

## **POSITION DESCRIPTION**

**POSITION TITLE:** Chief Operating Officer

**CLASSIFICATION:** Mercer 6

**REPORTS TO:** Chief Executive Officer

**PERFORMANCE AND DEVELOPMENT PLAN:**

*Conducted during the first 3 months from the time of commencement and in accordance with the Performance Review and Development Policy. This Position Description shall be considered at the time of conducting your Performance and Development Plan.*

### **ST JOHN OF GOD HEALTH CARE MISSION AND VALUES**

Our vision is to bring healing to people through services that are caring, comforting and affirming and give them a reason to hope and a greater sense of their own dignity.

Our organisational culture reflects our values of Hospitality, Compassion, Respect, Justice and Excellence and each management position carries the responsibility for leadership of a Ministry of the Catholic Church.

Importantly because the whole of the organisation is concerned with caring for or supporting people, those associated with the provision of services, at all levels are considered to be "Caregivers".

Caregivers are expected to uphold the five values, treating each other and those they serve with respect and dignity in support of our vision.

#### **1. PURPOSE OF POSITION**

The Chief Operations Officer (COO) at St John of God Accord (Accord) is accountable for the design, service delivery, quality, risk management, and outcomes for Accord's services.

This senior Executive role will focus on service quality and the growth and innovation of programs delivered through an engaged and capable workforce. The COO will support the CEO and Executive, ensuring that Accord's services maintain a quality reputation with the people the service supports, their families, support networks and key stakeholders.

The COO will ensure that services, priorities and plans are developed and delivered in line with agreed strategic and contractual priorities, and strives to always deliver excellence in client service delivery. This leadership role will foster a strong performance culture within Accord.

The COO will hold a strong commitment to lead the Vision, Mission and Values of SJGHC, as outlined in Our Vision.

## **2. POSITION REQUIREMENTS**

### **2.1 Mission**

- Capacity to understand and willingness to support and promote the Mission and Values of St John of God Health Care.
- Commitment to organisation's service ethos through the provision of excellent service.
- Caregivers are required to act in accordance with the standards of behaviour outlined in the SJGHC Code of Conduct document.

### **2.2 Leadership & Operational Performance**

- To provide strong and inspirational leadership and direction to operational teams and lead change in a dynamic environment
- Build a high performance culture in all services through strong leadership, empowerment, ongoing support and leadership development
- Work with the CEO, Executives and leadership team to understand the dynamic relationships between activity, workforce and financial performance, and to identify and respond to changes in culture, productivity, throughput and general efficiencies.
- Lead achievement of service growth, innovation and quality targets as set out in Accord's strategic and operational plans
- Ensure all services are compliant with applicable contractual and regulatory requirements, meet performance and budget targets and are delivered to the highest standard of service.
- Perform audits to identify program strengths, areas of concern, and develop plans to take appropriate action when identified.
- Enable and support the development, implementation and ongoing support of our Client Engagement Framework.
- Take lead responsibility to ensure the cost effectiveness and efficiency in the development and delivery of Accord's service, including oversight of operations and productivity performance.
- Provide exemplary leadership and role modelling in all interactions, empowering caregivers at all levels to deliver outstanding service delivery outcomes.
- Act as deputy or Acting CEO when required

### **2.3 Service Delivery**

- Promote and encourage a culture of service excellence and Mission integration across all areas of Accord.
- Utilise feedback mechanisms such as Client Engagement Framework, and internal and external data and sector trends to drive and influence service delivery models and improvements.
- Promote best practice Occupational Health Safety and Wellness and achieve required levels of performance.
- Lead a safety and high performance culture through accountability of self and others.

All other reasonable duties as directed by Supervisor/Director.

## **3. Team Work**

- Participate as a valued team member promoting and contributing to a supportive team environment.

#### **4. Communication**

- Communicate effectively with all customers and patients using the appropriate channels, utilising appropriate formal and informal channels of communication.
- Ability to develop and communicate key pieces of information in easy English
- Develops strong collegiate relationships with other managers.
- Fosters external stakeholder relationships to the benefit of the service.
- Coordinates and ensures recording of regular unit/service meetings to ensure all caregivers are well informed and are actively encouraged to participate in unit/service and organisational activities and decision making.
- Develops and maintains effective networks and relationships with all professional groups both within and external to the organisation in order to build proactive and visible partnerships in pursuance of service related improvements.

