

Position Description



Position Title: Senior Manager (Business, Strategy and Risk)	Division: Executive											
Reports To: Chief Executive Officer	Direct Reports: Administration, Occupational Health and Safety, Environmental, Food and Maintenance Services and the outsourced Payroll and IT Services											
Primary Objective:												
<p>The Senior Manager (Business, Strategy and Risk) is responsible for developing a strong and sustainable business model for the future of Timboon and District Healthcare Service (TDHS). They will do this across their portfolio of responsibility and at an organisation-wide level through:</p> <ul style="list-style-type: none"> • innovative business strategy development • detailed operational planning • business planning and analysis • risk management • service planning • service system redesign • market analysis and development including investigation of sub-regional opportunities and approaches • change management • implementation of the National Disability Insurance Scheme. 												
Position Dimension & Decision Making Authority:	Key Communication Contacts:											
<p>Without referral to manager –</p> <ul style="list-style-type: none"> • Expenditure within budget delegation • Establishment of business networks and contacts • Manage the performance of team members • Development of appropriate policies, procedures, contracts and agreements <p>After Consultation with manager or others –</p> <ul style="list-style-type: none"> • Development of an organisation-wide business strategy and model 	<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Chief Executive Officer</td> <td>Regular reporting and consultation</td> </tr> <tr> <td>President and Board Members</td> <td>Regular contract re: strategic direction, business and innovation opportunities</td> </tr> <tr> <td>Executive and Senior Management Group (SMG)</td> <td>Regular contract re: strategic direction, operational planning, service re-design</td> </tr> <tr> <td>Quality Manager</td> <td>Regular contact to ensure compliance and continuous improvement</td> </tr> </tbody> </table>	Contact/Organisation	Purpose/Frequency of Contact	Chief Executive Officer	Regular reporting and consultation	President and Board Members	Regular contract re: strategic direction, business and innovation opportunities	Executive and Senior Management Group (SMG)	Regular contract re: strategic direction, operational planning, service re-design	Quality Manager	Regular contact to ensure compliance and continuous improvement	
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<ul style="list-style-type: none"> Establish contracts and agreements with external partners Expenditure over budget delegation Human Resource matters <p>Referred to managers or others –</p> <ul style="list-style-type: none"> Expenses relating to new positions or capital costs Significant Human Resource matters 	<p>Other Service Managers and staff As required on items affecting the portfolio of responsibility</p> <p>Business and industry bodies and visitors to the organisation Regular contact to build TDHS connections and business opportunities</p> <p>Other regional Health Services Executives and Boards Regular contact to ensure TDHS involvement in relevant initiatives</p> <p>Community organisations, government departments and external service providers Regular contact to compare service delivery models and identify opportunities</p> <p>Unions & Professional Associations As needs basis</p>
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Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
<p>1. Business strategy and models</p>	<ul style="list-style-type: none"> Develop and implement a strong and, sustainable, business strategy and model for TDHS Develop/enhance, promote and implement contemporary business systems and practices that support delivery of the strategy across the organisation Oversee, direct and lead the development of business and operational plans at the organisation-wide level as well as the direct areas of the portfolio's responsibility 	<ul style="list-style-type: none"> The strategy is contemporary, innovative and sets TDHS apart from other multipurpose service providers Evidence of increased understanding of business strategy and its impact on organisational sustainability with staff and managers over time

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<p>2. Service system redesign</p>	<ul style="list-style-type: none"> Review the service system in its entirety from a person-centred perspective Develop an integrated service system model for TDHS that is flexible to changing needs and future demands, best placing all services for the competitive challenges they may face Implementation of the National Disability Insurance Scheme 	<ul style="list-style-type: none"> The service system model takes into account person/patient needs, sound business practices and financial, human and capital requirements The model is reflective of stakeholder contributions and is supported by research and sound decision making.
<p>3. Market analysis, development and investigation of sub-regional opportunities and approaches</p>	<ul style="list-style-type: none"> Establish local, state and national relationships for peer review and comparison of the best practice model for TDHS and its partners Establish a process to analyse opportunities as they arise against a sound and justifiable decision making model 	<ul style="list-style-type: none"> New sub-regional opportunities (in and out bound) are pro-actively sought and established for the foremost benefit of TDHS Relationships with partner organisations are well developed and maintained
<p>4. Risk and legislative compliance</p>	<ul style="list-style-type: none"> Pro-actively manage areas of risk and initiate strategies to prevent or minimise risk across TDHS Ensure organisational compliance with relevant regulatory and statutory bodies Promote and coordinate appropriate audits, data collection and establish appropriate performance indicators, monitoring and reporting Manage TDHS Risk Register 	<ul style="list-style-type: none"> Provide regular reports to the Board and managers (as appropriate) re: risk indicators Riskman is used effectively and maintained including education for staff Annual report and Quality of Care Report are submitted within government guidelines and timelines
<p>5. Leadership and Management</p>	<ul style="list-style-type: none"> Motivate the team to provide an accurate and timely services to managers and employees by actively seeking to improve the team skills and talents through coaching, training and 	<ul style="list-style-type: none"> Demonstrated leadership to the organisation Appropriate policy is in place to enable and support best practice

