

Position Description

POSITIONS DETAILS	Chief Executive Officer (CEO)
LOCATION:	Ceduna
DEPARTMENT:	Executive Management Team
REPORTS TO:	YHAC Board of Directors
DIRECT REPORTS:	Aged & Community Care Manager, Social Health & Wellbeing Manager, Practice Manager, Deputy CEO
DATE UPDATED:	8 th October 2024
HOURS OF WORK:	Full-time
EA Level:	ADMIN 8
FUNDING:	CORP – Corporate Services
SPECIAL CONDITIONS:	<p>Positions at this grade will be the Chief Executive Officer of an Aboriginal community-controlled health service other than those classified at Grade 7 who reports to and is responsible for the administration of the health service to the Board of Management and to whom heads of programs or activities within the health service report and are responsible.</p> <p>It is desirable that staff at this grade have Aboriginal knowledge and cultural skills – level 3.</p>

KEY POSITION OBJECTIVES
<p>The Chief Executive Officer (CEO) is responsible for the efficient and effective planning, budgeting, management, and administration of all aspects of the Yadu Health Aboriginal Corporation (YHAC). The CEO has responsibility and accountability of the organisation through implementing the broad direction of the Corporation's Strategic Directions Plan and is responsible for the development of a responsive and innovative model of health service delivery which meets the requirements of the Aboriginal community.</p> <p>The CEO will provide a high standard of customer service to the community, members, clients, staff, and the Board of Directors, contributing to a positive image of the Corporation, and will participate as a member of the Leadership Team through input and commitment to the best interests of the Corporation.</p>
KEY RELATIONSHIPS
<ul style="list-style-type: none"> • YHAC's Internal Stakeholders • External Stakeholders • YHAC's Board of Directors

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

Strategic Leadership:

- Develop and implement a strategic vision for the organisation and plan in alignment with the organisation's mission and values, ensuring a risk management approach that identifies and controls all risk/threats within the organisation.
- Continuously assess market trends, competitive landscape and regulatory changes to adjust the strategic direction accordingly.
- Develop and implement a sustainable business model to grow all areas of services and programs provided by YHAC, including expanding access to existing services.
- Provide leadership and direction to the Executive Management Team (EMT), and work in collaboration to provide strategic and operational leadership to the organisation.
- Develop a sense of teamwork and organisational pride to lead the organisation in the delivery of optimal services for the Aboriginal Community.
- Take responsibility for management risks in portfolio area and contribute to risk management across the organisation.
- Develop an effective consultative framework, participation processes, and procedures in conjunction with staff and the community, regarding changing health needs of the area and the provision of services, programs and resources to meet those needs.
- Ensure the efficient management and maintenance of all buildings, assets and property to meet current and future service delivery needs and requirements.
- Working in conjunction with HR Services, plan and allocate the organisation's human resources in accordance with the organisation's policies and procedures framework, ensuring appropriate staff numbers are considered to support service delivery requirements.
- Promote, market and develop sound public relations systems for the Aboriginal community by representing the organisation as a speaker and advocate at a range of meetings, committees and forums.
- Provide timely, expert information and advice on projects, programs and related processes managed or overseen by the role, to a broad range of internal and/or external stakeholders.
- Participate in the management of all corporation functions.

Quality Assurance & Compliance:

- Ensure that all audit and accreditation requirements are met, and systems are developed and implemented to support continuous improvement.
- Ensure the implementation and maintenance of high-quality standards in healthcare services, adhering to relevant regulations and standards.
- Ensure requirements of funding bodies, service agreements and contracts are met, including Performance Indicators.
- Ensure the Health and Safety and Equal Opportunity requirements of the organisation are observed.
- Facilitate and drive Organisational quality reviews, and the implementation of actions as identified, ensuring a total quality management and quality safety approach.
- Monitor, and participate in, when required, accreditation and quality working groups and audit and best practice programs.
- Oversee the implementation of auditing tools and processes and participate as part of the EMT in annual policy and procedure reviews relating to the specific programs.
- Fully understand the issues and exercise sound judgement when representing the Corporation, with external committees and consultants.
- Contribute to the promotion and implementation of the general organisation aims, personal management standards and employee conduct standards, as they relate to relevant industrial and discrimination legislation by ensuring compliance with legislative requirements.

Governance & Board Relations:

- Work collaboratively with the Board of Directors to set organisational goals, policies, and priorities.
- Provide regular updates to the Board on organisational performance, financial status, and key strategic initiatives.
- Provide executive supports to the Corporation Board of Directors.
- Providing support to the Corporation Chairperson for the development of appropriate sub-committees.
- Establish and implement orientation and training for Board Members in conjunction with HR Services.
- Analyse and report to the Board all issues that influence the direction of the organisation, including its strategic direction.

