

Role Description

Service Group Director - Medical

Reference:	Harvey Nash (AMIS-664217) TV306969	Position ID:	32014093
Role title:	Service Group Director - Medical	Classification:	HES2(L)
Employment status:	Contract – Executive position	Salary:	\$155,440 to \$162,076 per annum
Unit/ Branch:	Medical Service Group Townsville Hospital and Health Service	Contact Name:	Chris Davies, Regional Managing Director or Johnny Townson, Senior Researcher/Consultant (Harvey Nash)
		Contact Number:	+61 (0) 477 010 023
Location:	Townsville	Closing Date:	Wednesday 15 May 2019

The Opportunity

The Service Group Director is responsible for providing strategic leadership and overseeing the operation of a clinical service group within the Townsville Hospital and Health Service (THHS). The role represents a single point of accountability for achieving all outcomes expected of the clinical service group to ensure that the Service Group contributes to the achievement of the THHS's vision. The Service Group Director is a key member of the Senior Management Team and works in partnership with the Chief Operating Officer (COO), Executive Management staff and other Service Group Directors to support the delivery of safe, effective and sustainable care within the THHS, including changing clinical practice and strategic advice to the board.

The Service Group Director will bring strong leadership and business management experience to the role and will possess a strong understanding of the clinical environment pertinent to the Service Group. The role will be responsible for providing high level, expert advice to the COO and members of the Executive Management team, will contribute to the development of the THHS's strategic vision and will be fully responsible for the development of the Service Group's annual operational and performance plan.

Reporting line, staffing, and budget responsibilities

- The Service Group Director reports operationally and professionally to the Chief Operations Officer.
- The Service Group Director is responsible for an approximate MOHRI FTE of 1091.
- The Service Group Director is responsible for an approximate budget of \$236 M.

The role

Responsibilities:

- Provide executive level and strategic leadership to the Service Group, ensuring that financial and human resources are effectively managed, whilst maintaining the highest level of contemporary clinical practice for the Service Group.
- Contribute to the development of THHS's strategic vision, by providing expert advice around emerging trends and practices in the clinical services.
- Develop and implement the Service Group's operational plan, reflecting THHS's strategic vision.

- Establish strong clinical and business governance frameworks to drive evidence based and transparent decision making, accountability of performance and optimal use of resources to deliver quality health outcomes, effectively manage risk and ensure continuous improvement in patient-centred care.
- Ensure that all services are planned and delivered across the clinical continuum, recognising the ongoing need for clinical redesign, the interdependency of service provision across other Service Groups, and in collaboration with internal and external service partners.
- Establish, monitor and evaluate the efficacy of Service Group systems and processes which provide feedback about standards of performance to ensure that key areas of risk and opportunities for performance improvement are identified.
- As a member of the Senior Management Team, respond to THHS-wide issues in a manner which supports the development of a coherent organisational focus and shared vision.
- Work in close partnership with the COO to ensure expected performance outcomes within the Service Group Performance Agreement are achieved.
- Develop, implement and drive organisational change, including sponsoring major projects and change initiatives specific to area of expertise and clinical practice.
- Effectively plan for expected growth in the demand for health services within the region by developing and implementing strategies which transform service delivery to respond to increasing demands within a constrained resource environment.
- In partnership with the Senior Management Team, facilitate the implementation of a learning culture within the Service Group and with internal and external partners, fostering research and education opportunities for staff, and actively embedding education and research as a fundamental contributor to organisational performance. Ensure ongoing professional development opportunities are made available to all staff within the Service Group.
- Develop and manage the Service Group and promote clinical engagement with the professional streams.
- Ensure the Service Group delivers culturally capable general health services that are complemented by targeted Indigenous-specific programs and services to improve Aboriginal and Torres Strait Islander health outcomes.
- All employees with the THHS are required to take reasonable care for their own health and safety, including carrying out work in accordance with prescribed practices and procedures and in a manner that will not create health and safety hazards for either the employee or others in the workplace.

Additional:

- Fulfil the responsibilities of this role primarily in accordance with the Townsville Hospital and Health Service (HHS) core values, as outlined below, and in accordance with the [values outlined for the public service](#) with the Queensland Government.
- Ensure that service standards, safety and quality are maintained through adherence to defined service quality standards and relevant occupational health and safety policies, procedures and work practices.
- Implement and monitor the organisation's quality standards, occupational health and safety policies, procedures and programs and provide clinical governance in the relevant work area.
- Some roles within Queensland Health are designated as Vaccination Preventable Disease (VPD) risk roles.
This is a VPD risk role.

Work Health and Safety

Townsville HHS is committed to providing a safe workplace for all employees. This commitment includes a dedicated *People Focussed Safety* culture.

