

# Role Description

## Cairns and Hinterland Hospital and Health Service

### Role details

<b>Job ad reference</b>	CAH620678	<b>Classification</b>	HES2 (L)
<b>Role title</b>	Service Director - Mental Health, Alcohol and Other Drugs	<b>Contact name</b>	Liz Hlipala Hardy Group Principal Search Consultant
<b>Status (temp/perm)</b>	Permanent Full Time	<b>Contact number</b>	M +61 (0) 402 122 301
<b>Directorate</b>	Mental Health, Alcohol and Other Drugs Services	<b>Contact Email</b>	lhlipala@hardygroupintl.com
<b>Hospital and Health Service</b>	Cairns and Hinterland Hospital and Health Service	<b>Salary</b>	\$216 480 - \$224 633 per annum <i>(total remuneration)</i>
<b>Location</b>	Cairns	<b>Closing date</b>	Friday, 7 March 2025

## Queensland Health's vision

*By 2026 Queenslanders will be among the healthiest people in the world.*

### Our vision

Excellence in healthcare, wellbeing, research and education in Far North Queensland.

### Our purpose

We work together, with our community, providing healthcare services to improve health and wellbeing in Far North Queensland.

More information on the strategic direction of Cairns and Hinterland Hospital and Health Service visit: [Cairns and Hinterland Hospital and Health Service Strategic Plan 2023-2027](#)

Please visit our website for additional information about Cairns and Hinterland Hospital and Health Service [www.health.qld.gov.au/cairns\\_hinterland](http://www.health.qld.gov.au/cairns_hinterland)



Queensland  
Government

## Your employer— Cairns and Hinterland Hospital and Health Service

- The Cairns and Hinterland Hospital and Health Service strives to provide excellence in health care, wellbeing, research and education in Far North Queensland.
- The Health Service is the primary provider of health services to residents of the Cairns, Tablelands and Cassowary Coast regions with a population of over 250,000 people, as well as providing specialist services to the Torres Strait and Cape York region. Cairns Hospital is the primary referral hospital for Far North Queensland.
- We provide an extensive range of health services at more than 30 regional, rural and remote facilities across a geographical area of 142,900 square kilometres.
- The Health Service is 95 percent self-sufficient with only a small number of high-level acute services being provided in Townsville and Brisbane.
- Our staff are a part of the community we serve, and we strongly believe that health outcomes are enhanced by involving our community in the planning and evaluation of local health services.

## Our values

The staff and patients at Cairns and Hinterland Hospital and Health Service have helped develop a set of shared values that guide our behaviours and decision making in our workplaces. These values underpin our daily work, the strategies of our Health Service and help deliver Queensland Health's vision.



### COMPASSION

*At CHHHS, we demonstrate that we care about the challenges facing our patients and colleagues by taking time to walk in their shoes. Compassion is delivered with a warm hello, a smile, by genuinely listening and following through on concerns.*



### ACCOUNTABILITY

*At CHHHS, we value accountability at all levels as it builds trust in our organisation, our people and our services. When we live up to our responsibilities, we earn respect from the people and communities we have made a commitment to.*



### RESPECT

*At CHHHS, we value a respectful approach to our work and care as it builds strong relationships and trust. We encourage you to treat others as you'd like to be treated.*



### INTEGRITY

*At CHHHS, we rely on our integrity to guide us when the choice isn't an easy one to make. It ensures we are making decisions that are transparent, truthful and for the greater good of our patients, colleagues and communities.*

## Health Equity

Cairns and Hinterland Hospital and Health Service affirms its unreserved recognition of Aboriginal peoples and Torres Strait Islanders as First Peoples of this area and has set out its actions and agreed key performance measures to improve First People's health and wellbeing outcomes.

Racism is a key structural determinant of First People's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic.

It is expected that all staff contribute to the health equity agenda. Please refer to our [First Peoples Health Equity Strategy](#) for further information.

## Your opportunity

As a key member of this large and diverse organisation, the Mental Health and Alcohol and Other Drugs Service Director position is accountable for the effective leadership, governance and operational performance of Mental Health and Alcohol and Other Drug Service within the Cairns and Hinterland Hospital and Health Service. You will ensure the service delivers recovery focused services which optimise positive outcomes for consumers and their families.

