



# Job Description Form

Community | Compassion | Quality

Integrity | Equity | Curiosity

**Position Title**

Position number: 617698

## Chief Operating Officer - Rural

### WA Country Health Service

The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to approximately half a million people, including 45,000 Aboriginal people, over a vast two and a half million square kilometres area.

The range of health services provided cover population health, mental health, Aboriginal health and aged care. Our dedicated and committed staff work hard to fulfil our purpose Working together for a healthier country WA, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

### About the WA Country Health Service

#### Our Strategic Priorities



#### Our Values

##### Community

We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

##### Compassion

We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

##### Quality

We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

##### Integrity

We bring honesty, collaboration and professionalism to everything that we do.

##### Equity

We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

##### Curiosity

We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

#### Our Vision

To be a global leader in rural and remote healthcare.

#### Our Mission

To deliver and advance high quality care for country WA communities.

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## Directorate overview

This Directorate is responsible and accountable for the delivery of safe, high quality, efficient and economical health services to Western Australian communities. The Directorate provides reporting and responses to requests under government and legislative requirements including the Minister for Health, Department of Health, WACHS Board and WACHS Chief Executive.

Our Directorate actively supports and encourages diversity and inclusion across all occupational groups through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people. Our strategies are located at [www.wacountry.health.wa.gov.au](http://www.wacountry.health.wa.gov.au)

## Position Details

Position Number:	617698	Registration Date:	07 July 2023
Classification:	HES Grade D – Health Professional	Location:	Central Office
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	COO Office		

## Position Overview

The Chief Operating Officer - Rural is responsible for leading service provision within the Wheatbelt, South West and Great Southern regions, and the Emergency Access Program, Aged Care & Disability and Allied Health areas. This will include the performance of hospitals and other programs operating within these regions. The Chief Operating Officer - Rural also has leadership and oversight of the contract management function within these regions.

## Reporting Relationships

### Responsible to:

607831  
Chief Executive Officer



### This position:

617698  
Chief Operating Officer - Rural  
HES Grade D – Health Professional



### Positions under direct supervision:

607224 – Executive Director Wheatbelt  
613069 – Executive Director South West  
008024 – Executive Director Great Southern

### Other positions reporting to this position:

614487 – Chief Operating Officer - Remote  
607929 – Executive Director Nursing and Midwifery  
608050 – Executive Director Business Services  
613104 – Executive Director Medical Services  
616972 – Executive Director Clinical Excellence  
615333 – Executive Director Mental Health  
615757 – Executive Director Health Programs  
615758 – Executive Director Innovation and Development  
616001 – Executive Director Strategy and Change  
616216 – Executive Director People, Capability and Culture  
617409 – Executive Director Major Projects  
607913 – Area Director Infrastructure  
616987 – General Counsel  
613350 – Director - Office of the CEO



## Key Duties/Responsibilities

### 1. Regional Operational Management

- 1.1. Leads the development and implementation of operational business plans for the Wheatbelt, South West and Great Southern regions and, the Emergency Access Program, Aged Care & Disability and Allied Health areas of WA Country Health Service (WACHS) managing performance to achieve objectives.
- 1.2. Contributes to organisational development, vision, goals, policies and strategies through leadership, communication, action and achievements.
- 1.3. Acts as a conduit between the respective regions and central office functions, ensuring that the regions receive adequate resourcing and support.
- 1.4. Creates linkages between central program leads and respective Executive Directors and staff to facilitate the development of strong relationships to support and drive the flow of information.
- 1.5. Manages health service delivery and support services to ensure the efficient, effective and safe service delivery of hospital and health service operations within respective areas.
- 1.6. Oversees an operational budget and manages resources effectively to ensure that financial, performance and service delivery objectives are met within respective areas.
- 1.7. Leads and coordinates the development and delivery of regional, publicly funded health services aligned to the identified needs of the population within respective areas.
- 1.8. Achieves efficient and cost effective management of resources and services in accordance with relevant legislation and policies, guidelines and legislative/legal requirements. Promotes positive community and public relations within the respective areas, and acts as an effective leader and ambassador for WACHS.
- 1.9. Drives effective collaboration and partnership development throughout the respective areas with external groups, agencies and organisations.
- 1.10. Provides senior oversight to the contract management and procurement function including development of complex, high-risk contracts, procurement planning, and contract formation in consultation and negotiation with key stakeholders within respective areas.
- 1.11. Oversees operational implementation of Capital Works and Infrastructure programs of the respective areas.

### 2. Leadership and Governance

- 2.1. Ensures health services comply with statutory requirements and operate in alignment with the policies and priorities of the WA Government and WA Health.
- 2.2. Strengthens officer accountability to complement the existing Committee structure and processes.
- 2.3. Ensures risk management is a key focus and develops strategies and processes to manage risk effectively.
- 2.4. Identifies key priority areas and focuses the efforts of business units to ensure they are achieved. Demonstrates and promotes active leadership within the organisation, including leadership development activities
- 2.5. Actively participates as a member of the WACHS Executive, including leading key Executive sub-committees and strategic initiatives.
- 2.6. Provides leadership, direction and support to staff for the achievement of outcomes including effective management and monitoring of performance against organisational priorities. Provides leadership and commitment to safety and quality outcomes including the achievement of National Safety and Quality Health Standards, within the area of responsibility.

### 3. Other

- 3.1. Other duties as required.



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## Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

### Essential

#### 1. Shapes and Manages strategy

Requires the ability to inspire a sense of purpose and direction, to focus strategically on matters of critical importance to the organisation, to harness relevant information and act on opportunities. Requires demonstration of high level judgement, initiative and common sense.

#### 2. Achieves results

Achieves results within area of accountability. Shows the ability to build organisational skill and responsiveness, marshal professional expertise, steer and implement change, deal with uncertainty and deliver intended results. Requires the ability to deliver outcomes while ensuring effective management of financial, physical, technological and information requirements to support quality service delivery.

#### 3. Builds productive relationships

Requires the ability to nurture internal and external relationships, facilitate cooperation and partnerships, value individual difference and diversity and guide, coach and develop people across the organisation.

#### 4. Exemplifies personal integrity and self-awareness

Demonstrates professionalism and probity and a commitment to safe and high quality service delivery. Engages with risk and shows personal courage, commits to action, displays resilience demonstrates self-awareness and shows an ongoing commitment to personal development.

#### 5. Communicates and influences effectively

Communicates clearly, listens, understand and adapts to audience, negotiates persuasively. Engages appropriately both internally and externally to the organisation.

#### 6. Extensive experience initiating, leading and reviewing service delivery outcomes within a complex environment.

#### 7. Current knowledge of legislative and regulatory requirements in the areas of Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment, people management and service delivery.

### Desirable

#### 1. Tertiary qualifications in health and/or hospital management are highly desirable.

## Appointment Pre-requisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check
- Ability to travel within the region as required including overnight stays
- Eligible for / or in possession of a current C or C-A Class drivers licence or other specialised licence class.

