

# Job Description Form

## Executive Manager Corporate Services



### Vision Statement

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

### Mission Statement

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Service's Model of Care, empowering Aboriginal people to achieve health equality in their communities.

### Aboriginal Culture

Aboriginal culture underpins every aspect of the work AHCWA does, and should always be reflected in work practices and behaviours.

All employees are expected to acknowledge, understand and continuously promote the importance and diversity of Aboriginal culture in all work activities.

### Organisational Values

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business. These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members



#### Culture

Acknowledging and understanding the importance and diversity of Aboriginal culture in all that we do.



#### Integrity

Working with personal and collective integrity whilst striving to achieve service excellence for our Members and community.



#### Passion

Exhibiting passion, positivity and commitment in all that we do to inspire and empower all people, Member Services and communities to reach their potential.



#### Collaboration

Fostering and contributing to shared objectives through inclusiveness and engagement with our Member Services.



#### Accountability

Being accountable to all our Members, stakeholders and the community

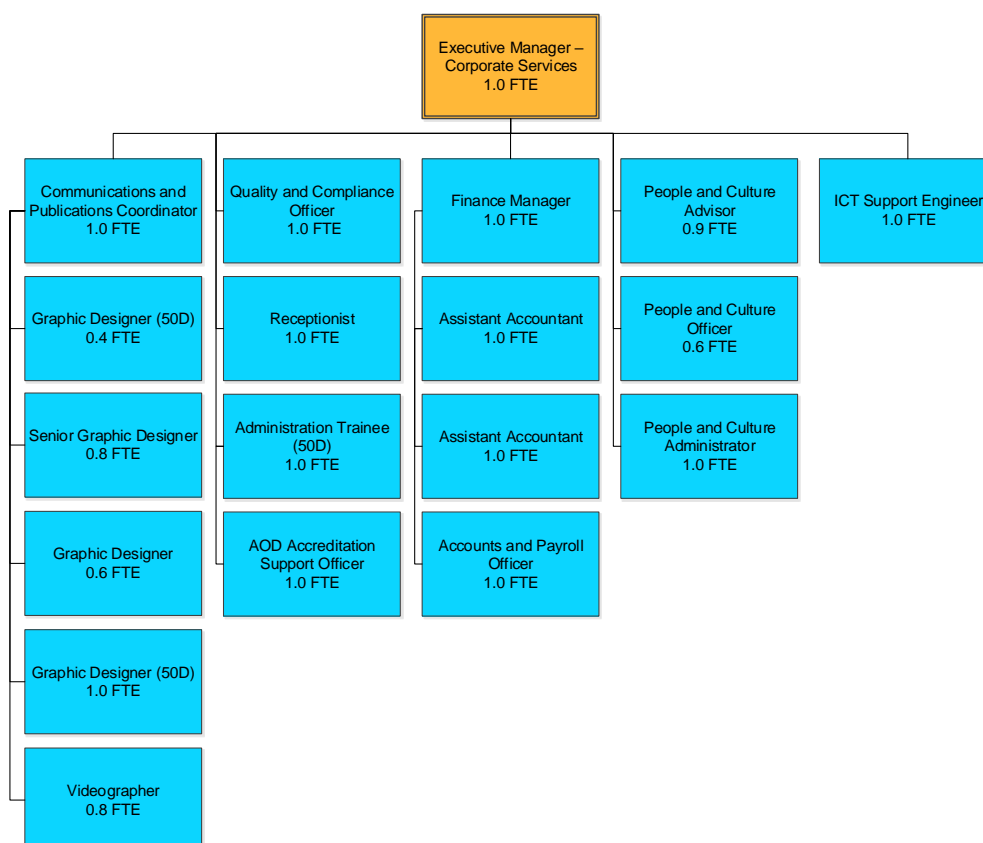


#### Resilience

Embracing challenges and harnessing opportunities to empower our communities for self-determination.

