

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Executive Director - Operations and Performance
Position Number:	531406
Classification:	Senior Executive Level I
Award/Agreement:	Senior Executive Service
Group/Section:	Hospitals North West
Position Type:	Permanent, Full Time
Location:	North West
Reports to:	Chief Executive Hospitals North West
Effective Date:	January 2025
Desirable Requirements:	Satisfactory completion of an appropriate course of study such as a bachelor degree with studies in commerce, management or health services Current Driver's Licence
Position Features:	Appointment to this role is fixed-term

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

The Executive Director - Operations and Performance (Executive Director) is responsible for providing strategic leadership and management of the NWRH and MCH.

The Executive Director:

- Is responsible for the strategic and operational management of the NWRH and MCH to enable the delivery of quality services and to meet the requirements of the Service Plan, Patient Flow & Access, Finance & Budget, and other relevant performance indicators.
- Will manage and be accountable for the overall human, physical and financial assets and information resources to ensure the effective and efficient use of government resources.
- Will be expected to lead the development of working relationships with the North West Executive Management Team as well as Ward, Unit and all other NWRH and MCH Departments to support them in carrying out their role responsibilities.
- Will provide high level strategic advice to the Chief Executive Hospitals North West (CEHNW).

Duties:

1. Lead the strategic and operational management of the Hospital to support Service Plan, Patient Flow & Access, Finance & Budget, and other relevant performance indicators.
2. Provide leadership and establish goals and strategies for the implementation and ongoing management of major initiatives, including workforce planning and profile changes, service development and restructuring, and NWRH and MCH Master Planning, within the wider framework of the Agency.
3. Lead the development and evaluation of strategies, policies and procedures for the integrated delivery of services in order to grow the capacity of the services to meet the needs of the community.
4. Manage and provide high level input into the preparation of high-level reports, complex submissions, briefings and other correspondence for a range of audiences including at the Head of Agency and Minister.
5. Lead, direct and manage the Hospital Executive and develop a collaborative and integrated approach to service delivery of health services at NWRH and MCH to maximise resource utilisation and improve access to services.
6. Actively support the CEHNW as a member of the North West Executive Team by representing and leading appropriately in committees and governance frameworks.
7. Establish and maintain strong communication links with NWRH and MCH clinical and support services departments, including regular “executive rounding” throughout all areas.
8. With the assistance of the Director of Improvement – North West, lead and direct mechanisms for ensuring compliance with the safety and quality framework at NWRH and MCH, including high level support for Short Notice Assessment preparedness.
9. Lead changes to workplace culture, and models of care to ensure that local services achieve contemporary practice standards and appropriately meet community needs.
10. Implement an effective governance, management and committee structure to enable the achievement of key areas including, but not restricted to:
 - Planning, measuring and improving performance.
 - Enhancing decision making and problem-solving processes.
 - Improving communication processes and teamwork.
 - Developing the capability of managers and staff.
11. Actively participate in and contribute to the organisation’s Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
12. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

This is a specialist senior management position and key member of the North West Executive Team and is responsible for leading and delivering services and outcomes at the NWRH and MCH that have critical strategic importance and benefit to the Agency and Tasmanian community.

The Executive Director:

- Is accountable and reports directly to the CEHNW.
- Requires only broad executive management direction for the performance of responsibilities associated with this position.
- Is required to operate autonomously and is expected to exercise considerable initiative and professional independent judgement across the spectrum of responsibilities.
- Leads the Clinical Executive Team, is a key member, and responsible for:
 - Providing high level authoritative and professional advice on Hospital matters to a broad range of internal and external stakeholders including directly to the Minister and the Secretary.
 - Demonstrating advanced management capability in guiding the strategic development and operations of the Hospital including the efficient and effective use of resources and management of a multidisciplinary program.
 - Championing and leading organisational change and improvements through identifying and implementing improvements to work processes and systems and maintaining the highest standards of quality, accuracy, and timeliness of advice.
 - Setting objectives and managing outcomes for the Hospital which align with and contribute to Tasmanian priorities.
- Develops and implements services, policies and practices and builds overall organisation capability.
- Champion a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Selection Criteria:

In the context of the position objective/key result areas, and the requirement for high level leadership and management expertise, please address the following capabilities:

1. **Shapes Strategic Thinking**

Demonstrated capability to inspire a sense of purpose and direction; show judgement, intelligence, and common sense; provide high-level analysis and development of long-term strategic policy advice; and identify emerging issues and advise on how to address them from a holistic perspective.

2. **Achieves Results**

Demonstrated capability to build organisational capability and responsiveness; harness professional expertise; steer and implement change and deal with uncertainty; and ensure closure and deliver on intended results.

3. **Cultivates Productive Working Relationships**

Demonstrated capability to nurture internal and external relationships; facilitate cooperation and partnership; value difference and diversity; and guide, mentor and develop people.

4. **Exemplifies Personal Drive and Integrity**

Demonstrated capability to exemplify the Department of Health values; demonstrate professionalism and probity; engage with risk and show personal courage; commit to action; display resilience; and demonstrate self-awareness and a commitment to personal development.

5. **Communicates with Influence**

Demonstrated capability to communicate clearly; listen, understand, and adapt to audience; and to negotiate persuasively.

6. **Professional Expertise**

Significant experience in senior management and leadership in a health and/or human services organisation, including managing across multidisciplinary teams and multiple settings.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](#).