CHIEF EXECUTIVE OFFICER

Goulburn Valley Hospice Care Service Inc. (GV Hospice) is an autonomous incorporated community based palliative care service located in the City of Greater Shepparton. It was established in May 1989. GV Hospice provides specialist palliative care primarily to patients in their homes. The service operates 24 hours a day, 7 days a week.

OUR VISION A Service where life limiting illness, death and grief are managed with respect and compassion.

OUR MISSION To lead, promote and develop excellence in palliative care.

OUR VALUES

Respect we respect each other, our patients, and their carers and respect their right to have a choice

Trust we trust in each other and will show trust in those we serve at all times

Teamwork we value each other as team members, providing support to one another, working cooperatively and respecting each other's views. We value working with other providers. In particular we see ourselves as part of a team with our patients and their carers

Dignity we treat everyone as someone worthy of respect and maintain their dignity at all times

Belief we believe in each other and the value of what we do AND we believe in the capacity of our patients and their carers.

CLASSIFICATION: Clinical Background; Health Professional or Registered Nurse

CONTRACT: Contract

ACCOUNTABLE TO: The Committee of Management Executive and the Committee of Management.

HOURS OF EMPLOYMENT: Full Time

A condition of employment with GV Hospice is that all staff has a satisfactory Police Check and must be fully Covid Vaccinated.

We are committed to building a team with a variety of backgrounds, skills and views. The more inclusive we are, the better our work will be. Creating a culture of Equality is our commitment to our staff, volunteers and our community.

REVIEWED; January 2024

SELECTION CRITERIA:

- Tertiary qualifications in a clinical discipline preferably with post graduate qualifications in management. Health Professional or Registered Nurse holding current registration with Australian Health Practitioners Registration Agency and National Board.
- Extensive leadership and senior management experience in the health industry
- Excellent understanding of the principles of managing a budget, strategic planning, governance, risk management and financial reporting, community engagement as well as experience working with a Committee of Management or Board.
- Proven ability to inspire confidence and create trust, manage, and motivate staff, promote, and create a positive workplace culture and develop high performing teams who deliver quality programs.
- High level of interpersonal skills including the ability to build and maintain relationships with a broad range of stakeholders.
- Exceptional communicator with excellent presentation skills.
- Competency in the use of information technology.
- Current Drivers Licence

DESIRABLE REQUIREMENTS:

- Knowledge and experience of palliative care.
- Prior experience of workforce management and industrial relations.
- Prior experience in working in a not for profit organisation.
- Demonstrated understanding of fundraising and working with community groups.
- Understanding of working with and supporting volunteers in a range of activities.
- Knowledge of retail and management of an opportunity shop.

THE POSITION

The Chief Executive Officer is responsible for implementing the strategic direction of GV Hospice as determined by the Committee of Management.

The Chief Executive Officer embraces the vision of GV Hospice, to provide the highest standard of Specialist Palliative Care and support for the Greater Shepparton community and their families.

The role of the Chief Executive Officer covers a wide remit from the clinical and supportive care team, quality and innovation, community engagement, coordination of volunteers, supporting fundraising efforts and management of the opportunity shop.

The Chief Executive Officer shall inspire the dedicated team of employees and volunteers to represent GV Hospice at the highest level to external partners, stakeholders and the community, building on excellent foundations and developing relationships further.

Responsible for:

- The provision of high standard palliative care that meets the needs of its community.
- Ongoing financial viability based on sound business principles and maximisation of non-Government revenue.

- The implementation of strategic plans that incorporates service development and increased community support and participation.
- The development of collaborative relationships with Government, peak bodies (in particular Palliative Care Victoria and Palliative Care Australia), and other service provider groups who provide support to our team, our patients and their carers.
- Management of the Opportunity Retail Shop.

KEY RESPONSIBILITIES/ TASKS:

1. Service Delivery
2. Governance
3. Planning and Development
4. Workforce Management
5. Financial Management
6. Risk and Quality Management
7. Community and Government Relations.

Key Responsibility 1: Service Delivery

- Assume overall responsibility for the provision and delivery of quality evidence based palliative care service to patients.
- Manage the Retail services of the Opportunity Shop.
- Ensure the service delivery model is appropriate, multidisciplinary and includes volunteers.
- Facilitate and monitor effective and efficient service delivery that aligns with best practice principles.
- Assess and monitor standards of care, addressing variations ~~problems~~ as they arise.
- Maintain partnerships that enhance service delivery and nurture relationships especially with the acute, aged care and community sectors.
- Monitor and address feedback/complaints, incidents and accidents.
- Maintain an understanding of issues related to clinical care.
- Liaise with stakeholders and service providers in the healthcare industry and maintain current knowledge of partner organisations.
- Ensure that patient records are maintained safely and securely and develop an understanding of Pal Care (our patient history system) and its reporting capacity.
- Ensure that accurate data is reported to the Department of Health and Human Services (DHHS) and others as required.
  KPI's may include: **Patient and Carer surveys indicate over satisfaction for 80% of our patients. 100% compliance with VINAH and other mandatory reporting completed within appropriate guidelines. Evidence of clinical governance and the management of deficits in care.**

Key Responsibility 2: Governance

- Ensure that GV Hospice operates within the core values of the service including its Vision, Mission and Values.
- Provide relevant information the COM that supports and informs sound governance.
- Support the Board in ensuring accountable governance in all aspects of the organisation's operations.