<b>Position Title</b>	Executive Manager Corporate Services
<b>Work Group</b>	Executive Management
<b>Work Unit</b>	<ul style="list-style-type: none"> <li>- People and Culture</li> <li>- Finance</li> <li>- Communications and Design</li> <li>- Information and Communication Technology</li> <li>- Administration</li> </ul>
<b>Reports To</b>	Chief Executive Officer
<b>Direct Reports</b>	11
<b>Award / Agreement</b>	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
<b>Award Classification</b>	Administrative Grade 7
<b>Approved by CEO</b>	23 May 2023 (Des Martin)

## Team Structure



## Position Purpose

The Executive Manager Corporate Services reports to, and is directly accountable to, the Chief Executive Officer (CEO) and is responsible for leading and managing all activities within the Corporate Services Work Group.

As a member of the Executive Management Team, and working closely with the CEO and Board of Directors, the occupant is required to lead and champion the implementation of the organisation's strategic plan to achieve the organisation's objectives in an effective and timely manner.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health and Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

## Strategic Alignment

The organisation's Strategic Plan 2021-25 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role of Executive Manager Corporate Services is aligned with all four Strategic Goals.



Enhance and promote the ACCHS Model of Care as best practice primary health care for Aboriginal people and communities



Support and strengthen our Member Services to achieve excellence in service delivery



Lead and influence the state and national Aboriginal health policy and research agenda as determined by our Member Services



Grow and advance the capacity and capability of AHCWA and our Member Services for long term sustainability

## Key Stakeholder Relationships

### External

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services in Western Australia.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

### Internal

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia.
- Works in collaboration with the Executive Management Team and in consultation with the Board of Directors.

## Responsibilities of this Position

### Executive Management and Leadership

- As a member of the Executive Management Team, participate fully in the collective responsibility of delivering on the organisations strategic objectives through the development, implementation and evaluation of operational action plans.
- Provide positive and effective leadership, which is results driven, team orientated, ethical and aligned to the organisations values.
- Promote and facilitate an organisational culture of continuous quality improvement, innovation and high performance.
- Contribute to, and foster, a culture of effective and timely communication to internal and external stakeholders.
- Activity participate in, and contribute to, the Executive Management Team, working towards a unified vision and achievement of common goals.
- Engage, build, and maintain effective stakeholder relationships, representing the organisation at key meetings, forums and committees.
- Review, develop and implement organisational-wide policies and procedures to support the effective operations of the organisation.
- Regularly review, improve and implement best practice methodologies relating to risk, compliance and quality assurance processes to support operations, engagement and innovation.
- Prepare high-level briefings, reports and presentations to the Chief Executive Officer and Board of Directors as required.

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## **Work Group Management**

- Manage and oversee the day to day operations and functions of the following Work Units:
  - People and Culture
  - Finance
  - Communications and Design
  - Information and Communication Technology
  - Administration
- Monitor the allocation and direct the resources within the Corporate Services Work Group to ensure the achievement of business objectives and deliverables.
- Select, train, motivate and evaluate personnel within the Work Group to achieve collective goals and objectives.
- Ensure all Work Group KPI's and program deliverables are being met on a timely basis and in line with the objectives of the organisation's Strategic Plan and Operational Plan.
- Coordinate and ensure all reporting requirements are met in a timely manner.
- Regularly monitor, measure and evaluate individual employee performance and address any concerns in a timely manner.
- Regularly engage with employees to support personal growth and development.

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## **Financial Management**

- Oversee the financial management of the organisation, ensuring the integrity and reporting of the organisation's statutory, regulatory, and management obligations, and respond to recommendations made as a result of external audit processes.
- In collaboration with the Finance Manager/Accountant, monitor, control and report on accurate financial information, including the annual budget, revenue, expenditure and grant acquittals, to meet the needs of external and internal stakeholders such as the Board of Directors, CEO/Managers, Auditor and funding bodies.
- Develop, implement and maintain a financial management framework and financial models which promote effective budget management and fiscal responsibility.
- Develop plans that respond to the organisation's future needs relating to the use of capital works and assets.

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## **People and Culture**

- Oversee all strategic workforce planning and organisational development activities relevant to the strategic needs of the organisation.
  - Oversee organisational recruitment, inductions, training and development, employee relations, and exits.
  - Oversee the Human Resource and Industrial Relations management of the organisation.
  - Ensure compliance with all statutory and legal frameworks with respect to HR/IR and Work Health and Safety.
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### **Information and Communication Technology**

- Oversee the operation of the ICT Work Unit, including ensuring all ICT infrastructure and systems operate efficiently and effectively.
- Highlight ICT risks and issues and develop and implement strategies that enable effective ICT management.
- Ensure the implementation of identified ICT projects are met in accordance with established deadlines and budgets.
- Ensure the provision of effective ICT performance, client support, application development and processes.

