

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: CHIEF OPERATIONS OFFICER

Award:	Health and Allied Services Managers and Administrative Workers Victorian Stand Alone Community Health Services Multi-Employer Enterprise Agreement 2022-2026
Classification:	Management and Administrative Officer Grade 9 (HS9)
Site:	This position is primarily based at our Central site, however may be required to work from any BCHS' site or outreach location as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Ongoing
Position description developed:	March 2024
Responsible to:	Chief Executive Officer

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- Integrity**
 We are authentic and accountable, and we honour our obligations.
- Respect**
 We build respectful relationships through trust, empathy and collaboration.
- Inclusive**
 We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- Innovation**
 Through continuous learning, we ensure an agile, responsive and sustainable service.
- Togetherness**
 We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

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

Position Role

The Chief Operations Officer (COO) is responsible for the executive leadership, management, and development of BCBS' 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

The 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.

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.

Position Responsibilities

The responsibilities of the position are:

1. Organisational Leadership	<ul style="list-style-type: none"> • Role model a leadership style which is consistent with BCBS' values and workplace culture. • Lead discussions and decisions regarding implementation of innovation and best practice. • Establish a culture and supporting systems that facilitate information sharing, communication and learning across the organisation. • Deputising for the CEO during absence and provide effective organisational leadership and decision making.
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<p>2. Provision of High-Quality Client Care</p>	<ul style="list-style-type: none"> • Manage the day-to-day operations with relevant members of the Executive Leadership team. • Oversee the delivery of high quality and responsive health and wellbeing services consistent with BCHS' strategic plan. • Drive clinical governance and practice standards, evidence-based practice and a rigorous approach to program and outcome evaluation. • Drive and demonstrate client outcomes across programs at a program and organisational level and contribute to sector wide initiatives in this area. • Ensure service integration across program areas within and external to BCHS to support the delivery of person-centred care. • Facilitate executive reporting and Board engagement on matters pertaining to clinical governance and client outcomes, including progress reporting on the strategic execution plan for the community and primary care service division.
<p>3. Contribution to Organisational Strategic Development</p>	<ul style="list-style-type: none"> • Support the CEO in the preparation and implementation of strategic and annual operational plans, demonstrating short term results and long-term sustainability, and providing regular and timely updates of progress. • Develop sound business plans and grant applications that support the overall direction of the organisation. • Make resource allocation decisions and support initiative that further the achievement of the strategic direction. • Create and implement a clinical governance plan for the organisation. • Implement a rigorous service review program in collaboration with the Executive team.
<p>4. Service Delivery</p>	<ul style="list-style-type: none"> • Oversee the achievement of program delivery across Family Services, Mental Health and AOD Services, Allied Health and Primary Care Services. • Oversee a comprehensive performance data program, ensuring transparency of targets and data are known to all staff, Board and funders. • Challenge the status quo to identify new approaches to service delivery and redesign client pathways to ensure services are operating in a united and efficient manner. • Provide operational and strategic support to team members responsible for a diverse array of services to ensure both compliance and ongoing development within the Clinical Services segment. • Implementation of regular supervision and annual appraisals for reporting staff. • Report and manage all incidents and feedback (clients, staff, assets, volunteers, contractors, visitors, other professionals) in accordance with BCHS' policies.

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<p>5. Quality, Risk and Compliance</p>	<ul style="list-style-type: none"> • Identify issues, opportunities and service gaps, and recommending initiative and amendments to policies and programmes as required. • In collaboration with the leadership team, prepare documentation that provides basis for Board of Directors decision making regarding investment into strategic initiatives which align with the direction of organisation. • Contribute to the development and implementation of guidelines to support the integration of social, environmental and corporate governance issues into the management processes. • Contribute to strategic quality and risk policies and procedures.
<p>6. People and Culture</p>	<ul style="list-style-type: none"> • Strategically plan and consider current and future workforce needs to ensure a proactive approach to service delivery. • Work across the organisation to recruit and retain appropriately qualified and skilled staff to fulfil the organisation’s objectives. • Ensure employees (and where necessary contractors and volunteers) are working in a safe environment that complies with occupational health and safety (OH&S) requirements and respond promptly to any injury, incident or near miss. • Promote a culture in which learning and development is encouraged at all levels and in all staff.
<p>7. Partnerships</p>	<ul style="list-style-type: none"> • Articulate the BCHS vision into operational plans which motivate staff and key stakeholders to deliver a strong multidisciplinary team-based care culture. • Lead collaboration activities with key service delivery partners for the community and public health division, including new business development, representing BCH in key stakeholder negotiations. • Collaboration across the community health state-wide network to encourage information sharing on best practice and new models for BCHS to consider.
<p>8. Organisational culture</p>	<ul style="list-style-type: none"> • Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices and contributing to a positive environment free of occupational violence. • Operationalise, adhere to and demonstrate organisational vision, workplace culture and values. • Other reasonable duties as directed.

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.

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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:**
 - 6.1 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.
 - 6.2 Demonstrated ability to effectively develop new programs and oversee successful roll-out based on evaluation.
 - 6.3 Demonstrated experience in a complex health environment including management of HR requirements of staff, finance and budgets and achievement of KPIs and targets.
 - 6.4 Demonstrated ability in change management resulting in organisational transparency around performance data and measurement of service outcomes.

Probationary Period:

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD):

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant branch and team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS' privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

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Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS' strategic directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

Other Essential Requirements:

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures, including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

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BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCCHS’ OH&S procedures and participate in appropriate safety information and education activities as required.

Other Information

- Salary packaging would be available to the successful applicant.
- BCCHS’ Employee Assistance Program is available to employees and immediate family.
- BCCHS is an Equal Opportunity Employer.
- All BCCHS’ sites are smoke and vape free workplaces.
- BCCHS has a commitment to environmental sustainability.