

Role Description

Cairns and Hinterland Hospital and Health Service Role details

Job ad reference		Classification	HES2 (L) 2.2
Role title	Director of Integrated Medicine, Emergency, Child and Youth Services	Contact name	HardyGroup – Principal Consultant Janine Hammat
Status (temp/perm)	Contract - Fixed Term Temporary Full Time for three years with the possibility of a two year extension	Contact number	M. +61 (0) 488 555 858
Directorate/ Hospital and Health Service	Cairns Acute and Community Services Cairns and Hinterland Hospital and Health Service	Contact Email	E. jhammat@hardygroupintl.com
		Total remuneration package range	\$247,221
Location	Cairns Hospital	Closing date	Sunday 3 rd November 2024

Queensland Health's vision

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

Our vision

Excellent and sustainable healthcare for all in Far North Queensland

Our purpose

Working together for best-practice care that improves health outcomes and equity for our communities.

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



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.

Your opportunity

To provide effective leadership, governance and performance of Integrated Medicine, Emergency, Child and Youth (IMCY) Services in partnership with Executive Directors, Service Directors, and Management teams to achieve optimal outcomes in accordance with the strategic direction and the service performance agreement for Integrated Medicine, emergency services & patient flow across the Cairns and Hinterland Hospital and Health Service sites & external providers as required.

Dimensions

- Annual Budget: \$349,668,536.00
- Annual Own Source Revenue: \$29,334,617.00
- Direct Reports: 15 Staff
- Indirect Reports: 1, 446.59 FTE
- Operational Targets: Performance Measures as below

Competencies

- Problem Solving
- Intellectual Horsepower
- Dealing with Ambiguity
- Managing Through Systems

Your role

- Fulfil the responsibilities of this role in accordance with CHHHS values as outlined above.
- Follow defined service quality standards, occupational health and work policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.
- Implement and monitor the organisation's quality standards, work health and safety policies, procedures and programs and provide clinical governance in the relevant work area.
- Undertake the following Key Accountabilities and all other reasonable activities/tasks as directed:

Key Result Area – Strategy and Operational Planning

Key Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Give advice to the Board and Chief Executive on the development and implementation of the HHHS's vision, values, and strategic direction. • Develop annual operating plan for this portfolio to meet the strategic direction of the HHS. • 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 • Oversee the development and strategies to ensure disaster preparedness and emergency incident response for this portfolio. 	<ul style="list-style-type: none"> • Active participation in strategy and service planning • Quarterly reporting to Executive and Board on meeting annual operational plans. 80% of plan to be delivered annually. • Monthly reporting of any negative variance relating to KPI's and implement plans for improvement as required. Specific focus on average length of stay, access indicators including GIE.

<ul style="list-style-type: none"> • Working in partnership with other areas of the business, to achieve outcomes in accordance with strategic directions and performance agreements acknowledging diversity of service models. • Develop strategic services plans, annual business plans and budget plans which are aligned to Queensland Health's strategic and related plans and initiatives. • Ensure appropriate reporting, monitoring and control systems are in place to ensure achievement against business plans and approved budget, including performance agreements and contracts. 	<ul style="list-style-type: none"> • Responsibility for against specific patient flow & outcomes. Lead strategy to meet target KPI's as per HHS Service Level Agreement and against the CHHHS performance framework. • Responsibility for improvements in key indicators including in CH Emergency Department, but not limited to; Length of Stay; admitted NEAT; Short Stay; non-admitted patients; Patient off Stretcher Time & ramping hours. Implement actions as per CHHHS Strategic Plan 2023 – 2027 https://www.cairns-hinterland.health.qld.gov.au/media/about-us/strategic-plan/strategic-plan-2023-2027.pdf
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Key Result Area – Safety and Quality

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

Key Result Area – Leadership and Management

Key Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Lead and manage the day-to-day activities within the portfolio in accordance with the values of the CHHHS. • Positively contribute to delivery of the strategic and operational requirements of the HHS • Develop an effective, cohesive senior management team. • 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. • Ensure appropriate management and governance systems and strategies are in place to effectively manage and improve service standards, patient/consumer and staff safety, equitable access to services, employee engagement/productivity and organisational risk within legislative/statutory requirements. • 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. • 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. • Create a culture which embraces high quality customer service across the service, ensuring that management systems and processes drive service delivery outcomes. • 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. • 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. • 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 	<ul style="list-style-type: none"> • Written and verbal advice to Board and Executive is of a high standard. • Staff within the portfolio are meeting legislative requirements, policy and procedures and improvements relating to work health and safety. • Improved staff satisfaction survey results • Improved consumer satisfaction survey results • Achievement of HHS and Service Key Priorities as per HHS Performance Agreement

Key Result Area – Financial Sustainability

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

Key Result Area – Relationships and Engagement

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

Mandatory qualifications/Professional registration/Other requirements

- While not mandatory, a relevant qualification or willingness to work towards a relevant qualification would be well regarded.
- 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 commitment to, or the ability to commit to Cairns and Hinterland HHS core values of Compassion, Accountability, Respect, and Integrity.
- Demonstrated broad experience in the leadership and management of a large and complex health service workforce and budget.
- Demonstrated understanding and knowledge of current trends in the provision and management of regional health services.
- High level communication skills and ability to communicate and work cooperatively across the organisation, with patients 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.

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

The closing date for applications is Sunday 3rd November 2024.

The reference number to include in your application is H24_4939

For a confidential discussion, please contact Principal Consultant:

Janine Hammat

M. +61 (0) 488 555 858

E. jhammat@hardygroupintl.com

Please submit your application via the HG website: [HERE](#)

Note: Please use the online platform to submit your application. It will not be accepted via email.

If you require assistance in submitting your application online, please contact Senior Executive Search Coordinator, Natasha Tirado: ntirado@hardygroupintl.com / +61 0468 301 310.

It is standard practice for HardyGroup to acknowledge receipt of your application no later than the next business day. We request that if you do not receive the acknowledgement, you contact the search coordinator listed above as soon as possible after the 24-hour business period to resend your application if necessary.

Your application must include:

1. Cover letter addressed to the Principal Consultant;
2. A written response addressing the key selection criteria, found on **page 8**; and
3. An up to date copy of your Curriculum Vitae

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>