## Dimensions

1. Annual Budget: \$95.77m
2. Annual Own source Revenue: \$2.33m
3. Direct Reports: 10 FTE
4. Indirect Reports: 575 FTE

## Your role

Undertake the following Key Accountabilities and all other reasonable activities/tasks as directed.

## Competencies

- Problem Solving
- Political Savvy
- Dealing with Ambiguity
- Managing Through Systems

## Key Result Area – Strategy and Operational Planning

Key Accountabilities	Performance Measures
<ul style="list-style-type: none"><li>• Give advice to the Board and Chief Executive on the development and implementation of the HHHS's vision, values and strategic direction.</li><li>• Develop annual operating plan for this portfolio to meet the strategic direction of the HHS.</li><li>• Ensure robust plans are developed to meet the KPI's related to this role as outlined in the HHS's service level agreement with the Department of Health.</li><li>• Oversee the development and strategies to ensure disaster preparedness and emergency incident response for this portfolio.</li><li>• Working in partnership with other areas of the business,</li></ul>	<ul style="list-style-type: none"><li>• Active participation in strategy and service planning.</li><li>• Quarterly reporting to Executive and Board on meeting annual operational plans. 80% of plan to be delivered annually.</li><li>• Monthly reporting of any negative variance relating to KPI's and implement plans for improvement as required.</li><li>• Implement actions as per CHHHS Strategic Plan 2023-2027 <a href="https://qheps.health.qld.gov.au/cairns/strategic-plan-2023-2027">https://qheps.health.qld.gov.au/cairns/strategic-plan-2023-2027</a></li></ul>

<p>to achieve outcomes in accordance with strategic directions and performance agreements acknowledging diversity of service models.</p> <ul style="list-style-type: none"> <li>• Develop MHAOD strategic and clinical service plans, annual business plans and budget plans which are aligned to Queensland Health and the CHHHS strategic and related plans and initiatives.</li> <li>• Ensure appropriate reporting, monitoring and control systems are in place to ensure achievement against business plans and approved budget, including performance agreements and contracts.</li> </ul>	
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### Key Result Area – Safety and Quality

Key Accountabilities	Performance Measures
<ul style="list-style-type: none"> <li>• Ensure the portfolio achieves the highest level of quality and safety of services.</li> <li>• Contribute to delivery of CHHHS Clinical Governance Framework.</li> <li>• Ensure portfolio and HHS achieves accreditation requirements.</li> <li>• Implement all recommendations to improve quality and safety from reviews within the agreed timeframes.</li> <li>• Actively participate in improvements in patient centred care.</li> <li>• Ensure appropriate policies, procedures, training and development, performance measures and risk management processes are in place to ensure safe service delivery.</li> <li>• Ensure a commitment to innovation and research to improve service delivery.</li> <li>• Implement and monitor the organisation’s quality standards, occupational health and safety policies, procedures and programs and provide governance in the relevant work area.</li> <li>• In partnership with senior management ensuring quality services are provided in accordance with the approved service/business plans and budget and statutory requirements.</li> <li>• In partnership with senior management ensure implementation of the Mental Health and AOD legislation, National and State standards, policies and plans</li> </ul>	<ul style="list-style-type: none"> <li>• Report and monitor clinical indicators.</li> <li>• Portfolio contributes positively to CHHHS accreditation requirements.</li> <li>• Recommendations from identified Mental Health/Incident reviews/Internal Audit reports are completed satisfactorily within the agreed timeframes.</li> <li>• Procedures are reviewed and updated as per review dates.</li> <li>• All staff undertake annual performance and development reviews.</li> <li>• Implementation of innovation or clinical re-design projects to improve safety and quality and risks are identified and mitigation process implemented.</li> </ul>

