

Position Description



Position Title: Director of Corporate Services	Division: Corporate Services
Reports To: Chief Executive Officer	Direct Reports: Hotel Services, Maintenance, OH&S, Finance & Payroll
Primary Objective:	
<p>The Director of Corporate Services (DCS) reports to the Chief Executive Officer and serves as an integral member of the senior management team. The DCS provides the leadership, management and vision necessary to ensure the organisational compliance with the proper financial and operational controls, administrative and reporting procedures and has systems in place to effectively grow the organisation and to ensure financial strength and operating efficiency.</p> <p>The DCS will be responsible for developing, monitoring and evaluating overall corporate strategy with the Chief Executive Officer and leaders of business units with emphasis on triple bottom line performance. This position will provide financial and operational insights to ensure sound professional decisions for formulating and executing strategy.</p> <p>This role has both a strategic and operational function within Timboon and District Healthcare Service (TDHS). Operationally it is responsible for the financial and support service functions within TDHS and as such will interact with all departments and staff within the organisation. The DCS is expected to provide leadership to develop a culture that espouses the organisational values of Integrity, Compassion, Accountability, Respect and Excellence. At a strategic level this role oversees organisational financial and corporate statutory compliance and provides timely financial and business advice on which organisational decisions are made. In this capacity the role operates with the Board, Audit Committee and TDHS leadership.</p>	
Key Communication Contacts:	
<ul style="list-style-type: none"> • Board Chair and other Board Members • Executive Team Members, Managers and Staff • Other Services, Businesses and Visitors to the Organisation 	<ul style="list-style-type: none"> • Other regional Health Services Executives and Boards • Community Organisations & Government Departments • Unions & Professional Associations
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Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Leadership	<ul style="list-style-type: none"> Promote corporate leadership skills within the Health Service Manage, develop, influence and lead a multi-disciplinary team in the delivery of strategic outcomes ensuring a one-team approach and a seamless service to key stakeholders including the community Ensure an inclusive approach to the development and implementation of a strategic workforce plan for the Health Service Ensure development of leadership and management skills of all Managers Demonstrate decision making on organisational matters at the Executive level Demonstrate leadership in communicating Executive and Board priorities with the ability to translate vision into practical outcomes Ensure processes are in place to facilitate open communication with all corporate services staff Empower staff to be innovative, accountable and responsible for corporate and operational outcomes Support the role and value of corporate services within TDHS's integrated health model Support and guide managers and staff in developing effective services and programs to realise professional and organisational goals Serve in leadership and consultative roles to 	<ul style="list-style-type: none"> Clear direction is provided to managers and staff at all times Appropriate practices are in place demonstrating adequate communication between staff Evidence of increased skills and abilities of managers over time Succession plans are developed and implemented Strategic goals of the organisation and the division are communicated with plans in place to achieve them Adequate support is provided to the Executive and divisional managers Organisational change is supported and implemented through appropriate channels

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	influence and support professional standards	
2. Planning	<ul style="list-style-type: none"> • Develop financial and non-financial plans that ensure TDHS is responsive to the Executive, financial and operational requirements now and into the future • Develop, prepare and coordinate TDHS's annual budget, financial plans and business forecasts with a view to increasing financial performance and positively influencing TDHS's financial status • Apply continuous improvement strategies to ensure a clear financial direction and planning to achieve strategic objectives • Develop appropriate financial and non-financial key performance indicators and monitor organisational performance against these and remediate performance as required • Support business development and sustainability by assisting Managers with business planning, development and monitor outcomes 	<ul style="list-style-type: none"> • Accurate and timely information is provided to key stakeholders • Liaising with and supporting key personnel to ensure financial understanding and accountability is achieved across the health service
3. Reporting	<ul style="list-style-type: none"> • Ensure that TDHS can develop a suite of financial and non-financial reports in response to known and ad hoc requirements and requests from internal and external stakeholders that are accurate, timely and informative • Deliver accurate and timely accounting data and financial reports to management, the board and external authorities that informs and support effective decision making • Ensure that TDHS financial systems and processes are monitored, maintained and improved as required in order to deliver the required/requested reports 	<ul style="list-style-type: none"> • All internal and external reporting requirements including deadlines are met • Interpretation and explanations are provided to support financial reporting

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	<ul style="list-style-type: none"> • Produce financial statements as part of the internal and external reporting requirements • Communicate both the organisation's actual and expected financial performance providing recommendations for changed or improved strategies to mitigate negative impacts, if required • Develop communication strategies with key internal and external stakeholders and develop relationships that support the strategic direction of the organisation 	
<p>4. Compliance</p>	<ul style="list-style-type: none"> • Ensure that TDHS meets all of its compliance obligations including statutory compliance and corporate accreditation requirements • Identify, develop and maintain policy, processes and systems that track and monitor financial practices • Ensure compliance with delegations and approval processes, policies and procedures • Ensure organisational-wide compliance with accounting practices • Coordinate and complete; end of year statutory requirements, external audits, and plan and coordinate internal audit requirements • Identify risk and opportunities and develop risk management strategies that ensure business continuity for TDHS 	<ul style="list-style-type: none"> • All statutory and regulatory compliance is achieved across the corporate services division
<p>5. Corporate Functions</p>	<ul style="list-style-type: none"> • Oversee, provide governance for and manage TDHS organisational financial requirements • Coordinate and act as the liaison for the external Payroll and IT functions 	<ul style="list-style-type: none"> • Demonstrated leadership across the division and the organisation • Departments operate efficiently and in line with best practice