#### **5. Formation and Leadership**

- Provide leadership, through effective personal, professional communication, and interpersonal capabilities and change management as well as team and strategic capabilities – as outlined in the SJGHC Leadership Profile.
- Continually develop skills, acquiring additional knowledge, via internal and external training.
- Facilitate caregiver development, including preceptoring, coaching, mentoring and achieving competencies.
- Ensure caregivers within the portfolio have performance development plans, where they are held accountable for meeting expectations and agreed goals that are reviewed at least annually.
- Participate in Manager Meetings as well as relevant committees and working parties.
- Conduct and record regular meetings ensuring caregivers are informed and encouraged to participate in relevant activities and decision making.
- In collaboration with Human Resources, implement caregiver/industrial relations policies, including managing disciplinary matters and grievances in accordance with group-wide and divisional policies, to ensure good caregiver relationships.

#### **6. Collaborative Leadership in Health Care**

- Assist in the establishment and maintenance of mutually beneficial relationships to enhance patient care and business outcomes.
- Develop and maintain effective relationships with relevant internal and external professional groups to build and enhance service delivery on a divisional and group-wide basis.

#### **7. Social Outreach**

- Participate, support and promote self and caregiver participation in divisional and group Social Outreach and Community programs and initiatives.

#### **8. Child Safety – ACCORD ONLY**

- Ensure that Child Safe practices are inherent in working with children and young people in all areas of service delivery.
- Ensure that children people are aware of their rights to a safe and abuse free environment and are aware of how to report any concerns.
- Immediately report any suspected, observed or disclosed abuse in line with the reporting processes, to line manager with view to it being reported to relevant protective authority.
- Work with children / young people in a way that is respectful and appropriate to any cultural / diverse background and ensure a safe environment is in place.

## **9. Quality and Risk**

- Participate in, contribute to and implement quality improvement and risk management into all aspects of service.

## **10. Occupational Health and Safety**

- Adhere to all applicable St John of God Health Care policies and guidelines.
- Take reasonable care of themselves and others.
- Not to interfere, bypass or misuse any system or equipment provided for health, safety and welfare purposes.
- Take all actions to avoid, eliminate or minimize hazards.
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work.
- Report all incidents / hazards / injuries.
- Assist in completion of incidents / hazards / injuries reports.
- Participate in the documentation of Risk Assessments and Standard Operating Procedures for activities that could pose an OHS risk.
- Raise OHS issues with appropriate caregivers and take part in OHS consultative arrangements.
- Use Personal Protective Equipment as required and directed.
- Attend all mandatory and recommended OHS training as scheduled by Group Services.
- Promote a positive safety culture within their areas by demonstrating a positive commitment to OHS.

## **11. Environment**

- The caregiver, recognising St John of God Health Care commitment to responsible environmental stewardship, will support the organisational Environmental goals in performance of all duties.

## **SELECTION CRITERIA**

### **Essential**

- Strong commitment to lead the Vision, Mission and Values of SJGHC, as outlined in Our Vision. Ability to role model and articulate these through strong and ethical leadership and values-based behaviours in the workplace.
- A leadership style that is empowering, authentic, holistic, inclusive and exemplifies servant leadership.
- Experience successfully leading in a large complex community service organisation
- Exceptional commercial acumen and proven experience in delivering innovative change
- Excellent understanding of current community service sector issues and the challenges of our complex operating environments.
- Relevant post graduate tertiary qualifications.
- Proven strategic planning and risk management skills.
- Demonstrated experience in leading major change and supporting complex projects in a community service environment.
- Highly developed communication (written, nonverbal and oral), negotiation and interpersonal skills.
- Demonstrated experience in successfully liaising with a wide range of internal and external stakeholders.
- Eligibility for NDIS Worker Screening Clearance

### **Desirable**

- Experience in NDIS and service delivery models for people with a disability.
- Experience delivering against complex service contractual obligations.