

# Position Description

Position Summary	
Position Title	Chief Corporate Officer
Program	Executive Office
Enterprise Agreement / Award	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise agreement 2022 -2026
Classification	HSU8
Reports To	Chief Executive Officer
Ordinary Location	23 Lennox Street, Richmond, VIC
Immunisation Requirements	Category C

## Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services and alcohol and other drug services to clients from all backgrounds to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government, and community services around the country.

NRCH recognises that secondary (vicarious) trauma in the case of front-line workers is a real risk. In addition, we recognise that the need for guidance for staff whose work may put them at risk of secondary (vicarious) trauma. We also take note of ongoing research on this issue.

Website Information: [www.nrch.com.au](http://www.nrch.com.au)

## Program Description

This executive-level leadership role will proactively and strategically lead the corporate functions at NRCH. Reporting directly to the Chief Executive Officer (CEO), the Chief Corporate Officer (CCO), is an integral member of Executive Management Team and provides strategic and operational leadership across the organisation. This role aligns with the Chief Executive Officer (CEO) in the overall direction, management, and administration of all aspects of operations, including programmes and services, and fiduciary, financial and operating performance. The incumbent will role model the organisational values and provide high quality and visible leadership to all staff. An opportunity to act in the CEO position from time to time is highly likely.

## Position Purpose

The CCO is central to providing strategic leadership for the organisation's corporate and financial governance in a community health organisation that is a dynamic force dedicated to transforming the landscape of healthcare accessibility. This leadership role will identify and implement strategies which positions NRCH for sustainability and growth aligned with the future direction of the organisation, committed to driving innovation and inclusivity. Sound knowledge and experience with corporate governance will provide a good foundation for the direct relationship with the CEO,

NRCH Board of Directors, Board Committees, and executive colleagues.

-The position will ensure that all internal and external accountabilities relating to the organisation's finances, systems, IT, quality, and risk management are met, timely and of a high standard, including reporting to the Board of Directors.

### Key Responsibilities

The CCO provides oversight to the following team members.

- Finance Team
- Information Technology
- Facilities; Infrastructure and Capital Project Works
- Data, Planning and Performance
- Asset Management

#### Organisational Leadership

- Ability to lead within a contemporary leadership style which enables the skills and expertise of all members of staff and community, and collectively drives the enhancement and innovation of NRCH.
- Leads the organisation within a positive, respectful mindset, ensuring harmonious and cooperative relationships with colleagues and clients.
- Operate within a climate which encourages and supports openness, persistence, and genuine debate regarding critical decisions.
- Contribute and cultivate a culture of fairness and inclusivity, ensuring robust systems for information sharing, communication, and organizational learning.

#### Organizational Management

- Manage the day-to-day operations with relevant members of the Executive Members Table.
- Consistently monitor management information reports and provide clear direction and support to achieve all organisational requirements.
- Utilise historical, political, and broader context to inform current and future service directions, ensuring a Social Determinants of Health framework is considered in all approaches.

#### Executive Financial management

- Financial thinking operates at a strategic level with the ability to analyze financial information and provide appropriate information to the Board of Directors and Executive Members Table to drive business decisions.
- Lead financial strategic decisions with the ability to understand the business and identify funding opportunities which facilitate innovation within a financial constraint of health sector.
- Lead an annual budget development process which ensures the establishment of achievable financial goals which meet agreed operational and strategic decisions, whilst ensuring this occurs within consistent budget principles.
- Oversee the financial management across the organization to ensure compliance with statutory and legislative regulations, including relevant Australian Accounting Standards
- Develop and implement an Investment Framework to contribute to the financial sustainability of NRCH.

#### Strategic thinking and implementation

- Identify systems and processes within NRCH which inhibit efficient business management practices.
- Understand the business, demonstrated through recognizing data deficits, and support organization to access required data to maintain the viability of the organization and drive business decisions.
- Demonstrated capability to deliver the enabling elements of a significant organisational change utilising consistent change management strategies and processes which continually improve and innovate service delivery.
- Attend conferences and forums to increase the reach of the organisation with key networks and to keep up to date with innovation within the industry.
- Actively engage, develop, and maintain collaborative and strategic partnerships with current and potential partners.
- Identify opportunities and contribute to the development of tenders, submissions or proposals relating to active opportunities.
- Assess opportunities from operational and financial prospective and prepare business cases and plans.

