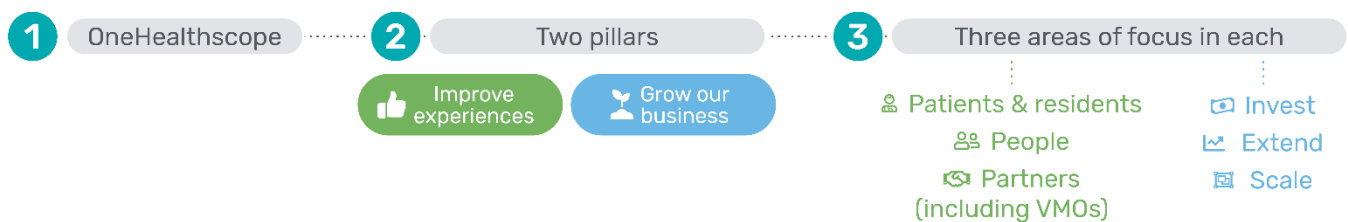


### Position Title: Hospital General Manager

### Position Purpose

This role will lead all aspects of hospital performance to ensure the hospital meets its clinical, operational, business and workforce objectives, and ensure the hospital delivers exceptional care.

### Key Accountabilities



### 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. Create a work environment where individual potential can be met, to ensure current and future clinical and business can be achieved.
- Develop and lead systems and strategies to attract, develop, engage, retain and grow talented employees.
- Establish, grow and maintain strategic partnerships with key stakeholders, e.g. VMOs. Identify, recruit and deliver an experience that retains and grows VMOs, government and public hospital leaders.
- Lead and deliver the hospital's commitment to service excellence and patient centred care, as measured by patient, staff and doctor satisfaction surveys. Maintain excellent customer service to enhance the profile of the hospital and Healthscope with both internal and external key stakeholders. Encourage a participatory team approach to service delivery and canvass ideas and strategies to enhance the service delivery.
- Lead the hospital's commitment to quality improvement and achievement of accreditation, including leadership or participation in relevant meetings, committees and audits. In line with national policies and procedures, ensure a current hospital wide quality plan is implemented, complied with and evaluated.
- Deliver budget and manage performance by being accountable for service and financial outcomes, including managing to defined KPIs.

### 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 State Manager to (1) execute the Healthscope strategy by delivering strategically aligned services, (2) establish, grow and maintain strategic partnerships and (3) prepare and execute capital requests and business cases. Work closely with doctors and other relevant stakeholders to identify and deliver revenue opportunities in line with strategy.
- Utilise financial data to diagnose business strengths and weaknesses and identify the implications for potential strategies
- 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).

### Healthscope Safe Values – We care. We do. We strive. We're a team.

- Practices, role models, champions and holds people to account to live the Healthscope Safe Values
- Creates a workplace that protects the health, safety and wellbeing of our people; leads and undertakes duties in alignment with Healthscope's Health and Safety system and framework.

### Capabilities for Success

- **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

### Experience for Success

- Delivered sustained business results across a balanced scorecard over a long period of time (financial, operations, patient, employee)
- Built professional networks and strategic relationships
- Lead and implemented change
- Successfully led and developed a team to high performance
- Provided a customer-centric, design focused approach to program and service identification and development
- Worked in a large complex organisation
- Improved efficiency through process re-design
- Academic and professional experience in health (desirable)
- Run large service in a hospital successfully (desirable)
- Grown a health care business, new revenue streams and delivered outstanding results (desirable)

### Knowledge for Success

- Hospital operations
- Health sector
- Accreditation National Safety & Quality Healthcare Standards (NSQHS)
- Work Health and Safety
- Human resource management
- Report / business case development
- Private health funding models
- Budget management and KPIs
- Capital works development and delivery

### Qualifications for Success

#### Mandatory:

- Bachelor Degree
- Post Graduate Qualifications

#### Desirable:

- Master's degree or MBA or working towards

*Note: Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*