



## Puntukurnu Aboriginal Medical Service

### Job Description Form (JDF)

<b>Position Title:</b>	Deputy Chief Executive Officer
<b>Reporting To:</b>	Chief Executive Officer
<b>Award:</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>Hours:</b>	1.0 FTE 75 Hours per Fortnight
<b>Direct Reports:</b>	Nil
<b>Effective Date :</b>	22 <sup>nd</sup> October 2021
<b>Review Date:</b>	22 <sup>nd</sup> October 2022

#### Position Overview

The Deputy Chief Executive Officer (Deputy CEO) reports to and is directly accountable to the Chief Executive Officer (CEO) and is responsible for providing strategic advice, operational support and guidance to the CEO and the Executive Team, to efficiently and effectively meet the strategic objectives of Puntukurnu Aboriginal Medical Service (PAMS). The Deputy CEO works closely with the CEO on issues related to the strategic direction and operational matters of the organisation. The Deputy CEO provides high-level advice to the CEO and Executive Team on operational performance.

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

The position incumbent assists and supports the CEO in the management of the PAMS workforce, and undertakes some of the responsibilities of the CEO during the CEO's absences or as and when directed by the CEO, in accordance with the organisation's Delegation Policy.

## **Position Responsibilities**

### **A. Strategic Planning and Management**

- Assist the CEO and collaborate with other stakeholders to develop the organisational strategic priorities and plan;
- Contribute to the implementation and monitoring of the strategic direction of the organisation via formulation and implementation of the Strategic Action Plan;
- Under the delegation of the CEO, work with all Executive Managers to ensure the Annual Operating Plans (derived from the Strategic Plan) are implemented across all work units;
- Plan and manage the integration of operating plans into the performance management process so that all positions are assigned key performance indicators (KPI's) and outcome measures;
- Ensure communication is cohesive, structured and inclusive with core focus on a unified vision and achievement of common goals; and
- Assist the CEO with day-to-day operational responsibilities to ensure the organisation operates in an efficient and effective manner, including but not limited to:
  - a) Providing advice, support, guidance, direction and authorisation to carry out major projects in a timely manner, consistent with the funding agreements and established Strategic Plans; and
  - b) Ensuring the establishment of effective organisational/ work group structures and selection of suitably skilled candidates to meet the requirements of the organisation.

### **B. Leadership**

- Provide efficient and effective leadership as well as support to managers which deliver organisational performance targets;
- Proactively identify organisational risks and undertake measures to minimise and mitigate risks;
- Demonstrate leadership and commitment to promoting continuous quality improvement initiatives, providing assurance that the quality objectives are measured and ensuring the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS;
- Participate and take an active role in all change management processes, providing direction and support throughout the change management process;
- In conjunction with the Corporate Services Manager, play a leadership role in achieving alignment of resource allocations including but not limited to assets, manpower and funding allocations; and
- Lead and chair management and other meetings, as and when directed by the CEO.

### **C. Operational Excellence**

- Lead and support Managers to ensure that high quality services and costs are delivered in the most cost effective and optimal manner;
- Work with the Corporate Services Manager to identify opportunities to reduce operating costs without reducing service standards;
- In line with the Strategic Plan, support PAMS to identify opportunities to sustainably expand services to meet the health needs of the community members; and
- Under the delegation of the CEO, support the managers to:
  - a) Review operational performance indicators in line with the Strategic Plan and funding agreements, comparing established objectives and taking steps to ensure that appropriate measures are taken to correct unsatisfactory results; and

- b) Work with the Human Resources team to establish and refine employee structures, communication protocols and decision-making delegations to ensure productive, efficient and accountable work practices.

#### **D. Financial Performance**

- Support the CEO in budget preparation, monitoring and management, working with the Corporate Services Manager and Finance Manager (AHCWA) to achieve the same;
- Work with Executive Team and health professionals to identify, challenge and develop services, service delivery and operating models which improve the efficiency and effectiveness of the services delivered by PAMS;
- In liaison with the Executive Team and Finance Manager (AHCWA): lead the development, maintenance and review of PAMS financial capability that aligns with PAMS's strategic intent; and
- Work with the Corporate Services Manager and Finance Manager (AHCWA) to:
  - a) Manage the budgeting process in line with the Strategic Planning process to ensure that funding, generated revenues, capital and operating costs are in line with budget forecasts;
  - b) Oversee funding forecasts, plans and activities to ensure projected revenue targets are achieved;
  - c) Identify new revenue/funding streams and opportunities to sustain and grow capacity to achieve program and organisational objectives;
  - d) Lead the funding applications and proposals process, in conjunction with the CEO;
  - e) Manage and monitor the operational budget of the Office of the CEO and Executive Management, including ensuring effective and efficient functioning and cost control; and
  - f) Maintain service delivery within budget constraints.