A *People Focussed Safety* culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Townsville HHS is everyone's responsibility.

Safety and Quality

Relevant to the position, participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to *The National Safety and Quality Health Services Standards and the Australian Council on Healthcare Standards (ACHS) Evaluation and Quality Improvement Program (EQulP)*.

For more information in regards to Work Health and Safety Accountabilities within the Townsville HHS please review [Workplace Health and Safety Act 2011](#) - **Part 2, Health and Safety Duties**.

Mandatory qualifications/ professional registration/ other requirements

- **Vaccine Preventable Disease (VPD):** Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids are required to provide evidence of vaccinations or proof that they are not susceptible (due to prior exposure to the disease and therefore have natural immunity) to the following VPD's Hepatitis B, Measles, Mumps, Rubella, Varicella and Pertussis (diphtheria, tetanus and pertussis containing vaccine) according to the Queensland Health Policy.
- There are no mandatory qualifications or professional registration requirements however, a business management degree or equivalent is desirable. The successful candidate does not need to have a clinical background, but will need to be able to demonstrate how they will deliver excellence in leadership and management of a large clinical division in a hospital and health service.
- A strong understanding of the clinical environment, with experience in complex interdependent systems, will be highly regarded.
- This position requires the incumbent to operate a class C motor vehicle and an appropriate license endorsement to operate this vehicle is required. Proof of this endorsement must be provided prior to the commencement of duty.
- Travel will be required in this position, both within the THHS and throughout Queensland. This may include travel by small aircraft.
- It is a requirement of the position to participate in on-call rostering, where necessary.

How you will be assessed

You will be assessed on your ability to demonstrate the following key requirements, knowledge and experience which is outlined under 'The role'. The ideal applicant will be someone who has proven ability and can demonstrate the following:

- Professional Capability:
 - Professional standards: Creates and sustains professional standards of excellence in service delivery and patient care.
 - Drive for results: A strong commitment to making service performance improvements and a determination to achieve positive service outcomes for users.
- Research Capability:
 - Research culture: Creates and sustains a culture of world class research and innovation.
 - Collaborative research: Leads a department which supports integrated research across professional disciplines.
- Leadership Capability:
 - Self-awareness: Knowing your own strengths and limitations, and understanding your own emotions and the impact of your behaviour on others in diverse situations.
 - Holding to account: The strength of resolve to hold others to account for agreed targets and to be held accountable for delivering a high level of service.
 - Effective and strategic influencing: Being able and prepared to adopt a number of ways to gain support and influence diverse parties, with the aim of securing health improvements.

- Management Capability:
 - Communication: Adopt appropriate strategies to gain support and influence others, communicate effectively in the public domain and with senior boards and external stakeholders.
 - Business planning: Create strategic plans that meet hospital and whole-of-government priorities, and position the hospital to meet future challenges.
 - Financial management: Develop, interpret, monitor and analyse trend data in organisational financial and establishment reports; forecast, monitor and manage revenue and expenditure; develop strategic procurement plans and ensure the organisation has the health infrastructure to meet demand in growth areas.

Your Application

All applications are to be submitted directly through [Harvey Nash](#) and must include:

- A full curriculum vitae/resume
- Quoting reference: **Service Group Director – Medicine (AMIS-664217)**
- A covering letter highlighting the aspects of the job description and Townsville Hospital and Health Service that particularly attract you to the post
- A photocopy of your passport (photo page)
- Contact details for three referees (who will not be contacted without your permission)
- A completed [Equal Opportunities Monitoring Form \(online\)](#)
- Please send by email to: Nora.Kormendi@HarveyNash.com
- *Applications will remain current for 12 months after they have been submitted.*
- *Future vacancies of a similar nature throughout the Townsville Hospital and Health Service may also be filled through this recruitment process.*

About the Townsville Hospital and Health Service

The Townsville Hospital and Health Service (HHS) is responsible for the delivery of healthcare services, education and research to a population of approximately 250,000 people. The Townsville HHS provides a large continuum of healthcare services, from advanced highly specialised tertiary-level healthcare at The Townsville Hospital, to secondary and primary-level hospital and community healthcare across the region. The Townsville HHS comprises 20 health facilities, including The Townsville Hospital, which serves as the tertiary referral hospital for the whole of northern Queensland.

The Townsville HHS is the largest tertiary health service in northern Australia. The Townsville Hospital provides, complex, high level services across a wide range of specialities including cardiothoracic, neurosurgery, adult and paediatric ICU, general surgery, medicine, radiation and medical oncology, transplant haematology, paediatrics, obstetrics and neonatology to the North Queensland region. Uniquely, The Townsville Hospital is the only tertiary facility in Queensland to offer all of these services within the one hospital.