### Key Result Area – Leadership and Management

Key Accountabilities	Performance Measures
<ul style="list-style-type: none"> <li>• Lead and manage the day to day activities within the portfolio in accordance with the values of the CHHHS.</li> <li>• Positively contribute to delivery of the strategic and operational requirements of the HHS.</li> <li>• Develop an effective, cohesive senior management team.</li> <li>• Provide strategic leadership and professional management expertise to ensure effective clinical and corporate governance, operational management and budget performance of the portfolio. This will include ensuring optimal performance against agreed plans, performance measures and key performance indicators.</li> <li>• Ensure appropriate management and governance systems and strategies are in place to effectively manage</li> </ul>	<ul style="list-style-type: none"> <li>• Written and verbal advice to Board, Executive and Communications is of a high standard.</li> <li>• Staff within the portfolio are meeting legislative requirements, policy and procedures and improvements relating to work health and safety.</li> <li>• Improving staff satisfaction survey results.</li> <li>• Implementation of recommendations from the MHAODS Culture Report</li> <li>• Improved consumer satisfaction survey results.</li> <li>• Achievement of HHS and Service Key</li> </ul>

<p>and improve service standards, patient/consumer and staff safety, equitable access to services, employee engagement/productivity and organisational risk within legislative/statutory requirements.</p> <ul style="list-style-type: none"> <li>• Strategically lead an effective and cohesive senior management team that provide the leadership and management required to effectively manage the day to day operations within a framework of quality and safety.</li> <li>• Develop a positive culture within the portfolio which encourages and recognises high performance, builds leadership capabilities and supports staff to maximise their health and wellbeing and treat all HHS staff and visitors respectfully.</li> <li>• Create a culture which embraces high quality customer service across the service, ensuring that management systems and processes drive service delivery outcomes.</li> <li>• Actively contribute towards meeting HHS and Service Key Priorities as per HHS performance agreement including active participation in decision making and attendance at performance and other meetings as required.</li> </ul>	<p>Priorities as per HHS Performance Agreement.</p>
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### Key Result Area – Financial Sustainability

Key Accountabilities	Performance Measures
<ul style="list-style-type: none"> <li>• In consultation with finance, develop annual operating budgets including MOHRI targets for each department/service.</li> <li>• Ensure this portfolio meets the agreed financial targets.</li> <li>• Develop and implement financial sustainability plans to ensure the HHS has financial sustainability.</li> <li>• Ensure the portfolio actively delivers on revenue targets.</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver on agreed annual budget.</li> <li>• Annual financial sustainability plan developed and implements.</li> <li>• Meet revenue targets.</li> <li>• Meet MOHRI target.</li> </ul>

### Key Result Area – Relationships and Engagement

Key Accountabilities	Performance Measures
<ul style="list-style-type: none"> <li>• Ensure effective working relationships across the HHS's and support other portfolios in the delivery of the HHHS strategy.</li> <li>• Implement clinician engagement strategies to improve consultation and collaboration.</li> <li>• Ensure engagement with the community and external health providers.</li> <li>• Ensure openness and outcomes to complaints from Healthcare users.</li> <li>• Ensure active participation with consumer engagement strategies especially in relation to service improvement.</li> <li>• Actively contribute in high level forums (internal and external) to influence policy and strategic direction.</li> <li>• Foster and promote an environment of participation and collaboration for service development and improvement across the CHHHS and broader community of stakeholders through consultation with other government departments/agencies, non-government organisations and community groups.</li> </ul>	<ul style="list-style-type: none"> <li>• Member of external forums that contribute to Qld Health policy and operations.</li> <li>• Receive positive feedback in relation to collaboration and consultation across the CHHHS.</li> <li>• Evidence that clinical and consumer engagement strategies are used in day to day management of services.</li> <li>• Positive changes are implemented as a result of positive feedback.</li> <li>• Active engagement with unions in significant change.</li> </ul>

## Mandatory qualifications/Professional registration/Other requirements

- Appropriate and relevant undergraduate and/or postgraduate tertiary qualifications are required e.g., Health Service Management, Bachelor of Finance, Nursing, Medicine, Law, MBA.
- Experience in health service delivery environment.
- Experience in leadership roles.
- Appointment to this position requires proof of qualification and registration or membership with the appropriate registration authority or association. Certified copies of the required information must be provided to the appropriate supervisor/ manager if you are the preferred candidate for employment.
- This position requires the incumbent to operate a class C motor vehicle and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.
- **Vaccine Preventable Diseases (VPD)** evidence as required for your employment in accordance with legislation/government policy and Directives.
- It is a condition of employment for the employee in this role to be, and remain, vaccinated against or non-susceptible to the following Vaccine Preventable Diseases (VPDs) during their employment: **Measles, Mumps, Rubella (MMR), Varicella (chicken pox) and Pertussis (whooping cough)**. *Existing staff engaged prior to 1 July 2016 (and have not had a break in service) are not subject to this new condition of employment unless they are moving from one Hospital and Health Service to another Hospital and Health Service within Queensland). Existing staff that have previously submitted this evidence since 1 July 2016 will not be required to resubmit.*