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	<ul style="list-style-type: none"> • Lead the procurement function of the organisation including compliance and delegation • Lead and oversee the Hotel Services, Maintenance and other non-clinical functions • Leading and driving a safety culture across the organisation including oversight of OH&S 	<ul style="list-style-type: none"> • Continuous improvement implemented across all corporate functions • Organisational OH&S systems meet regulatory guidelines
6. Risk Management	<ul style="list-style-type: none"> • Oversee the ongoing development of risk management best practice throughout the organisation • Report to the Executive and Board of Directors sub-committees issues pertaining to risk management • In conjunction with the relevant stakeholders, monitor and evaluate Risk Management processes and implementation • Proactive management of workers compensation related activities 	<ul style="list-style-type: none"> • Organisational risks are identified, reported and control measures implemented to minimise the risks • Workers compensation claims are managed and mitigated as appropriate
7. Performance Management and Industrial Relations	<ul style="list-style-type: none"> • Take a leadership role in managing industrial issues, ensuring close liaison with Human Resources • Ensure systems of clear, open communication when implementing change • In consultation with Human Resources, take overall responsibility for ensuring effective human resource management practices are implemented and monitored • Ensure all staff within the division have a position description and key performance objectives, which are reviewed annually • Ensure staff expectations are in line with the 	<ul style="list-style-type: none"> • Industrial items are managed appropriately • Change management procedures are followed at all times • Performance appraisals are conducted with all divisions annually • Poor performers are performance managed appropriately • Compliance with the relevant Awards and Certified Agreements at all times • Escalated disputes are managed and resolved efficiently • TDHS policies and procedures reflect best practice

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	<p>relevant Award and Certified Agreements</p> <ul style="list-style-type: none"> • Manage escalated staff disputes as they arise • Ensure staff comply with TDHS policies and procedures at all times 	<p>and are promoted at all times</p> <ul style="list-style-type: none"> • Staff who do not comply are followed up through appropriate channels
8. Occupational Health and Safety	<ul style="list-style-type: none"> • Ensure a safe working environment is provided to all staff within the Health Service • Develop, update and maintain OH&S policies and procedures relevant to Corporate Services • Ensure incidents, accidents and near misses are documented and control measures are implemented 	<ul style="list-style-type: none"> • Legislative requirements are met within agreed timeframes • Reduction in incidents and accidents within Corporate Services • OH&S policies and procedures are continually improved and up-dated
9. Organisational Infection Control and Quality Improvement Standards	<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 requirements 	<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 • Evidence of current Influenza Vaccine and willingness to obtain annually
10. 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 by TDHS's Workplace Code of Conduct, including the core values: Integrity, Compassion, Accountable, Respect and Excellence 	<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

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	<ul style="list-style-type: none">• 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	supported at all times
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Key Challenges:	Key Selection Criteria (Qualifications, Experience and Personal Attributes)
<ul style="list-style-type: none"> • Leading employees to fulfil the vision of Timboon and District Healthcare Service • Leading and managing a significant number of staff in the provision of safe, contemporary and innovative support services • Recruitment, retention and professional development of appropriately qualified and experienced staff • Management of 'change' in service delivery and organisational structures to meet future service delivery and organisational development • Instilling the values of Timboon and District Healthcare Service into all employees work practices and interrelationships 	<ul style="list-style-type: none"> • Proven strong leadership qualities • Demonstrated high-level strategic, conceptual and analytical skills • Demonstrated experience in a similar position • Excellent written and oral communication skills, including the capacity to influence and negotiate in a sensitive and effective manner • Proven understanding of the application of continuous improvement programs and best practice • Decision making ability at the Executive level • Relevant tertiary qualification in Business Management • A relevant postgraduate business qualification will be highly regarded as would eligibility for professional membership to a relevant accounting/finance body • Demonstrated understanding of the funding mechanisms for various health care services and the relevant reporting requirements associated with those funding streams • Demonstrated experience in the management of corporate support functions and the teams associated with the delivery of these services. Advanced people management skills are a critical requirement of the role. • Sound knowledge of corporate governance principles including financial management, strategic planning, risk management, contract management, human resource management and continuous quality improvement • Comprehensive knowledge of key business systems (finance, payroll etc.) and expertise of ICT systems • Highly developed negotiating, consultancy and interpersonal skills and proven experience in fostering and maintaining partnerships • High level organisational and communication skills

I have read and understand the requirements and responsibilities of my Position Description.

Signed:

Name:

Date: / /

Timboon and District Healthcare Service

Approved By: Chief Executive Officer

Date of Issue: January 2021

Number: PD-031

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