#### **E. Reporting**

- Prepare high level briefings, reports and presentations to the Chief Executive Officer as required;
- Ensure the accuracy of reporting and Key Performance Indicators (KPIs) set by funding bodies are met and continuously enhanced; and
- Provide accurate, timely, comprehensive and focused progress reports/communication on the implementation of the Strategic Plan, highlighting achievements, risks and issues requiring the Board of Director's involvement and/or decisions.

#### **F. Stakeholder Management**

- Under the delegation of the CEO:
  - a) Ensure that the PAMS service ethos, business performance and stakeholder relationships are maintained at an appropriate professional standard;
  - b) Professionally represent PAMS in stakeholder meeting, conferences and other forums where directed;
  - c) Develop and maintain effective partnerships with vendors, professional service providers, relevant external bodies and industry peers; and
  - d) Contribute towards the monitoring and progress against funded KPI's and plans ensuring that all KPI's are achieved through the application of evidence-based practice.

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 & Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

### General Responsibilities

1. Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values.
2. Comply with all organisational policies and procedures.
3. Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
4. Attend and participate in professional development activities including workshops and training as required.
5. Actively participate in continual quality improvement and the organisation's quality management system.
6. Comply with all applicable legislation including duty of care laws, professional standards, anti-discrimination, bullying and sexual harassment legislation
7. Attend and participate in Employee Development Days.
8. Participate and comply with all Work Health & Safety responsibilities as per the *Occupational Safety and Health Act 1984* (WA).
9. Identify and assist to reduce Work Health & Safety hazards and risks.
10. Follow the reasonable direction of Work Health & Safety representatives.

Key Performance Indicators	Measures
<ul style="list-style-type: none"> <li>Demonstrated development of cohesive working environment</li> </ul>	<ul style="list-style-type: none"> <li>Elimination of Silo Work Groups;</li> <li>Structured communication methods across the organisation; and</li> <li>Positive feedback is received about services provided in SEWB and Clinic.</li> </ul>
<ul style="list-style-type: none"> <li>Achievement of Individual Work Units' Key Performance Indicators</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Plan and Action Plan is in place</li> <li>Action Plan and KPIs align with Strategic Plan.</li> <li>Organisational Performance KPI's and targets are monitored and achieved.</li> <li>Services, activities and quality standards are in place, benchmarked and reviewed.</li> </ul>
<ul style="list-style-type: none"> <li>Stakeholder Engagement</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated involvement in industry boards and forums.</li> </ul>

## **SELECTION CRITERIA**

### **ESSENTIAL:**

- Possess a tertiary qualification in management and/ or extensive equivalent management and administration experience;
- Extensive experience at an executive management level in the Aboriginal Community Controlled Health Sector or a medium sized community or not-for-profit organisation;
- Highly developed leadership skills with ability to support, mentor and empower employees;
- Strategic thinking and planning skills with a clear focus on an organisational approach to achieve strategic goals;
- Highly developed interpersonal skills including negotiation and consultation skills and the ability to proactively establish and sustain effective stakeholder relationships;
- Effective organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines;
- Highly developed written communication skills including the ability to write clearly and concisely, prepare complex written reports and manage the output of quality information;
- Substantial experience in the development, review and implementation of policies and strategies with a sound understanding of Aboriginal Community Controlled Health Services and processes;
- Demonstrated ability to respond strategically to the current issues which relate to the social determinants affecting Aboriginal people's health status in contemporary Australian society;
- Strong financial management skills including analysis, development of realistic budgets, cost control and monitoring of expenditure through interpretation of financial reports provided; and
- Demonstrated 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;
- Previous experience in project management; and
- At least 3 years' demonstrable experience in the management and delivery of primary and community health services.

## **APPOINTMENT FACTORS**

<b>Location:</b> Based in Newman, with regular travel to remote communities of Jigalong, Punmu, Parnngurr and Kunawarritji  Intra and inter-state travel including overnight absences may also be required	<b>Accommodation:</b> Accommodation with subsidised utilities
<b>Allowances/Conditions:</b> <ul style="list-style-type: none"><li>• Employment is conditional pending the outcome of the Federal Police Clearance, and where required comply with legislative checks</li><li>• Unencumbered 'C' class Manual Driver's Licence</li></ul>	<b>Specialised Equipment Operated:</b> Ability and willingness to drive 4WD vehicles

## **ACKNOWLEDGEMENT**

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

<b>Name</b>	<b>Signature</b>	<b>Date Appointed</b>	<b>Date</b>