



HSS Registered

Area Director Contracts and Corporate Services

Position Details

Position Number: CG009275
 Classification: Health Executive Grade A – Corporate
 Directorate: Corporate Services – North Metropolitan Health Service
 Location: QEII Medical Centre, Verdun Street, Nedlands

Reporting Relationships

This position reports to:

CG008957	Chief Corporate Operations Officer	HES Grade C – Corporate
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Positions under direct supervision:

Director Operations Management	HSO G-12	1.0 FTE
Director Property and Contract Management	HSO G-11	1.0 FTE
Principal Contract Manager JHC	HSO G-11	1.0 FTE
Director Business and Governance	HSO G-13 (RV)	1.0 FTE
Project Director QEII Trust (*administrative reporting line)	HSO G-12	1.0 FTE
Executive Assistant	HSO G-4	1.0 FTE

Primary Purpose of the Role

Leads and directs the development, implementation, delivery, coordination and evaluation of the procurement and contract management function, including the Joondalup Health Campus (JHC) major contract / public private partnership. Leads and directs non-clinical corporate functions, including security, parking, property, leasing, fleet, switchboard and mail for the North Metropolitan Health Service (NMHS). Leads and directs the development, delivery, monitoring and reporting for service agreements with the Child and Adolescent Health Service, PathWest Medical Laboratories and the Queen Elizabeth II (QEII) Medical Centre Trust.

Leads the formulation and implementation of initiatives and systems which support the NMHS in achieving its strategic objectives within allocated resources.

Drives continuous improvement in planning, processes, and performance to ensure the delivery of services that are professional, responsive, customer focused and accountable.