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### **Communications and Design**

- Oversee the development, implementation and review of a range of communication strategies to achieve organisational objectives and improve community engagement.
- Oversee the development of a quarterly Newsletter, Annual Report, monthly E-Bulletins, educational and promotional materials, website and social media content, and media related material.

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### **Administration, Assets and Logistics**

- Manage the effective and efficient running of the office building, including office reception duties, cleaning, repairs and maintenance, and general consumables and office supplies.
- Manage the procurement of assets and equipment, including vehicle leases.
- Ensure adequate policies, procedures and systems are in place for the safe, effective and efficient running of the office.

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### **Quality Management System**

- Actively participate in the organisation's QMS (LOGIQC).
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
- Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.

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### **General**

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values.
  - Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
  - Attend and participate in professional development activities including workshops and training as required.
  - Attend and participate in Employee Development Days.
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- Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020* (WA).
- Identify and assist to reduce Work Health and Safety hazards and risks.
- Follow the reasonable direction of Work Health and Safety representatives.

## Position Performance Indicators

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisations performance development framework.

Key Result Area	Key Performance Indicators
<b>Executive Management</b>	<ul style="list-style-type: none"> <li>• The development, implementation and monitoring of operational and strategic action plans which align to the organisation's contractual and strategic objectives.</li> <li>• Effective and timely consultation and collaboration with CEO, EMT and Managers to achieve business objectives.</li> </ul>
<b>Compliance and Reporting</b>	<ul style="list-style-type: none"> <li>• Effective completion of all Work Group contractual obligations including program delivery, funding reports, evaluations and compliance requirements.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Sound financial management and cost control, ensuring the effective management of all Work Group expenditure against pre-approved budgets.</li> </ul>
<b>Employee Management</b>	<ul style="list-style-type: none"> <li>• Lead and support employees to work towards the achievement of the Work Group's objectives in an efficient and effective manner.</li> <li>• Lead and facilitate regular team meetings (12 per annum).</li> <li>• Lead a minimum of 12 one-on-one meetings with direct reports per annum.</li> </ul>
<b>Quality Management System (QMS)</b>	<ul style="list-style-type: none"> <li>• Ensure all tasks assigned to this position are completed within a six (6) week period.</li> <li>• Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.</li> </ul>

## Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

### Qualifications, Skills, Experience and Knowledge

#### Essential

- Possess a tertiary qualification in management and/or extensive equivalent management and administration experience.
- Demonstrable experience managing, leading and supporting a team within a culturally diverse workplace.
- Ability to manage conflict within a team orientated organisation.
- Highly developed written communication skills including the ability to write clearly and concisely, prepare complex written reports and manage the output of quality information.
- Highly developed interpersonal skills including negotiation and consultation skills and the ability to proactively establish and sustain effective stakeholder relationships.
- Substantial experience in the development, review and implementation of policies and strategies with a sound understanding of Aboriginal Community Controlled Health Services and processes.
- Effective organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Advanced skills in office computing applications including word processing, spreadsheet, database, presentation software i.e. PowerPoint or similar.
- Strategic thinking and planning skills with a clear focus on an organisational approach to social, economic and environmental wellbeing.
- Ability to work well and foster a strong working relationship with a Board of Directors.
- Understanding of and ability to be an effective and flexible leader in a complex and changing environment.
- A proven ability to foster strong relationships and work collaboratively with diverse communities to inform decisions, planning, strategy and action.
- Results focused approach with the ability to identify and act on opportunities to improve short and long-term performance.
- A clear capability in driving accountability and effective performance measurement at both an individual and organisation level.
- Some financial management and budgeting skills to support business goals and objectives.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.



### Desirable

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Possession of Certified Practicing Accountant, Chartered Accountant, or Chartered Institute of Management Accountant membership or similar.
- Deep understanding of applicable employment laws and experience managing complex industrial and employee relations situations involving senior level staff.
- Ability to interpret and manage an extensive variety of instructions and deal with several variables simultaneously.

### Practical Requirements

- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty will be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences will also be required.

## Acknowledgment and Acceptance by Appointed Employee

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	