

# Hospital General Manager

Title: Hospital General Manager

Complexity: High 3

Reporting to: Regional General Manager/ or State General Manger (for stand alone hospitals)

Direct reports: Hospital DON

Primary purpose: Lead all aspects of hospital performance.

## Key Accountabilities (max 10' linked to strategy)

### Manage and grow our business

- Deliver commercial outcomes of the hospital through daily management of hospital performance, OPEX and Capex budgets and operationalisation of health fund negotiations
- Work closely with the Catchment General Manager to (1) execute the catchment strategy by delivering strategically aligned services, (2) establish, grow and maintain strategic partnerships and (3) prepare and execute capital requests and business cases
- Identify and execute on opportunities to grow the hospital's market share through investment which extends the breadth and depth of clinical services and offerings
- Drive sustainable transformation and change implementation (including process improvement)

### Improve experiences

- Build and maintain culture and structures which prioritise the experiences of people, patients and partners including VMOs and exceptional care
- Build a team that is high-performing, informed, adaptive and values-led
- Build and maintain a talent pipeline that enables Healthscope to grow careers internally
- Establish, grow and maintain strategic partnerships with key stakeholders, i.e. VMOs identifying, recruiting and delivering an experience that retains and grows VMOs, government and public hospital leaders

## Experience

- Delivered sustained business results across a balanced scorecard over a long period of time (financial, operations, patient, employee)
- Built professional networks
- Lead and implemented change
- Lead a team
- Worked in a large complex organisation
- Improved efficiency through process re-design
- Run large service in a hospital successfully (ideal)

## Professional Capabilities

- **Execution of Strategy and delivery of business outcomes** - Ensuring others contribute to organisation strategies by focusing them on the most critical priorities, measuring progress, and ensuring accountability against those metrics.
- **Operational Decision Making** - Securing and comparing information from multiple sources to identify business issues; committing to an action after weighing alternative solutions against important decision criteria.
- **Business Savvy** - Demonstrates a keen understanding of basic business operations and the organisational levers that drive profitable growth; draws from personal experience to quickly evaluate business plans and processes
- **Financial Acumen** - Utilising financial data to diagnose business strengths and weaknesses and identify the implications for potential strategies; keeping a financial perspective in the forefront when making strategic decisions.
- **Customer Focused Mindset** - Ensuring that the customer's perspective is a driving force behind strategic priorities and promoting and operationalising customer service as a value.
- **Leading and Implementing Change** - Driving organisational and cultural changes needed to achieve strategic objectives; catalysing new approaches to improve results.
- **Delegating Responsibility** - Identifying and leveraging opportunities to accelerate results and build capability by assigning tasks and decision-making responsibilities to individuals or teams
- **Cultivating high value VMO and government networks and partnerships** - Initiating and maintaining strategic relationships with stakeholders and potential partners inside and outside the organisation
- **Coaching and Developing Others** - Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities to build high performing teams

## Personal Attributes

- Positive and solutions focussed
- Results driven
- Decisive
- Connected to purpose
- Approachable
- Resilient with strong E.I
- Change agile
- Values ambiguity in a fast paced environment
- Team player

## Knowledge

- Hospital operations
- Health sector
- Accreditation National Safety & Quality Healthcare Standards (NSQHS)
- Work Health and Safety and Human resource management