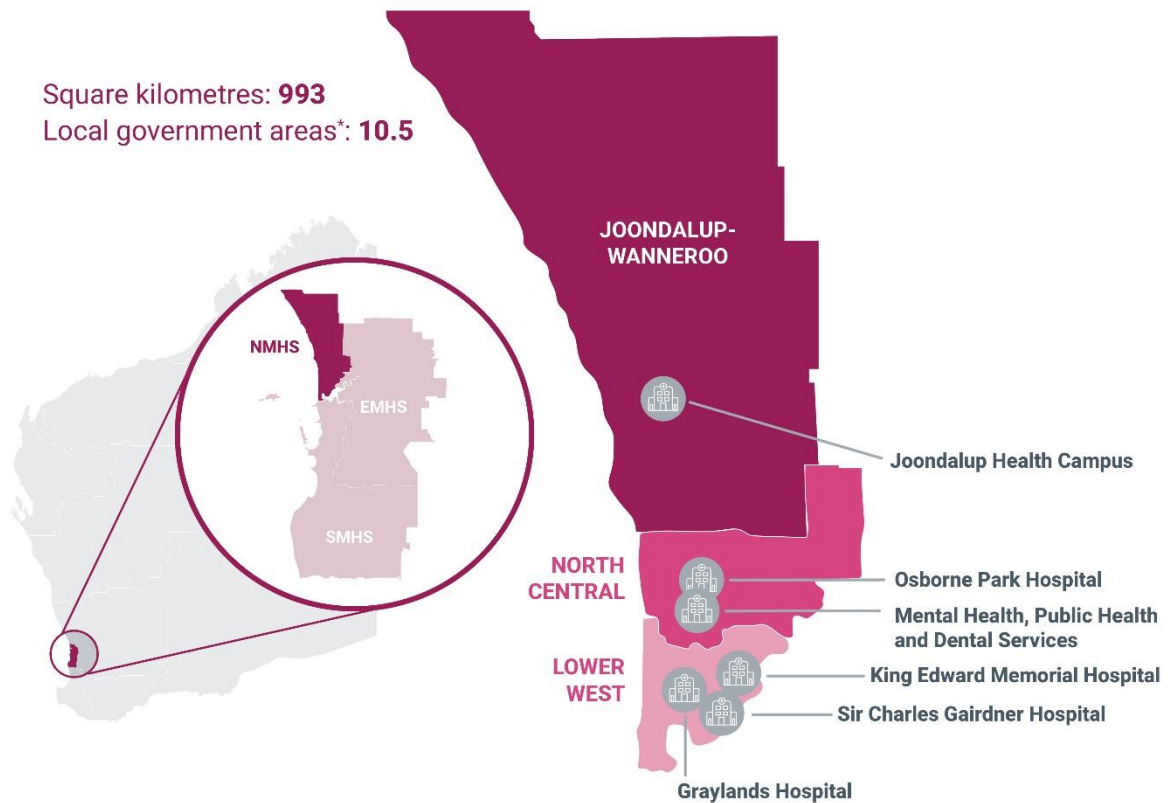
Vision

A trusted partner, delivering excellent health care for our people and our communities.



Mission

To promote and improve the health of our people and our communities.



North Metropolitan Health Service

Since our establishment in 2016, NMHS has embraced best practice to deliver improved clinical outcomes in the face of rising challenges for all healthcare providers. With a budget of \$2.16 billion and 8,917 full-time equivalent (FTE) staff, we serve a population of 736,907 people (about 28% of Western Australia’s total population) within a catchment area of almost 1,000 square kilometres. The population we serve is projected to increase by 17% between 2021 and 2031, and the number aged 65 years and older will increase by 41% over the same period. NMHS provides a comprehensive range of adult specialist medical, surgical, mental health and obstetric services in WA, delivered across three tertiary hospitals and two secondary hospitals, all fully accredited. NMHS oversees the provision of contracted public health care from Joondalup Health Campus operated under a public-private partnership. A range of statewide, highly specialised multidisciplinary services is offered from several NMHS hospital and clinic sites.



Our values



Care

We show empathy, kindness and compassion to all.



Respect

We are inclusive of others and treat everyone with courtesy and dignity.



Innovation

We strive for excellence and are courageous when exploring possibilities for our future.



Teamwork

We work together as one team in a spirit of trust and cooperation.



Integrity

We are honest and accountable and deliver as promised.

Please refer to [NMHS Values – Organisational/Individual Behaviours](#) for information on individual behaviours that reflect the organisation's values.

Our strategic priorities

We are focussing on six strategic priorities for the 2020-2025 period:

 Enabling healthy communities We build healthy and engaged communities	 People-centred care We will place our consumers' and their carers' best interests and experience at the core of all we do
 Integration and connection We will build strong connections and partnerships	 Innovation and adaptive models of care We will use research and technology to improve outcomes
 Trusted, engaged and capable people We will invest in our people and our culture	 Sustainable and reliable We will reduce harm, waste and unwarranted variation



Key Accountabilities

1. Strategic Leadership and Accountability

- 1.1 Leads and directs the procurement and contract management function for NMHS.
- 1.2 Leads and directs corporate support service functions, including security, parking, property, leasing, fleet, switchboard and mail.
- 1.3 Leads and manages all contracts with external service providers including the JHC major contract / public private partnership to ensure compliance with all contractual requirements and operating agreements including all registering and recording of documentation for variation and amendments of contract document in liaison with the Chief Corporate Operations Officer, Chief Executive, General Counsel and the State Solicitor's Office.
- 1.4 Leads and directs the development, delivery, monitoring and reporting for service agreements with the Child and Adolescent Health Service, PathWest Medical Laboratories and the QEII Medical Centre Trust.
- 1.5 Directs the development and implementation of strategic and operational policies and plans for services and monitors policy development and planning.
- 1.6 Provides strategic and timely advice to the Chief Corporate Operations Officer, Chief Executive, NMHS Executive, NMHS Board and other internal and external stakeholders in relation to the performance of functions within span of control.
- 1.7 Builds a competent team, driving and building the framework for continuous development of staff to ensure high performance of functions within span of control.
- 1.8 Contributes to strategic, operational and business planning activities and ensures risks to business operations/project objectives are identified, assessed and managed, with systemic risks identified and reported to the Chief Corporate Operations Officer, NMHS Executive and NMHS Board.
- 1.9 Ensures required outcomes are delivered within agreed timeframes and required standards and organisational outcomes are appropriately reviewed and evaluated and reporting requirements are met.
- 1.10 Ensures that resources are managed and developed to meet service requirements and area outcomes.

