



Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork

POSITION

Title	Executive Director Werribee Mercy Hospital (WMH)
Reports to	
Location	Werribee, Victoria
Objectives	The Executive Director WMH is the senior executive responsible and accountable for a range of integrated health strategic initiatives and programs at Werribee Mercy Hospital (WMH). The Executive Director WMH is responsible for all aspects of management and leadership of the Werribee campus daily operations.

ORGANISATION

Mercy Health Group

Mercy Health is a Catholic organisation grounded in a 2,000-year tradition of caring for others. Founded by the Sisters of Mercy, Mercy Health is made up of more than 9,500 people who provide acute and subacute hospital care, aged care, mental health programs, maternity and specialist women's health services, early parenting services and home care services. Mercy Health services are delivered in accordance with the teachings of the Catholic Church.

In December 2021, the organisation entered a new phase with the establishment of the Mercy Ministry Companions, a new Church entity known as a 'public juridic person', which succeeded the Institute of Sisters of Mercy of Australia and Papua New Guinea as canonical stewards and members of the Mercy Health civil corporate entities. Mercy Ministry Companions has stewardship of ministries in education, health and aged care, and community services.

Mercy Health cares for communities in Victoria, southern New South Wales, northern Queensland, Western Australia and the Australian Capital Territory.

Mercy Health is committed to the safety of all children and vulnerable people across our services. We recognise the importance of listening to the voice of children and vulnerable people and have zero tolerance of any form of abuse and neglect.

ROLE OVERVIEW

The Executive Director Werribee Mercy Hospital is a key Operational leader responsible for a range of integrated health strategic initiatives and programs at Werribee Mercy Hospital (WMH).

The Executive Director of Werribee Mercy Hospital is the responsible and accountable person for all activities on the site. While undertaking this role, The Executive Director is required to utilise and participate in the broader activities of Mercy Health and Mercy Health Services in order to maximise cross-organisational systems and structures in order to deliver the best quality and most efficient health care possible with our available resources.



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KEY ACCOUNTABILITIES

Leadership and relationship management

- Be accountable for the leadership and management of Werribee Mercy Hospital; the development and implementation of future goals, ensuring patients experience the best possible care whilst staff work in a safe, healthy and culturally sensitive environment.
- Work collaboratively with the leadership team at WMH to provide contemporary, high quality and accessible services within the scope of practice and service plan
- Fosters productive relationships with external bodies in accordance with role.
- Establish and maintain collaborative working relationship with key networks and agencies including Universities to promote a culture of innovation, research and other health and clinical/community networks
- Maintain strong relationships with the Executive Director at Mercy Hospital for Women (MHW)
- Responsible for safe and effective site operations and business functions
- Active member of the Mercy Health Service leadership team
- Ensure effective lines of communication are maintained both internally and externally
- Share and disseminate organisational messaging to the workforce
- Share resources and relevant information with colleagues to maximise productivity.

Strategic planning

- Review services on a continual basis and assesses need for the future service direction in line with government priorities and funding
- Continually monitor clinical practices, processes and structures to ensure they are safe, relevant and effective.

Financial management

- Lead local executive and management structures to meet activity and financial performance targets under the Statement of Priorities agreed with the Department of Health, including efficient management of the operating expenditure budget
- Preparation and achievement of an agreed operational budget for the site
- Capital building and equipment requirements are identified and planned for
- Identification and implementation of business improvement opportunities.

Service Delivery

- Preparation and implementation of the strategic, service, quality and business plans for WMH to ensure that the site meets its quality, efficiency and financial objectives
- Ensure care delivery is safe and effective, using data to validate outcomes of care
- Foster a team approach to clinical care provision
- Accountable for the development, implementation and coordination of integrated health initiatives, from within WMH to improve health outcomes and patient experience
- Undertake complex change management at WMH, review and improve current models of care, and service partnerships
- Preparation and monitoring of strategies to meet the sites service targets
- Strategies for optimizing bed-based resources (transfers, capacity, capability)
- Development of new models of care to provide best patient outcomes



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- Management of local site contracts and relationships with all external providers.

Workforce and People Management

- Assist and support recruitment, selection, retention and performance management of staff
- Actively manage harassment, bullying and discrimination issues to ensure zero tolerance is upheld throughout WMH workforce
- Provide effective ongoing education and professional development opportunities for staff
- Prepare succession plan for key positions
- Manage human and information resources in consultation with the Executive leadership team
- Lead, coach and develop senior managers and clinicians ensuring achievement and maintenance of key results and the sharing of learning's across Mercy Health Services.

Risk Management

- Identify and communicate risks associated in each area of specialty
- Participate in risk assessments as relevant to the role, and provide reports on risks specific to areas of responsibility and accountability
- Ensure compliance with current policies and procedures
- Ensure that policies and procedures for the site are updated and reviewed as required
- Ensure policies and procedures regarding clinical care reflect current legislation and regulations
- Report medico-legal issues promptly.