Operational Excellence

- Ensure consistent and comprehensive standards of service delivery for the total range of services provided by the organisation.
- Ensure that the organisation's customer service mechanisms are developed and maintained at a high standard.
- Lead and work collaboratively with the EMT in developing and implementing pro-active primary and preventative care strategies to support the overall wellbeing of the Aboriginal community.
- Participate in the evaluation of needs for the Community.
- Ensure the development of a range of continuous quality improvement mechanisms including performance management systems and customer focused feedback opportunities.

Financial Management:

- Maintain overall responsibility of the corporation's budget in accordance with funding agreements and requirements.
- Be responsible and accountable for all budget expenditure and monitoring.
- Provide leadership in the development and implementation of service agreements, budget allocation and management systems.
- Ensure portfolio key performance indicators are monitored and met.
- Ensure any acquittal process and associated reports are provided to funding bodies in a timely and efficient manner.
- Lead the EMT to ensure that all programs and activities occur in a fiscally responsible manner, in compliance with all relevant laws and guidelines, and that all monies expended occur in a diligent, appropriate, equitable, and responsible manner.
- Attend a range of internal and external forums and events, where necessary.
- Provide regular budget and financial performance reports to the Board.
- Negotiate with relevant funding bodies regarding health service needs and service priorities.
- Accept overall responsibility for the management of all Medicare income generated into the organisation.

People & Performance Management:

- Foster a positive work environment that encourages teamwork, inclusion, open communication, and professional growth. Recognise and encourage behaviours that contribute to teamwork.
- Work in consultation with Human Resources Services to ensure the efficient people and performance management of the EMT.
- Promote participative management approaches throughout the corporation.

- Promote effective communication mechanisms which enable staff participation and information.
- Ensure that effective systems of staff support and supervision are implemented, including performance review and development mechanisms and coordination of staff training and development activities.
- Provide feedback and final authorisation on recruitment of staff.
- Ensure all recruitment decisions made are fair, unbiased, and inclusive, taking into consideration the panel and HR Services recommendations, and the candidates based on their qualifications, skills, and potential contributions to the organisation, regardless of their background or personal characteristics.
- Communicate KPIs and expectations to EMT clearly and regularly.
- Provide regular performance feedback to EMT staff through 1:1 meetings and develop individual staff goals and workplans to promote a culture of continuous improvement.
- Ensure that probationary and annual performance reviews are fully documented.
- Coach and mentor EMT staff regularly to ensure that they have the skills, knowledge, and psychological safety to successfully perform their roles.
- Promote and enforce a no-bullying stance to ensure a safe and effective work environment. Ensure bullying or unprofessional behaviour is not enabled through inaction or silence.
- Use and assist in the maintenance of Employment Hero and Employment innovations.
- Manage approvals of electronic timesheets and leave requests where required.
- Ensure efficient and strategic allocation of resources, including managing absences and delegation of tasks.

Duties and responsibilities for this position should not be considered definitive. Other duties are as may be reasonably requested by the Board of Directors which are consistent with the classification and level of responsibility of a Chief Executive position.

KEY PERFORMANCE INDICATORS

- **Modelling and Setting Organisation Culture:** You will be responsible to explore and set values that are knitted deeply into the culture. It is your responsibility to develop and ensure a happy, collaborative, and engaging company culture that strives to ensure quality and consistency.
- **Human Resources:** You will be responsible for developing and mentoring the organisation to deliver best practice outcomes and accountable team members. Ensure all performance indicators are monitored and employees are working proactively and in an optimised manner. If an employee is not meeting performance requirements S.M.A.R.T goals and Development plans are used to train the employee to learn and acquire the necessary skills to perform at the levels required by their individual position descriptions.
- **Financial management:** You will be responsible for setting and seeking approval for the budget from the Board of Directors. Role is to ensure that all Tax, Superannuation, PAYG, work cover, ASIC, insurances obligations are paid in full and up to date each month. All budgets, cash flows and balance sheets are to be updated. Bank reconciliation is to be checked and verified.
- **Strategic Planning:** To develop and implement all strategic, operational and financial plans that enable the business to achieve the benchmarks required by the Board of Directors. These plans will be reported upon monthly and reviewed every 12 months.
- **Delegation of Authority:** All processes to be in line with the Corporation's delegation of authority.
- **Operational Process and Development:** Work with the EMT and other senior staff to enable the business to drive continuous quality improvement and report back to the Board of Directors.
- **General Administration:** Develop reports, submissions, correspondence, and briefings relating to services of the Corporation associated with your position.

- **Board Preparation and Meetings:** Board packs and information to be delivered no less than five days from scheduled Board meetings. All appendices to be attached to the Board packs. The CEO is to attend all eight Board meetings per year.
- **Planning and Management:** Developing, establishing, evaluating, and implementing the organisational strategic directions and Business Plan.