2. Communication, Consultation and Engagement

- 2.1 Represents the NMHS in relevant committees and forums and ensures organisational requirements are appropriately presented and understood.
- 2.2 Engages with, develops and maintains strong working relationships with internal and external stakeholders to effectively liaise, consult and negotiate with relevant professional, industry and non-government groups. Initial point of contact and interface between NMHS and relevant internal and external agencies on portfolio related matters.
- 2.3 Initiates and facilitates forums and discussion with relevant areas to discuss and resolve issues relating to accountability, governance, control, reform and the implementation of strategic and operational plans, policies and initiatives relevant to portfolio functions.

3. Specific Position and/or Operational Responsibilities

- 3.1 Acts as a conduit between operational leads and the Chief Corporate Operations Officer on operational matters; ensures risks and issues are escalated and resolved as appropriate.
- 3.2 Develops performance indicators and evaluates and reports on contractor/lessee performance.
- 3.3 Proactively monitors and reviews service delivery on an ongoing basis and cost effectiveness of all areas of responsibility to ensure all current and future operational and commercial needs of NMHS are met.



3.4 Liaises and negotiates with stakeholders in order to resolve complex contractual disputes.

4. NMHS Values: *Care, Respect, Innovation, Teamwork, Integrity*

4.1 Reflect the NMHS values in the way you work, behave and make decisions.

5. NMHS Governance, Safety and Quality Requirements

5.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.

5.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.

5.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.

5.4 Completes mandatory training (including safety and quality training) as relevant to role.

5.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.

5.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

6. Undertakes other duties as directed.



The following criteria should be considered in the context of the NMHS Vision, Mission and Values.

Essential Selection Criteria

1. Shapes and manages strategy

- Inspires a sense of purpose and action to achieve strategic direction.
- Demonstrates high-level judgement, initiative and common sense.
- Harnesses information and opportunities to enhance service delivery.
- Well-developed conceptual and analytical skills.
- Identifies opportunities to initiate policy development, review and implementation.

2. Achieves results and operational excellence

- Builds organisational skill, responsiveness and expertise to shape culture.
- Delivers products and services consistent with customer needs and defined quality expectation, including timeliness.
- Ensures effective management of financial, physical, technological and information requirements to support quality service delivery.

3. Builds productive relationships

- Nurtures internal and external relationships.
- Facilitates cooperation and partnerships.
- Values individual differences and diversity.
- Guides, coaches and develops people.

4. Exemplifies personal integrity and self awareness

- Demonstrates professionalism, probity and accountability.
- Ability to work within and promote the values of NMHS.
- Exhibits personal commitment to customer service.
- Manages risk including the ability to develop and implement effective solutions to complex issues.
- Demonstrates commitment to ongoing professional development.

5. Communicates and influences effectively

- Communicates clearly with the ability to prepare complex technical documents, policies and procedures.
- Listens, understands and adapts to audience.
- Negotiates, influences and advocates persuasively with the ability to liaise and consult effectively at senior and executive levels in the private and public sectors.

Role specific criteria

- 6.** Significant experience in leading and managing corporate service functions within a large and complex organisation.
- 7.** Demonstrated procurement and contract management expertise with demonstrated ability to effectively lead and manage people in the achievement of objectives.
- 8.** Proven record in the development and implementation of new strategies in a complex organisational environment, and a track record of successful service improvements.



9. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Tertiary qualifications in business, management, law, finance, economics or other relevant field would be highly regarded.
2. Experience in and knowledge of all government procurement policies, legislation and practices.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date:

