
	POSITION DESCRIPTION	PD290	Director – Operations and Engagement NSW	
		Version	1.0	

POSITION TITLE:	Director – Operations and Engagement Northern NSW
CLASSIFICATION:	Individual Contract
INDUSTRIAL AGREEMENT OR AWARD:	Health Professionals Support Services Award
REPORTS TO:	Chief Executive
DATE REVIEWED:	1 June 2020



POSITION OBJECTIVE:

The Director – Operations and Engagement Northern NSW provides strategic and operational leadership of the Operations and Engagement team for the region extending from Tweed Heads to Grafton, aligned with Northern NSW Local Health District boundaries. The role is responsible for the development of relationships, partnerships and alliances across health and social services and communities to promote better health outcomes in Northern NSW. The Director will implement a coordinated, measurable approach to stakeholder engagement and local needs assessment. The role will coordinate local implementation of programs and projects to promote high-performing, coordinated service delivery, person-centred healthcare and build healthy communities in Northern NSW.

KEY RESPONSIBILITIES:

- Build and foster relationships, partnerships and alliances with key stakeholders across the health and social services sectors and Northern NSW communities to drive improved health outcomes.
- Develop and implement systems and processes to collect information regarding local needs, priorities and opportunities and share within HNC to inform the development and delivery of programs and initiatives.
- Develop and implement systems and processes to facilitate effective local delivery of HNC programs and initiatives.
- Plan, monitor, measure and continuously improve stakeholder engagement and satisfaction.
- Work in partnership with internal and external stakeholders to implement innovative programs and projects that respond to local needs and enhance coordinated service delivery and person-centred healthcare in Northern NSW.
- Facilitate the effective engagement and operation of Healthy North Coast advisory bodies including Clinical Councils, Community Advisory Groups and other collaborative forums.
- Lead, manage and develop staff to build a high performing team that facilitates quality program delivery in Northern NSW.
- Build the profile and visibility of Healthy North Coast in Northern NSW communities through effective stakeholder engagement and communication.
- Persuasively articulate HNC's mission and priorities to ensure outcomes are achieved and performance targets are met.
- Represent HNC in relevant local, state and national forums and contribute to organisational planning and decision-making as a member of the executive leadership team.

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Please note that significant inter and intra state travel and work outside standard office hours may be a requirement of this role (delete if not applicable)

VALUES:

Respect	<ul style="list-style-type: none"> I care, value and support myself as an individual, my colleagues and my communities. I celebrate diversity and reject the temptation to try to change or judge others. I seek to empower everyone around me.
Integrity	<ul style="list-style-type: none"> I act with honesty and accountability. I like taking responsibility for my actions.
Collaboration	<ul style="list-style-type: none"> I am committed to working in genuine partnership with my colleagues, our stakeholders and community. I believe in the power of connecting and sharing knowledge with others. I know that by working together we can make a difference.
Innovation	<ul style="list-style-type: none"> I lead the way. I am always seeking better ways to do things. I want to be a catalyst for positive change. I seek to think outside the box and be creative.
Results Driven	<ul style="list-style-type: none"> I am determined to deliver. I want to succeed for myself and the organisation. I strive to make a valuable, positive difference.
Have Fun	<ul style="list-style-type: none"> I bring enthusiasm and positivity to my role. I look for ways to make our working days more enjoyable. I believe that a fun work environment leads to a more healthy work environment.

SELECTION CRITERIA

Applicants must address **ALL** the Selection Criteria (both mandatory and desirable) in this section

MANDATORY

CAPABILITY FRAMEWORK



Personal Attributes

- Manages self** – is self-driven; uses strong planning and problem solving skills to manage complex projects and programs with calm deliberation.
- Displays resilience and courage** - encourages innovation and new ideas; creates an environment for the development of new approaches and creative solutions.



Results

- Delivers results** – uses personal drive and commitment to achieve quality results through rigorous measurement of outcomes.
- Plans and prioritises** – develops strategic and operational frameworks to facilitate high quality program delivery, with due regard for political, community and cross-agency perspectives.



People Management



- Manages reform and change** – leads transformational change in a complex and fast-paced environment; demonstrates flexibility and adaptability.
- Manages and develops people** - ensures a culture of performance, drives capability development and encourages continuous learning and reflection.



Relationships

- Influences and negotiates** – communicates with influence; persuasively negotiates complex matters with tact and discretion.

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Business Enablers

8. Partnerships and collaboration – builds productive relationships, partnerships and alliances with internal and external stakeholders; identifies opportunities for collaboration and integration; establishes a reputation as a leader of engagement and reform.

Other mandatory criteria

9. Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, and continuous improvement principles.

DESIRABLE

Desirable criteria

- 11. Tertiary qualifications in a related discipline
- 12. Experience with or knowledge of not for profit entities, primary health care and the current health reform agenda in Australia
- 13. Highly developed financial and human resource management skills

APPOINTMENT SUBJECT TO:

1. Completion of 100 point identification check
2. Criminal record clearance
3. Employee confirmation that they do not have a pre-existing injury or illness that would affect their ability to undertake the inherent requirements of this position
4. Current Class C Driver's Licence

PERFORMANCE INDICATORS:

To be established with the Manager within the 3 month probationary period.

ACKNOWLEDGEMENT:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name:	
Signature:	
Date:	

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