



Role	Chief Operating Officer
Reports to:	Chief Executive Officer
Supervises:	Community Care Manager Nursing and Allied Health Manager Health Promotion and Community Support Manager Quality Manager
Internal Liaison:	Board Executive Team
External Liaison	Program Funders (e.g. Department of Health) Program and service partners, (e.g. Health Services and Local Government) Regulatory bodies (e.g. AHPRA) Community
Job Status:	Permanent Full Time Flexible arrangements are negotiable
Classification/Grade:	HS Grade 8
Award/Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers Enterprise Agreement 2002-2026

About us

For more than 30 years, Northern District Community Health (NDCH) has worked to build healthy, inclusive and connected rural communities. We work across the health and social service systems to support people at every age and stage of life. We are deeply embedded with communities and partner with health and community services and all levels of government to support integrated, accessible services and a stronger system of care that makes sense for the rural context.

We work within a social model that recognises health outcomes are influenced by social factors such as economic stability, education access and community context. Coupled with a wide range of quality clinical and social services and supports, our work makes a difference to health equity and health outcomes for rural people; keeping people well, out of hospital and engaged in community life.

Our services include medical care, allied health, nursing, mental health services, counselling, health promotion and community-based programs and events. We provide in-home personal care and support for older people to encourage ageing in place which enables our clients to remain connected to family and community. We offer rewarding career opportunities with a genuine balanced lifestyle for passionate professionals.

Our service reach has grown to span the Gannawarra, Buloke and Loddon Shires and more recently extended into the Rural City of Swan Hill. With more than 140 employees and 170 volunteers, our service encompasses picturesque towns like Cohuna, Kerang, Boort, Swan Hill and more.

Position summary

The Chief Operating Officer (COO) is an integral member of the Executive team and provides cultural, strategic and operational leadership across the organisation to ensure the achievement of our strategic outcomes. This role aligns with the Chief Executive Officer (CEO) in the overall direction, management and administration of all aspects of clinical operations, including programs and services, and strategic innovations.

The COO will ensure the delivery of safe, effective, connected, person-centred, quality health and wellbeing services and lead business development and strategic growth across the portfolio while effectively engaging with our service delivery partners to deliver high quality, integrated community health care.

The role supports the vision of NDCH through experienced and inclusive leadership and is responsible for driving a financially sustainable organisation which provides contemporary and effective client care. This role also fosters a culture of innovation which supports staff and celebrates expertise and knowledge of a diverse workforce. The incumbent will role model the organisational values and provide high quality and visible leadership to all staff. There is also likely to be an opportunity to act in the role of CEO from time to time.

Position objectives:

The COO will:

1. Provide **effective, inspiring and strategic leadership** to drive NDCH core funded programs, major projects and service initiatives
2. **Lead and manage** a team including senior managers
3. **Manage and cultivate** existing and new external partnerships
4. **Effectively lead Clinical Governance, risk and compliance functions**
5. Identify **new opportunities, initiatives and revenue streams** to ensure continued organisational viability
6. **Financial management and optimising business outcomes**

Key result areas:

1. Effective, inspiring and strategic leadership

- Provide effective and inspiring leadership, enabling our people and proactively oversee all programs, projects and services developing a broad and deep knowledge of all.
- Monitor and manage activities relating to resourcing, compliance and evaluation across program and project areas including human resources, compliance, and program and project evaluation.
- Ensure all program and project activities operate consistently and ethically within the strategic objectives and values of NDCH.
- Provide program and project leadership and input for all strategic planning processes with the CEO, Executive team and staff.
- Develop and implement a system for tracking and reporting on the progress of the strategic plan implementation.
- Contribute to the development of sound business plans that support the overall direction of the organisation.
- Make resource allocation decisions and support initiatives that further the achievement of the strategic direction.
- Lead and implement a continuous quality improvement process throughout the program and project areas, focusing on systems and process improvement.
- Promote regular and ongoing opportunities for staff development and to provide input and feedback on program planning and operations.
- Ensure compliance with funding and service agreement and project deliverables.
- Identify opportunities for NDCH to leverage cross-program strengths to take advantage of new opportunities and/or to address organisational challenges.
- Consistently monitor management information reports and provide clear direction and support to achieve all organisational requirements.
- Utilise historical, political and broader context to inform current and future service directions, ensuring a Social Determinants of Health framework is considered in all approaches.
- Ensure effective management of initiatives, with consideration to risks, progress and outcomes.

- When delegated, deputising for the CEO during absence and provide effective organisational leadership and decision making.

2. Lead and manage the team

- Role model a leadership style which is consistent with:
 - recognising a culture of autonomy, respect and an individual's expertise and experience and
 - aligned to NDCH's values and behaviours, including the modelling of a practical, proactive and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Demonstrate and embed critical and creative thinking to develop service delivery strategies that are outcomes based.
- Create a climate that encourages and supports openness, persistence and genuine debate around critical issues and lead discussions and decisions regarding implementation of innovation and best practice.
- Establish a culture and supporting systems that facilitate continuous improvement, information sharing, communication and learning across the organisation.
- Manage the day-to-day operations in conjunction with members of the Executive team, establishing KPI's and monitoring frameworks to drive accountability.
- Contribute to clear and consistent management practices across the organisation to ensure an effective and cohesive management team.
- Maintain a positive work environment via harmonious and cooperative relationships with colleagues and clients.
- Lead a high performing team of managers to the next level by further developing and implementing recruitment, training, and retention strategies including professional development.
- Lead, coach, develop, and retain NDCH senior managers with an emphasis on developing capacity in strategic analysis and planning and program budgeting.