Key measures

- Member of the appropriate committees and bodies as Mercy Health Services representative and key liaison point in accordance with role
- Staff culture and feedback reviews
- Annual Service Plan completed and objective met/updated
- Services delivered within the approved annual budget
- Agreed financial KPIs' are met
- Strategies implemented to achieve the agreed budget including revenue, expenditure and capital requirements
- Management of bed occupancy, agreed patient flow targets and average length of stay KPIs met
- Meet Statement of Priorities targets, and any other Government or funder KPI's
- Development of infrastructure and capital to ensure service and community needs are met, and future needs are contemplated
- Staff appointments are transparent and consistent with Mercy Health's recruitment and selection process
- Staff members are credentialed and hold appropriate competencies for their roles
- Staff performance issues are addressed in a timely manner
- Effective teaching, training and professional development programs are in place that support all staff
- Evidence of satisfactory patient survey and experience results
- Participate in implementation and delivery of annual quality plan and business plan.
- Evidence of a culture with open and transparent communication.

EXPERIENCE, COMPETENCIES AND QUALIFICATIONS



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Experience

- Extensive management experience within a large, complex healthcare or other relevant organisation at a senior level
- Sound understanding of the Victorian public health system, including current and emerging best practice operations, quality systems and accreditation requirements
- Experience in a key role in redevelopment projects.

Competencies

- Demonstrate and champion the principles of person centred care: respect & dignity, information sharing, participation and collaboration
- Demonstrate values and behaviours aligning with the applicable leader level in the Leadership Capability Framework
- Commitment to the mission and values of Mercy Health and Catholic Health – this includes a requirement to be highly principled and embrace the values of Mercy Health
- Innovation – well developed analytical and research skills combined with applying best practice in their area of expertise to advance the organisation's goals
- Capacity for constructive self-reflection and learning from actions and feedback
- Highly developed leadership and strong self-management skills
- Resourceful – secures and deploys resources effectively and efficiently
- Ensures accountability – holding self and others accountable to meet commitments
- Communicates effectively – relating openly and comfortably with diverse groups of people and communicating effectively by developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
- Strong relationship management, high-level communication, interpersonal and negotiation skills including written, presentation skills and emotional intelligence.
- Attracts and develops top talent – attracting and selecting the best talent to meet current and future business needs and developing people to meet both their career goals and the organisational goals and a demonstrated commitment and passion for developing people, equity and inclusion for the organisation
- Drives engagement, vision and purpose – creating a culture where people are motivated to do their best by painting a compelling picture of the vision and strategy that motivates others to action
- Instils trust – gaining the confidence and trust of others through honesty, integrity and authenticity
- Situational adaptability – adapting approach and demeanour in real time to match the shifting demands of different situations
- Commitment to the patient and achieving best outcomes
- Demonstrated ability to make decision in complex, fast paced environment

Mandatory Organisation Competencies

- Comply with all mandatory organisational competencies
- Act professionally and in accordance with the Mercy Health Code of Conduct (All employees) and the Code of Conduct for Children (VIC only)
- Participate in annual performance development review (PDR) process
- Must comply with mandatory vaccination and compliance (e.g. NDIS, Police Check) requirements as directed by State and Territory public health orders



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Qualifications and Requirements

Preferred

- Experience leading a large complex health service
- Current AHPRA registration, through eligibility as Division 1 Registered Nurse, allied health practitioner or other health discipline. Alternatively, senior level experience in healthcare from a financial or management background.

Mandatory

- Experience operating in complex health services
- Post graduate qualification (or working towards) in health services, business administration, management, or equivalent

MERCY VALUES

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VALUES IN ACTION	EQUITY AND INCLUSION	WORK HEALTH AND SAFETY
Ensure the values of Mercy Health are incorporated into daily work practices for all staff	Harness the benefits of diversity by identifying and including underrepresented groups	Actively review work procedures and supervise staff to ensure all work is performed in a safe manner
Be compassionate and provide support to staff, residents, patients and clients	Review gender equality indicators at the team level (see Gender Equality on MercyNet)	Ensure all new staff are provided with an induction/orientation to the work area
Consistently show respect and value each person’s dignity	Implement actions to address any areas of concern	Assist injured staff to return to work in a safe and timely manner
Seek opportunities to be innovative for improvement	Critically reflects on own unconscious bias	Risk assessments completed and controls implemented
Communicate openly and honestly as an effective team member	Is a visible champion for diversity and inclusion	Maintain a safe and mentally healthy environment for patients/self/colleagues and members of the public
Participates in Formation Opportunities	Improved performance against gender equality indicators.	Maintain the safety of children and vulnerable people by acting in accordance with all child and vulnerable people related policies, procedures and regulations
Establish processes for staff to attend Formation opportunities	Participation in diversity related initiatives	Implement and participate in evaluation and continuous improvement and clinical indicator processes



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