- Communicate the policies and decisions of the Board to all staff and the public (as appropriate), ensuring their efficient and effective implementation.
- Ensure that the organisation's By-Laws appropriately service the contemporary needs of the organisation, highlighting to the Board the need for review/revision when necessary.
- Participate in strategic planning and development appropriate to GV HOSPICE.
- Provide an accountable framework for the implementation of the Strategic Plan
- Monitor legislative and regulatory changes and align internal policy as required.
- Advise the COM on occupational health and safety, risk management, industrial issues and statutory regulations.
- Develop governance and operational policies and procedures.
  KPI's may include: Policy review schedule. Monthly COM reports, Evidence that reporting and documentation requirements are met. Evidence of identified risk and the risk reduction plans

Key Responsibility 3: Planning and Development

- Lead and Implement the strategic plan.
- Collect and monitor data in line with mandatory and organisational requirements**.**
- Identify national, state, regional and local directions and trends in healthcare and palliative care.
- Provide opportunities for staff to engage in education, research and development activities.
- Support the development and implementation of operation and budget plans.
- Ensure ongoing communication with peak bodies and other relevant stakeholders.
- Contribute to and strengthen GV Hospice profile in the community and engagement of community in understanding palliative care.
- Provide oversite to a workforce plan that supports the future demands of GV Hospice
  KPI's may include: Evidence of operational and strategic plans and fundraising involvement. Evidence of active engagement with external agencies. Evidence of attendance at peak body and government forums.

Key Responsibility 4: Workforce Management

- Lead and deliver a positive workplace culture through sets clear goals, communicates the vision, leads by example, expecting the best from the team, providing support and recognising and managing operational performance.
- Ensure the implementation of human resource management policies that align with current legislation and industrial standards.
- Ensure policies and work practices provide a safe work environment for staff and volunteers.
- Assess and evaluate performance of staff and identify staff and volunteer training and development needs.
- Facilitate ongoing professional development and training of staff and volunteers that provides opportunities for career development.
- Encourage staff in the participation and development of research.
- Ensure and maintain working relationships with volunteers and staff.
  KPI's may include: Staff turnover between 5 and 15%. 90% of staff have appraisals completed annually. Volunteer training program. Staff Survey. Evidence of workforce plan

Key Responsibility 5: Financial Management

- Assume responsibility for financial performance and manage resources effectively and efficiently.
- Development of an annual budget in consultation with the Treasurer and the COM.
- Support the Administration Team Leader to provide accurate and timely preparation of statistical and financial reports including annual reports in accordance with various funding requirements.
- Regularly analyse results and interpret the significance of variations from budget of income, expenses or cash flow.
- Develop and monitor, in conjunction with the COM, budgets for all sources and applications for funding.
- Liaise with the DHS on matters associated with contractual obligations, budgets and cash flows.
- In collaboration with the Treasurer and Administration Team Leader, ensure that all financial and accounting records are maintained safely and securely.
- The Chief Executive Officer must work within the approved Delegation of Authority.
  KPI's may include: Payment of accounts is within 45 days. Budget delivered in a timely manner. Regular budget forecast reports.

Key Responsibility 6: Risk and Quality Management.

- Provide direction and lead staff to have a commitment to continuous quality improvement, occupational heath and safety and risk management.
- In collaboration with the Quality and Risk Committee and the Quality and Risk Coordinator, help to develop, promote and implement a Quality Plan to maintain our ongoing Australian Council of Health Services (ACHS) accreditation status.
- Ensure standards of continuing excellence are established and maintained.
- Ensure recognised clinical, professional, industry standards and practices are implemented and maintained.
- Ensure own professional development needs are recognised and addressed.
- Ensure that risk management includes incident reporting, hazard identification and monitoring in systematic way that informs a Risk Management Plan.
- Develop an understanding of the Palliative Care Outcomes Collaborative (PCOC) data and reports and their significance in our clinical practice and benchmarking activities.
  KPI's may include: Risk management plan approved by the board. Evidence that incidents are reported and appropriate action is taken to minimise risks. Maintain our ACHS Accreditation.

Key Responsibility 7: Community Engagement and Government Relations.

- Develop and maintain constructive and collaborative relationships with Government at all levels and peak bodies.
- Promote the profile of GV Hospice and palliative care in the community.
- Foster and develop community engagement with GV Hospice through current memberships, volunteers, patients and carers.
- Support and encourage auxiliaries and community fundraising groups to support and promote GV Hospice.

- Establish and maintain contact with consumers, local health care agencies, local and federal politicians, CALD and Aboriginal and Torre Straight Island communities.
- Participate on regional and local health care committees and consultative groups. **KPI's may include: Evidence of visits or presentations about GV Hospice. The Budget reflects community fundraising. Evidence that fundraising groups feel supported by GV Hospice.**

GENERIC RESPONSIBILITIES AND REQUIREMENTS

Code of Conduct
GV Hospice Code of Conduct is binding on all staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement.

Compliance with Policies and Procedures
All GV Hospice's policies, procedures and guidelines are available on the document management system PROMPT. All staff must ensure they comply with policies, procedures and guidelines.

Occupational Health and Safety
Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with the OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues.

Confidentiality
All information concerning GV Hospice, its patients, carers, families and staff must remain strictly confidential.
A confidentiality form must be completed on employment

Continuous Quality Improvement
GV Hospice Health is dedicated to improving the quality and safety of the services it provides . As an employee of GV Hospice you have a responsibility to participate in and commit to ongoing quality improvement activities.

General

All GV Hospice sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role.
It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Agreement:	I have read, understood and agree to comply with this position description.

Name: _____

Signature: _____

Date: _____

Date of document update:	January 2024