It is a condition of employment for the employee in this role to be vaccinated against or not susceptible to **Hepatitis B**. Proof of vaccination or non-susceptibility is a condition of employment for all staff (new and existing) who have direct contact with patients or who in the course of their work may be exposed to blood/body fluids or contaminated sharps.

- It is strongly recommended that you complete the **VPD Evidence Form** and prepare your documents prior to meeting with the selection panel; however, you will only be required to supply the evidence if you are the preferred applicant. If you are the preferred applicant, your application for employment will not be successful unless you comply with this Queensland Health policy. Further information and Evidence Forms can be found at <https://www.health.qld.gov.au/employment/work-for-us/dept-of-health/pre-employment/vaccinations/providing-evidence>
- A [Tuberculosis risk assessment form](#) is to be completed prior to commencement.

## How you will be assessed?

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'Your role', the ideal applicant will be someone who can demonstrate the following:

- Demonstrated experience in the leadership and management of a large and complex mental health service workforce and budget.
- Detailed understanding and knowledge of current trends in the provision and management of regional and rural health services, specifically Mental Health and AOD services.
- Demonstrated knowledge of the principles, intent and application of contemporary Mental Health and AOD legislation, National and State Mental Health standards, National Safety and Quality Health Standards, policies and plans.
- Effective communication skills and ability to work cooperatively across the organisation, with our industrial partners, with patients (consumers) and their families and the community.



- Sensitivity to cultural complexities which may occur within workforce and/or patient population.
- Demonstrated ability to actively participate in a working environment supporting quality human resource management practices including workplace health and safety, employment equity, anti-discrimination, and ethical behaviour.
- Targeted assessment of core behavioural competencies:
  - Problem Solving
  - Political Savvy
  - Dealing with Ambiguity
  - Managing Through Systems

## Your application

Please provide the following information to the panel to assess your suitability:

- Your current CV or resume, including the names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor.
- A short statement (maximum 1-2 pages) on how your experience, abilities and knowledge would enable you to achieve the key responsibilities and meet the key attributes.

## How to apply

- Email to the nominated vacancy contact (listed in the table on the first page) quoting the Job Ad Reference number.
- Hand delivered applications will not be accepted.
- Applications submitted to Recruitment Services will be returned to sender.
- If you require any other assistance, please contact the nominated vacancy contact.

## Additional information

- Applications will remain current for the duration of the vacancy.
- Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a blue card, unless otherwise exempt.
- Applicants are required to disclose any pre-existing illness or injury which may impact on their ability to perform the role as per [section 571 of the Workers' Compensation and Rehabilitation Act 2003](#).
- Under the [Public Sector Act 2022](#), applicants are required to disclose any previous serious discipline history taken against them.
- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- All Queensland Health staff, who in the course of their duties formulate a reasonable suspicion that a child has suffered, is suffering, or is at unacceptable risk of suffering significant harm in their home/community environment and may not have a parent able and willing to protect the child from harm.

have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

- Some roles within Queensland Health are designated as 'Vaccination Preventable Disease (VPD) risk roles. A VPD risk role is a role in which the incumbent may be exposed to the risk of acquisition and/or transmission of a VPD. If you are applying for a role that has been designated as a VPD risk role you must be able to provide evidence that you either have been vaccinated against the VPD's listed in the role description; or you are not susceptible to the VPD's listed in the role description.

