

• • **Director,
Corporate Services**

• *Disability sector*

• St John of God Accord is a values-based organisation that supports people with disabilities in all areas of life and provides services which are tailored to the needs of those with intellectual disabilities.

• Reporting to the CEO, the role has responsibility for Risk, Information Systems, Rostering and Scheduling, Quality, OH&S, Infrastructure and Divisional HR.

• As well as being tertiary qualified and having personal values aligned to the organisation, your experience spans the above areas of responsibility, preferably in the disability sector.

• Please view the Position Description on www.brookerconsulting.com.au and send a brief CV (Word format, up to 5 pages) to career@brookerconsulting.com.au or ring Jeremy Wurm on 9602 1666, in confidence.

• **BROOKER**
• C o n s u l t i n g



ST JOHN OF GOD
Accord



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POSITION DESCRIPTION

POSITION TITLE: Director of Corporate Services, Accord

CLASSIFICATION: Mercer Level 5

REPORTS TO: CEO Accord

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

- This role will have responsibility for Risk, Information Systems, Quality, OH&S, Infrastructure, Divisional HR, and analytics. This objective will be met through the implementation of organisation mission and business objectives in line with St John of God (SJGA) Accord's strategic and business plan.
- As a member of the Divisional Management Committee, contribute to executive decision making and the achievement of strategic objectives of Accord.

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 Position Responsibilities

2.2.1 Corporate Services Management

- Lead corporate services governance by establishing a planned, strategic approach to service design and delivery
- Identify effective use of systems and resources to improve efficiency and effectiveness.
- In conjunction with the finance team ensure systems support accurate and timely claiming, billing and evidencing of revenue.
- Provide Strategic and Operational support to the Chief Executive Officer to assist with the management of the division
- Establish consolidated corporate service annual operational plans supporting the services and operational plans of each Director.
- Provide Risk Management advice to the executive at a policy level
- Be the subject matter expert at SJGA in relation to all contracts. Key funding contracts are NDIS and DHHS.
- Implement improvement or changes to client, quality and risk performance that mitigates risk for SJGA and improves effectiveness.
- Monitor compliance of SJGA Legislative requirements and report to the Executive any variation to audit or compliance expectations
- Identify external and internal trends and policy changes with regard to government funding policy and compliance requirements and analyse any impacts for the division.
- Develop and maintain positive internal and external relationships with managers and teams across other services, SJGHC, funders including DHHS, NDIS and other stakeholders as required

2.2.2 Staff Supervision

- The Director of Corporate Services provides leadership and day to day management of a team of 12 with 9 direct reports
 - Wellbeing, Health, Safety and Environmental Manager
 - Infrastructure Manager
 - Quality Manager
 - 2 NDIS business officers
 - 2 Rostering and Scheduling officer
 - Business Systems Information Analyst
 - HR Partner
- Manage the relevant teams including mandatory training, in-service and performance review and participate in professional development
- Optimise productivity and quality of work in the department

2.2.3 Occupational Health and Safety Framework

- Responsible for the implementation of the OHS Framework across the Division that aligns with Group OHS, Policies, legislation and best practice.
- Responsible for supervision and outcomes of Wellbeing, Health, Safety and Environmental Manager delivering annual OHS plan.
- Role model commitment to workplace health and safety and lead compliance and continued OHS awareness and improvement across the Division.
- Promote safety management and compliance across SJGA
- Ensure adequate resources are available for implementation, maintenance and monitoring of the Division's OHS Framework and annual OHS Action Plan.
- Review serious incidents (participate where required) and ensure implementation of learning and corrective actions.
- Chair the Division's OHS Committee.

2.2.4 Information Services & Analytics

- Provide Executive management of SJGA Information and Communication Technology in consultation with the Community Services Director of Projects and Technology
- Liaison between SJGHC Digital and Transformation and SJGA executive, advocating for SJGA where possible in projects and developments
- Responsible for management of SJGA specific software (Attache and Carelink+) including ensuring adequate support, best practice wherever possible and system upgrades and improvements where required
- Developing data analytics to provide more meaningful data to the enterprise

All other reasonable duties as directed by the CEO.

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. Professional Development

- Attends relevant training sessions offered by St John of God Health Care.
- Recognises the necessity to continually develop skills and acquire additional knowledge appropriate to the position.
- Achieves mandatory annual competencies and assumes responsibility for record maintenance.
- Actively seeks opportunities for further professional development.

6. 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.

7. 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.

8. Social Outreach

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

9. Quality and Risk

- Working knowledge of ISO9001 and Human Standards Services
- Actively supports and participates in accreditation
- 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 a 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

- A willingness and capacity to embrace the Mission and Values of St John of God Health Care.
- Tertiary level qualification in commerce/business or relevant discipline
- Experience in management and leadership roles
- Experienced in Risk and development and maintenance of a Risk framework
- Experience with policy, procedure and service documentation development and governance and demonstrated ability to foster a culture of continuous quality improvements
- Excellent understanding of information systems and their application
- Outstanding communication, negotiation and conflict resolution skills with internal and external stakeholders
- Demonstrated ability to influence, inspire and motivate teams
- Demonstrated problem solving skills
- Ability to interpret and understand statistical data
- Ability to clearly identify and articulate complex problems, generate creative solutions and select options to achieve goals
- Leadership capacity and the ability to drive organisation development and change
- Demonstrated successful project management experience
- Excellent planning and organisational skills
- Excellent communication and interpersonal skills
- Excellent written and verbal skills

Desirable

- Understanding and commitment to quality improvement

- Previous exposure to ISO9001 and Human Standards Services
- Previous experience in the disability sector