Danila Dilba Health Service

POSITION DESCRIPTION

Position Title:	Head of Corporate Services
Supervisor:	Chief Executive Officer
Classification:	Executive Contract
Salary:	Contract (Negotiable and commensurate with skills and experience)
Staff:	5 direct reports
Location	Binyolkga Centre, Knuckey St Darwin
Length of Contract:	Up to 2 years with an option to renew
Date Created:	September 2019

SUMMARY OF POSITION:

The Head of Corporate Services will work collaboratively as the enterprise-wide leader of support functions including HR, ICT and Finance. This role will implement the strategic plan by managing the development and implementation of non-clinical organisational frameworks and policies. Oversees business partnering with the core operational business units.

OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

PRIMARY RESPONSIBILITIES:

Strategic and Operational Management

- Strategy Formation & Implementation - Develops the strategy to achieve long-term business needs with diversity across functions to achieve core strategic objectives and ensures implementation and execution of the strategy for the best benefit of DDHS.
- Executive relationships - Develops and maintains relationships with Executive Team. Identifies non-clinical priorities, issues and strategic challenges in the organisation. Establishes the Executive Team as effective leaders for the business.
- Leadership and direction - Holds overall responsibility for leading and directing the enabling services to achieve the organisational strategy.
- Financial Management & Control - Takes overall accountability for the financial governance of the organisation to ensure financial integrity and well-being of the organisation.
- Needs Assessment - Explores how significant external changes and innovations will influence and challenge the whole organisation.
- Policy Development & Implementation - Creates and ensures integrated and coherent non-clinical policies in line with the strategic objectives of DDHS.
- Performance Development - Develops long-term strategic objectives and ensures the organisation's global performance development framework is aligned with the working culture; serves as a role model within the performance cycle.

- Building Capability - Builds a committed leadership team for corporate services and holds overall responsibility for building the capabilities of the organisation's workforce to their full potential and alignment with the organisational strategy.
- Advocacy - Acts on advocacy opportunities related to the organisation's community and clients.

Leadership

- Provide advice, regular updates and reports to the CEO, Board and Leadership Team in areas of responsibility
- Collaborate with the Leadership Team to effectively manage organisational change and ensure a constructive organisational culture
- Role-model behaviours that demonstrate a high level of performance of oneself and others
- Contribute to the development of strategic plans and initiatives for the organisation

Stakeholder Engagement

- Develop and maintain effective relationships and partnerships within DDHS, relevant Government and sector networks and forums
- Represent DDHS in a variety of settings ensuring the organisation's brand is protected and enhanced

Service Quality and Continuous Improvement

- Develop and implement a review and evaluation framework to ensure all services are routinely evaluated, and regular stakeholder surveys are undertaken and acted upon
- Work collaboratively with the Leadership and Managers to identify and respond to service improvement opportunities
- Build a culture of innovation, quality and continuous improvement across the organisation

Risk Management and Compliance

- Oversee and maintain the organisation's risk management plan and business continuity plan
- Oversee the development, review and implementation of organisational policies and procedures to ensure legal compliance and efficient internal processes, and assist in the achievement of the organisation's vision and strategic objectives. Ensure a register of policies and procedures is maintained
- Address and when appropriate notify the Leadership Team of any issues or concern/risk

Organisational Responsibilities

- Adhere to all organisational policies, procedures, standards and practices
- Act only in ways that advance DDHS objectives, values and reputation
- Act with honesty, integrity and good faith at all times
- Other duties as required, consistent with skills and experience, as directed by the CEO.

SELECTION CRITERIA:

Essential:

1. Demonstrated strategic leadership skills at a senior level with the ability to manage change, human resources, finances, procurement and projects.
2. Demonstrated understanding of risk management frameworks and the ability to minimise risks to the organisation.
3. Demonstrated ability in building a culture of creativity, innovation and continuous improvement.
4. Superior skills in relationship management, communication, negotiation and conflict resolution with the ability to work constructively with people from a wide range of cultural and social backgrounds and multi-disciplinary teams.
5. High level conceptual and analytical skills and demonstrated ability to apply those skills in strategic planning, business development and advocacy
6. Knowledge of State/Territory and Federal Government agencies and funding arrangements and proven experience in managing funded programs
7. Understanding of Aboriginal history, culture and aspirations and the role of community controlled health organisations

Desirable

1. Knowledge of Aboriginal health issues and understanding of Aboriginal history, culture and aspirations and the role of community controlled health organisations.
2. Knowledge of the Australian healthcare system and an understanding of contemporary health policy.
3. Tertiary qualifications in business, health, commerce, ICT or other relevant field / area.

Appointment Factors: (Appointment is subject to)

1. A Criminal History Check
2. Ability to obtain a Working with Children Clearance
3. Current driver's license (desirable)

Approved:

Olga Havnen

Chief Executive Officer

Date: _____ / _____/ _____

Approved by:	Olga Havnen, CEO	February 2020
Review due by:	Chief Executive Officer	February 2022