You will be asked by the recruiting manager to supply this evidence if you are the preferred candidate for the role. Any job offer would be subject to the supply of evidence related to VPD in addition to other required employment screening. The majority of our frontline clinical roles require at a minimum vaccination against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and Hepatitis B. The following tools will assist if you are required to provide evidence of VPD vaccination:

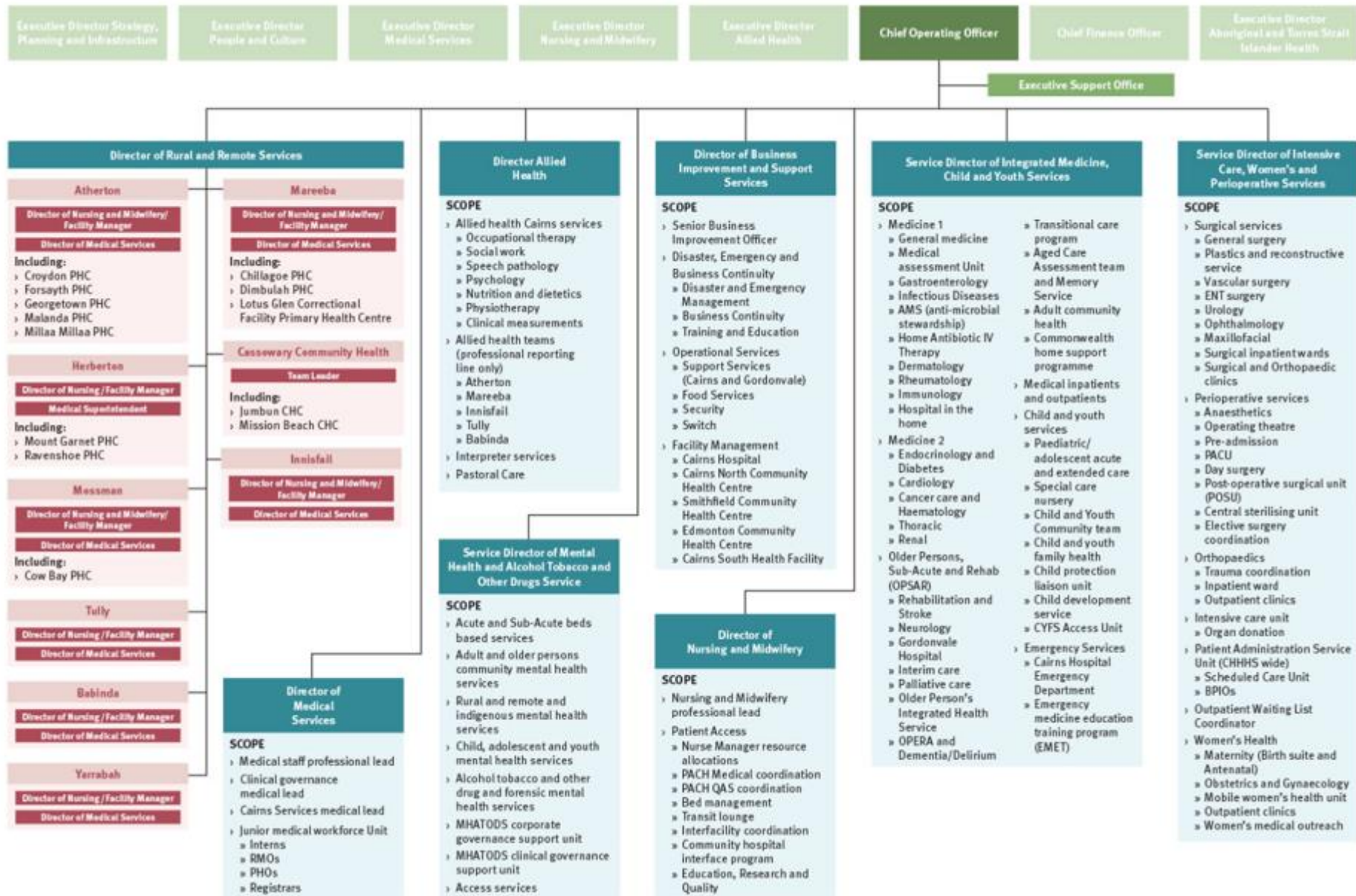
- VPD Evidence guide
- VPD evidence form – Doctor
- VPD evidence form – Self

Please head to our [Vaccinations Homepage](#) for more information on how to provide your evidence.

- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at <https://www.qld.gov.au/gov/system/files/documents/lobbyist-disclosure-policy.pdf?v=1454302064>



# Organisational Chart



# Organisational Chart

Updated March 2024