In addition to The Townsville Hospital, the Townsville HHS delivers clinical services in eight locations over 149 500 square kilometres. Our services include rural hospitals, health centres, multi-purpose health services, mental health rehabilitation, clinics and aged cared, supported by our innovative telehealth services.

The Townsville Hospital facility is located adjacent to one of Queensland's leading tertiary education facilities, James Cook University. We are a major provider of undergraduate/postgraduate clinical placements and education across all health services and disciplines. James Cook University and the Townsville Hospital and Health Service collaborate to conduct research within the organisation making a substantial contribution to the development of research and education policy.

Our Vision: To be the leader in health care, research and education for regional Australia

Our Purpose: To deliver excellent care, research and education to improve the health of people and communities of northern Queensland

Our Values:



Integrity



Compassion



Accountability



Respect



Engagement

Please visit our website for additional information about the [Townsville Hospital and Health Service](#)

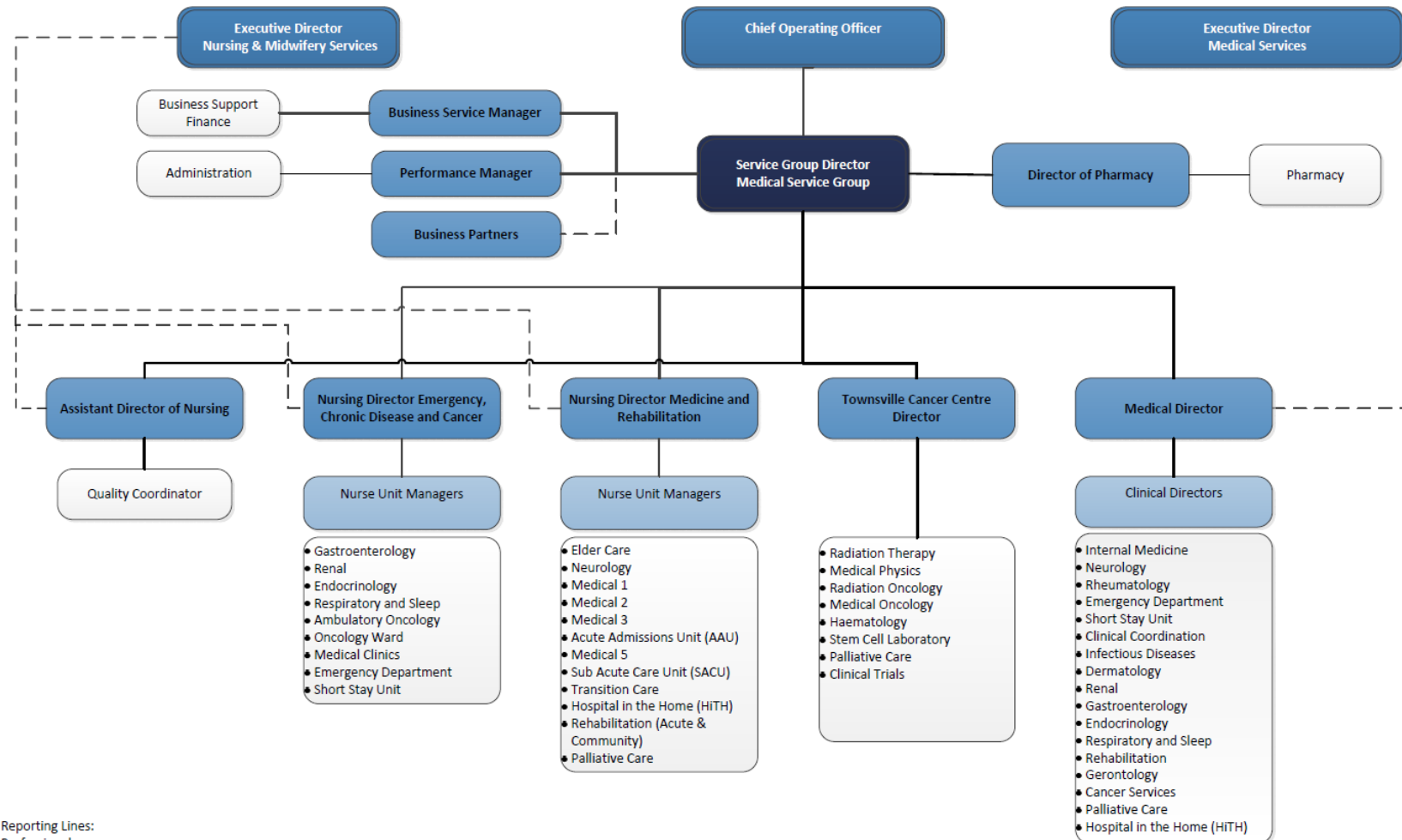
Additional Information

- Pre-employment screening, including criminal history, aged care checks, and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services to children will require a 'working with children check' from the Blue Card Services Department of Justice and Attorney-General prior to appointment, unless otherwise exempt.
- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details [Lobbyist Disclosure](#)
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the [Workers' Compensation and Rehabilitation Act 2003](#)