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	<p>feedback</p> <ul style="list-style-type: none"> • Meet organisational goals by organising resources and delegating responsibility, investing team members the power and authority to accomplish tasks efficiently and effectively • Develop and ensure systems to oversee compliance with budget, variance reporting and implementing remedial strategies as required. • Ensure all portfolio team members participate in a performance management process • Promote, develop and implement contemporary business systems, policies and practices with the management team across TDHS • Demonstrate leadership in communicating TDHS' priorities with the ability to translate vision into practical outcomes • Embrace TDHS' values and exhibit the desired behaviours at all times 	<ul style="list-style-type: none"> • Organisational change is supported and implemented through appropriate channels • The culture of the team recognises the importance of good people management practices and principles • Development and utilisation of Departmental Business Plans • Development of Departmental Budgets
<p>6. Organisational Infection Control and Quality Improvement Standards</p>	<ul style="list-style-type: none"> • Ensure all practice is conducted in accordance with infection control policies, procedures and standards • Participate in relevant organisational quality accreditation processes • Participation in quality improvement activities • Complies with all TDHS mandatory training 	<ul style="list-style-type: none"> • Adherence to infection control and quality standard legislative requirements at all times • Demonstrated participation in accreditation processes • Evidence of continuous improvement • Evidence of completion of all mandated training by annual date

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	requirements	
7. Code of Conduct and Equal Opportunity	<ul style="list-style-type: none"> Develop and maintain sound knowledge of and commitment to TDHS policies and procedures Ensure that you engage in behaviour that treats other staff fairly, equitably and not subject to any form of discrimination or harassment Demonstrate and abide TDHS's Workplace Code of Conduct, including the core values: Accountable, Excellence, Respectful, Integrity and Compassion Participate in promoting a safe working environment Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our consumers 	<ul style="list-style-type: none"> Aware of and promotes TDHS policies and procedures Core values are reflected in decision making and everyday behaviour Adherence to the TDHS Code of Conduct Participation and compliance of all occupational health and safety policies and procedures (including emergency response) Consumers are made to feel welcome and supported at all times

Key Challenges:	Person Specification:
<ul style="list-style-type: none"> Establishing a business oriented mindset with key organisational stakeholders including the Board, Executive, Managers, staff and the community Determining the future needs and opportunities for services and the strategic partnerships to establish Working within a highly regulated, bureaucratic and sometimes unpredictable service system 	<p>Key Selection Criteria (Qualifications, Experience and Personal Attributes) –</p> <ul style="list-style-type: none"> Tertiary qualifications in Business or equivalent Postgraduate qualifications or working towards same would be well considered Understanding of strategic business planning and development and the importance of service re-design and partnership in achieving sustainable health care services in a multipurpose facility Operational planning and implementation skills of organisational goals

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	<ul style="list-style-type: none">• Management skills and practices which engage and motivate staff to achieve quality outcomes, meet targets, and improve and optimise performance• Demonstrated ability to capitalise on knowledge within the organisation, build organisational capability and develop and implement innovative solutions to service issues• Superior communication skills including negotiation and consulting skills conducive to positively influencing others in a complex environment• Demonstrated understanding and experience in terms of change management, organisational and service system re-design and its application in a multipurpose health service• Demonstrated ability to gather information from a variety of sources, analyse data, identify critical gaps and opportunities and develop and implement best practice approaches to business improvement• Ability to manage a number of projects simultaneously to meet agreed outcomes within a resource constrained environment• Experience in successfully managing multiple stakeholders at all levels and forging partnerships across all areas of the health sector• Person/patient focused approach to service delivery• Commitment to person/patient service and quality outcomes• Demonstrated ability to be flexible and adapt to changing circumstances• Involvement in and commitment to continuing professional development and research
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I have read and understand the requirements and responsibilities of my Position Description.

Signed:

Name:

Date: / /

Application process

- All candidates interested in this position must contact Mr Gerry Sheehan, Chief Executive Officer on 5558 6079 for a pre-screening telephone interview (maximum 15 minutes) before the closing date for applications
- Submission of formal application to include:
 - Cover letter, resume and statement against each of the selection criteria demonstrating experience
 - To be emailed to:
 - Leanne Klahsen, Human Resources Manager at klahsen@cah.vic.gov.au
 - Must be received by **5pm, Monday 8 February 2016**
- All shortlisted candidates will be required to undertake a pre-interview Life-Styles Inventory (LSI) assessment
- Face-to-face interview
 - Panel composition will include: CEO, HR Manager, and external parties (these will be advised prior to interview)
 - Behavioural-based interview
- Competitive candidates will then be invited for a further meeting with other key stakeholders and a tour of Timboon and District Healthcare Service (and town)
- Referee checks
- Offer, applicable screening checks and contract negotiations