PERSON SPECIFICATION

Skills & Knowledge:

- Culture Awareness: Understanding and commitment to Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control.
- Team Management: Lead and motivate the EMT, set clear objectives, delegate tasks, and provide guidance and support to team members.
- Strategic Thinking: Ability to align the needs of the individual service areas with the overall organisation goal. Involves identifying potential risks, developing contingency plans, and making informed decisions to ensure successful outcomes.
- Problem Solving: Creative problem-solving and decision-making to address issues and challenges that arise across the organisation.
- Financial Management: Understanding budgeting and financial management to ensure that all Services and programs are executed within allocated resources and financial constraints.
- Stakeholder Management: Effectively engage and manage relationships with various internal and external stakeholders.
- Communication: Excellent communication skills; both oral and written communication, as well as active listening.
- Change Management: Well-versed in change management principles to facilitate smooth transitions, lead and motivate teams, set clear objectives, delegate tasks, and provide guidance and support to team members throughout the change management lifecycle.
- Time Management: Identify critical tasks, delegate, and effectively prioritise workload to maintain productivity, reduce stress, and ensure the successful execution of multiple service areas.
- Risk Management: Identifying potential risks and developing risk mitigation strategies to ensure each program's success and minimise negative impacts.
- Technology: High level computer skills including Microsoft Office Suite, and the ability to use patient information recall systems to analyse data and produce reports.
- Business & Operations: Strong understanding of business requirements, and particularly the operations for Primary Health and Aged Care Services. Ability to generate ideas for business improvement, with a systematic approach to business operations and business development.

Qualifications & Training:

- Bachelor or Master's degree in Business or a relevant field (business administration, project management, or a specialised domain related to the organisation's focus) preferred.
- Tertiary qualification in Business or Equivalent mandatory.
- Current DHS Working with Children Check and DHS Aged Care Screening.
- Current National Police Check.
- Evidence of Full Vaccination Status, including COVID Vaccinations 1,2, and Booster.
- Current unrestricted Class "C" Driver's Licence.

Previous Work Experience:

- Experience working with Aboriginal people and handling cultural issues in a sensitive manner, demonstrating an in-depth understanding of issues contributing to Aboriginal health outcomes.
- Experience in networking with Aged Care or health-related agencies & services at local, state, and national levels.
- Previous experience in an executive management role with a proven track record of successfully managing multiple service areas simultaneously.
- Knowledge of the industry with experience running a similar sized organisation
- Prior experience in leading and motivating teams to deliver high-quality results.
- Prior experience in developing and implementing strategic business plans, with a proven ability to analyse processes and ensure continuous improvement.

Personal Attributes:

- Commitment: To the organisation's goals and objectives and willingness to work to achieve these goals.
- Empathy and Cultural Safety: Communicates well, diplomatic; Empathetic; Caring and relates to, and sees issues from the perspective of people from the local Aboriginal & Torres Strait Islander community.
- Proactive: takes initiative and anticipates needs or challenges in the work environment rather than just reacting to situations as they arise. Forward-thinking, resourceful, and willing to go beyond the basic job responsibilities to contribute to the success of the organisation.
- Teamwork: Cooperates and works well with others in the pursuit of team goals; Collaborates and shares information; Shows consideration; Concern and respect for others' ideas; Accommodates and works well with the different working styles of others; Encourages resolution of conflict within a group; Focuses on the pursuit of best practice in service delivery; Able to develop strong working relationships with staff and external contacts.
- Resilience: Perseveres to achieve goals; Copes effectively with setbacks and disappointments; Remains calm and in control under pressure; Accepts constructive criticism in an objective manner, without becoming defensive.
- Reliable and Punctual: A high level of punctuality and reliability is required.

YADU'S VALUES

YHAC's vision is to provide safe health and wellbeing services to the Aboriginal and wider community which will enable individuals and families to achieve improved health outcomes, participate in and enjoy community and culture.

Our Commitment to our Clients

- Customer care and integrity: We will be friendly, professional, understanding, and sincere in all our interactions.
- Proactivity: We will take the initiative to identify our clients' needs and provide innovative tailored solutions.
- Value: We will exceed our clients' expectations by providing a superior level of service.
- Community: We will support the development of the communities in which we operate.

Our Commitment to our people

- Teamwork: We value integrity, honesty, openness, personal excellence, continual self-improvement, and mutual respect.
- Recognition and rewards: We recognise and reward our people for demonstrating excellence.
- Working conditions: We provide a safe, healthy, and happy working environment.
- Balance: We encourage health and well-being with a balance between work and personal life and dedicated health and wellness initiatives.
- Community involvement: We contribute positively to our community and environment.