Organisational Chart – Medical Service Group

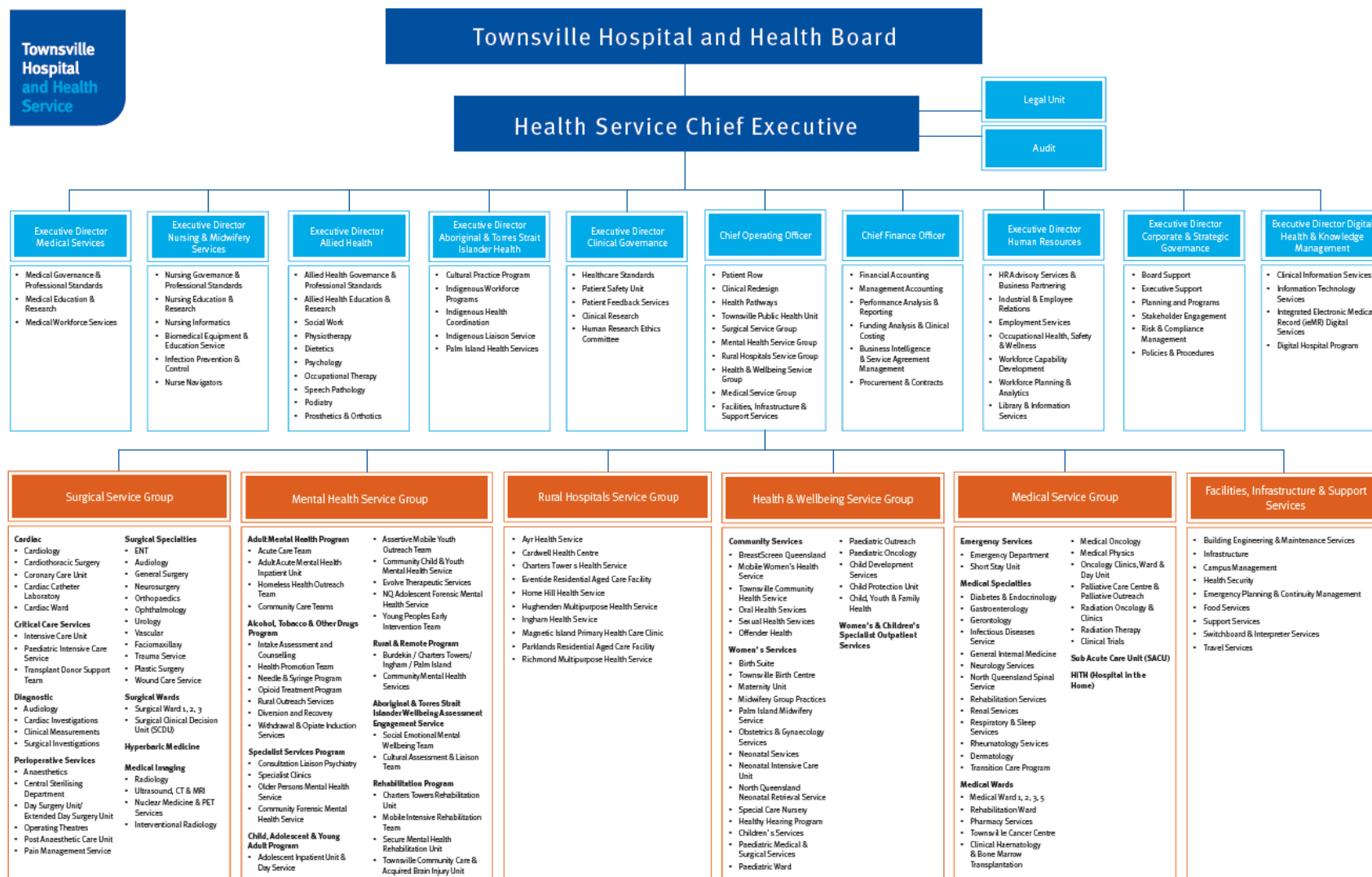


Townsville Hospital & Health Service Medical Service Group Organisational Chart



Review Date: January 2018

Organisational Chart – Townsville HHS



Townsville HHS Functions and Services Structure

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