3. Manage and cultivate existing and new external partnerships

- Manage and cultivate existing and new relationships to secure and expand access to quality care and recurring revenue streams.
- Represent the organisation internally and externally, ensuring the interests of NDCH are protected and promoted, and our vision is advanced.
- Lead collaborative activities with key service delivery partners, community and key stakeholders which align to our vision, mission, values and strategies of the organisation.
- Partner with the CEO and the leadership team to represent NDCH with external stakeholder groups, including community, government, and industry to position NDCH as a provider of choice.

4. Effectively lead clinical governance, risk and compliance functions

- In collaboration with the CEO and Executive team:
 - prepare documentation that provides a strong basis for the Board of Directors (BoD) decision making regarding financial investment into strategic initiatives that align with the direction of organisation.
 - prepare routine operational performance reports to the BoD and Committees that provide assurance to the quality of care, service sustainability and client outcomes.
 - lead organisational transparency, accountability and good governance through the support and enablement of the Corporate, Community and Clinical Committees reporting to the BoD.
- Drive clinical governance and practice standards, evidence -based practice and a rigorous approach to program and outcome evaluation.
- Proactively monitor and provide updates to the CEO, and where applicable the BoD, identifying issues, opportunities and service gaps, and recommending initiatives and amendments to policies and programmes as required.
- Contribute to the development and implementation of guidelines to support the integration of social, environmental and corporate governance issues into the management processes.
- In collaboration with the Quality Manager, monitor clinical risk and ensure a strong Quality Management System is in place according to industry recommendation and requirements.

5. Identify new opportunities, initiatives and revenue streams to ensure continued organisational viability

- Identify new and emerging opportunities from the strategic plan along with the formulation of strategies to capitalise on existing and new opportunities.
- Identify and operationalise opportunities to pursue new revenue streams for the organisation including major projects and professional and consulting services (fee for service).

6. Financial management and optimising business outcomes

- Contribute to the continual review of services to ensure alignment with NDCH vision and strategic plan, and value of service delivery relevant to funding and outcomes.
- In collaboration with the team drive service improvement projects and redesign that measurably benefit the organisation, staff and consumers. Actively pursue financial risk minimisation strategies, plans and outcomes for the organisation.
- Prepare and submit an annual operational budget to the CEO and Chief Financial Officer for review and approval, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- Ensure the continued financial viability of NDCH's programs and projects through sound fiscal management.

Key Selection Criteria:

Essential

1. Demonstrated senior leadership and people management experience (three years minimum) within the health or community services sector, with the ability to communicate vision, set clear direction and motivate others to accomplish objectives.
2. Demonstrated track record as a problem solver, with the ability to lead and contribute collaboratively to strategic outcomes as a member of the executive team.
3. Demonstrated ability to build and maintain strong and engaged relationships with stakeholders including government and other funders, health and social services sector, industry and community.
4. Demonstrated experience in integrating strategy, governance, and operational program/project priorities and communicating them effectively.
5. Highly developed interpersonal, communication and writing skills, with demonstrated experience writing reports, policy and submissions.
6. Demonstrated knowledge of primary care, aged care and health promotion and prevention strategies, policies and funding programs at the federal, state, regional and local level, and an awareness of their strategic and operational implications for NDCH.
7. Experience managing a diverse portfolio of services, programs and projects with a strong best practice, quality improvement framework
8. Evidence of the ability to identify, mitigate and manage clinical governance risks at a program and organisational level.
9. Demonstrated finance and business skills and acumen with a high-level understanding of business operations i.e. ICT, budgeting and compliance, risk management, legal and HR.

Key behaviours:

- Understanding of and commitment to the social determinants of health and the integration of these into delivering quality, person centred care, for our community.
- A commitment to respectful, honest and transparent communication.
- A curious, empathic and open-minded attitude.
- A proactive self-starter, energetic and driven.
- Actively seeks to improve other’s skills through constructive feedback, coaching and on-the-job training experiences.
- Empowers others by instilling them with the authority to accomplish tasks and appropriately delegates responsibilities to further the development of others.
- An ability to collaborate in a challenging and rapidly changing environment.
- A commitment to continuous knowledge and skill development and to undertake professional development and training relevant to the role and the organisation’s needs.
- An ability to build excitement for NDCH’s strategic objectives both internally and externally.

Qualifications:

Tertiary qualification in health or other related field.

Desirable experience:

Post Graduate qualifications in related field.

Understanding of providing quality services in rural and regional communities.

Other relevant information:

Requirements:

- You are required to have a current driver’s licence and regular travel is expected.
- You will be required to fill out a Pre-existing Injury/Disease Declaration Form and undergo a Police Check and a Working with Children Check.
- All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced into the workplace to improve Occupational Health & Safety.
- This position description operates in conjunction with and forms part of the relevant individual performance development review plan. An initial review will take place six (6) months following commencement of employment and then on an annual basis.

Employee Signature

Manager Signature

Employee Name
(please PRINT IN CAPITALS)

Manager Name
(please PRINT IN CAPITALS)

Date

Date