (03) 5406 1312 if an automatic acknowledgement has not been received.

**Please note if you are shortlisted, interviews will be held between 25 June and 1 July.**