**Governance, risk and compliance**

- Provide reports to the CEO, the Executive Management Team, and where applicable, the Board of Directors (BoD), identifying issues, opportunities, and service gaps, and recommending initiative and amendments to policies and programmes as required.
- In collaboration with the CEO and Executive Management Team, prepare documentation that provides basis for BoD decision making regarding financial investment into strategic initiative which align with the direction of organisation.
- Contribute to the development and implementation of guidelines to support the integration of social, environmental, and corporate governance issues into the management processes.
- Lead the Manager, Information and Communications Technology (ICT) in ensuring tailored ICT systems that meet the organisational service delivery needs and provides cyber security risk mitigation to protect against data breaches.

**Partnerships and Stakeholder management**

- Capacity to articulate the vision, mission, values, and strategies of the organisation to the community and key stakeholders.

**Delivering results; Evaluation and Research**

- Create a culture of achievement, fostering on-time and on budget quality outcomes in the organisation.
- Support the implementation of NRCH Research and Evaluation Framework to support NRCH to evidence contemporary service delivery which influence positive client outcomes.

**KEY SELECTION CRITERIA**

**Qualifications**

Essential	<ul style="list-style-type: none"> <li>• Extensive senior leadership experience underpinned by tertiary qualifications in finance and/or business (CPA/CA accreditation and Company Secretary experience will be highly regarded)</li> </ul>
-----------	--

Desired	
<b>Experience</b>	
Essential	
Desired	
<b>Attributes, Qualities and Skills</b>	
Essential	<ul style="list-style-type: none"> <li>• Demonstrated success in working collaboratively in an Executive Team and in demonstrating Executive Leadership behaviours to improve culture and or capability, and committed to addressing health inequities</li> </ul>

### Required Competencies, Core Values and Behaviours

#### Leadership:

Demonstrated senior financial leadership experience, with the ability to lead and work collaboratively and positively influence colleagues to succeed within their role. Create financial conditions which support a Social Determinants of Health Model of Care and drives the direction of NRCH and work strategically with external stakeholders.

#### Organisational management:

Provide strategic oversight of the financial functions, ensuring compliance with regulatory standards while driving financial decisions that support our Social Determinants of Health Model of Care. This includes monthly financial reporting, budgeting, forecasting, all statutory financial reporting, and ability to be accountable for financial decisions.

Strategic ability: A demonstrated ability to strategically monitor industry trends and transition findings into the financial arena, ensuring long term organisational sustainability.

#### Critical, curious and creative thinking:

Capacity to engage in critical analysis, devise contemporary practices which shape business and financial thinking within a complex health sector, with the ability to encourage colleagues to operate within this same manner. A capacity for innovative problem-solving and the ability to challenge conventional thinking will be instrumental in driving forward our organization's strategic objectives.

#### Governance:

Evidence of the ability to identify, mitigate and manage corporate and financial risk. A visionary approach to finance will be crucial in propelling NRCH towards greater financial sustainability and success.

#### Organizational culture:

Exemplifies personal drive and integrity by displaying initiative, optimism, and resilience, engages with risk and demonstrate personal courage to implement strategies which positively influence the lives of those community members experiencing significant health inequities

#### Personal skills :

- Embraces NRCH Mission, Vision and Values and role models within all behaviours
- Embrace a progressive mindset, championing innovation, creativity, and strategic thinking in all endeavours.
- Demonstrate a commitment to continuous personal and professional development, seeking out opportunities to expand knowledge and skills in emerging areas of relevance to NRCH's mission
- Identify deficits in knowledge and seek input of others, and actively pursue strategies to increase knowledge base.
- Ability to work within an organization which is dedicated to creating a safe, welcoming and equal environment for all backgrounds, cultures, sexualities, genders and abilities.
- Embody resilience and adaptability, thriving in dynamic and fast-paced environments while maintaining a focus on achieving strategic objectives.
- Display a high level of emotional intelligence, effectively navigating complex interpersonal dynamics and leading with empathy and integrity.
- Ability to operate within an agile environment which requires undertaking other reasonable duties as directed.

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.

- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

**Further Information**

For enquiries relating to this position, contact [Peopleandculture@nrch.com.au](mailto:Peopleandculture@nrch.com.au)

**Job Demands Checklist**

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
<b>I = Infrequent</b>	Activity may be required very infrequently
<b>O = Occasional</b>	Activity required occasionally, not necessarily all shifts
<b>F = Frequent</b>	Activity required most shifts, up to 50% of the time
<b>C = Constant</b>	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
<b>N/A = Not Applicable</b>	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				

## Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Protocol available on the intranet, as well as the Victorian Government Safety Screening Policy for funded organisations. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Immunisation requirements are determined by the risk Category an employees' position falls under, and are detailed in the NRCH Staff Immunisation Program Procedure document available on the intranet.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

**I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.**

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**EMPLOYEE NAME:** \_\_\_\_\_