



Position Description

Version:

Position Title:	General Manager		
Position Number:	JGMCD	Cost Centre:	C3220
Site/Facility:	Calvary Central Districts Hospital		
Department:	Executive		
Enterprise Agreement	Salaried position		
Classification:	Grade 10		
Reports To:	Regional Chief Executive Officer SA&NT		
Date of Preparation:	05/05/2018	Date Updated:	15/02/2023

Primary Purpose

The General Manager is accountable for the strategic and operational planning, delivery and management of Calvary Central Districts Hospital (CCDH).

As a member of the Regional Executive team, reporting to the Regional CEO, the position will lead the delivery of Calvary's strategic intent and is responsible for building a high performing team within CCDH.

Organisational Environment

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres

Calvary continues the mission of the Sisters of the Little Company of Mary, a mission focused on caring for those who are sick, dying and in need. We express our values of hospitality, healing, stewardship and respect through "being for others" exemplified by the Spirit of Calvary and the example of Venerable Mary Potter.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans.

Accountabilities and Key Result Areas

People and Culture:

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

- In collaboration with the regional People & Culture team, develop and implement a range of strategic initiatives that align with Calvary Healthcare's Workforce Strategy, to attract, retain and develop the CCDH workforce
- Foster a coaching and learning environment with a focus on leadership development, effective teamwork and collaboration
- Foster strategic partnerships to enhance the delivery and reputation of CCDH
- Practice in accordance with Calvary and relevant government health policies and procedures, the position description, Code of Conduct, industrial agreements and relevant legislation.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

Excellence in Service Delivery:

- Oversee the delivery of services, ensuring alignment with Calvary's strategic objectives and Service Level Agreements.
- Oversee the management of services to ensure they adhere to accreditation requirements and Calvary's Clinical Governance framework and standards.
- Oversee CCDH's involvement in clinical audits, credentialing reviews and WHS&IM audits, and lead the development and implementation of appropriate responses to findings, as required.
- Drive a high performance and continuous improvement culture to enhance efficient and effective service delivery.
- Monitor adherence to budget and agreed performance targets.
- Operate according to established guidelines, procedures and approval levels for proposed new capital expenditure in accordance with the national policies and procedures.
- Monitor industry trends and in client expectations to ensure that the services remain relevant to community needs.
- Establish and maintain constructive relationships with local stakeholders relevant to the services provided by Calvary.
- Ensure continuous improvement in Patient Experience through tools and monitoring systems.
- Monitor health trends in the industry to ensure that the services remain relevant to the needs of its communities.
- Manage stakeholder relationships in partnership with National Managers.

Excellence in Service Development:

- Strategically position, promote and market CCDH within local communities and as an integrated service within the broader Calvary Healthcare group
- Develop the business through improved strategic and clinical relationships, marketing and monitoring of activity to ensure that the service is developed in consultation with the wider health system and resources are most efficiently and effectively utilised
- Participate in Local Health Network, and related service planning to ensure the service is well positioned strategically in the long term
- Participate and lead opportunities to create expanded business and commercial opportunities

Wise Stewardship

- Provide effective leadership of CCDH's services in the region as a member of the Regional Executive.
- Ensure that agreed key financial indicators including annual budget targets are achieved.
- Ensure that there is an ongoing focus in identifying effective and efficient strategies to improve service delivery.
- Ensure that appropriate statutory reporting requirements are met

- Establish and manage the local operational plan in accordance with the regional and national strategic plan.
- Protect the interests of Calvary and its services in respect of all legal and reputational matters.
- Provide high-level policy and operational advice externally and internally as appropriate.
- Ensure adherence to all of Calvary's policies and procedures.
- Ensure that the appropriate Acts of Parliament and Regulations are complied with, together with directions of the relevant government and other Statutory Authorities.

Community Engagement

- As agreed with the RCEO, represent CCDH with external stakeholders, as required.
- Promote ongoing credibility and efficient working relationships with relevant government bodies and healthcare professions.
- Ensure consumer participation through relevant forums.
- Promote research and education and ensure a strong relationship exists with tertiary institutions.

WH&S Responsibilities:

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)
- Ensure that key WHS metrics are achieved in the region and appropriate measures are taken for staff safety.
- Oversee clinical and non-clinical risk and incident management and resolution.
- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.

Key Relationships

Internal:	<ul style="list-style-type: none"> • SA, NT & National Office Employees • Regional CEO • National CEO and National Leadership Team • Regional Executive Team • All Calvary streams including Calvary Private Hospitals, Calvary Residential Aged Care & Calvary Home Care
External:	<ul style="list-style-type: none"> • Catholic Community • Little Company of Mary Sisters • Health Directorate • Regulators and Government bodies • Local Health Networks • Relevant Industry Stakeholders • Primary Health Network • Relevant Unions

Position Impact

Direct Reports:	<ul style="list-style-type: none"> • Director of Clinical Services • Patient Services Manager
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	<ul style="list-style-type: none"> • Hospitality Manager • Risk, Safety & Quality Manager (joint with Calvary North Adelaide Hospital) • Supply Manager (joint with Calvary North Adelaide Hospital) • Building Infrastructure Manager (joint with Calvary North Adelaide Hospital) • Executive Assistant
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Budget:	\$33.8m
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Selection Criteria

Essential

- Tertiary qualifications in management, business, health or related discipline, or demonstrated significant equivalent skills, knowledge and experience;
- Proven senior leadership and operational management experience, preferably gained in the management of a large acute health care facility or tertiary health service.
- High level strategic and analytical skills, with experience in the development, implementation and review of plans and initiatives to achieve strategic objectives;
- A strong commercial focus, together with proven high-level business development skills and experience, strong financial management skills and business acumen;
- Demonstrated significant experience developing relationships with a range of external stakeholders.
- Demonstrated understanding of and working with accreditation frameworks;
- A strong commitment to the philosophy and mission of Calvary and ability to work within and promote the national strategic direction and corporate vision of Calvary;
- A demonstrated awareness and understanding of the current and likely future environment in which the service operates, including the political context.

Special Requirements

- A current and valid driver's licence
- Ability and willingness to travel intrastate and interstate

Leadership Capabilities

Calvary's Leadership Capability Framework for Senior Managers differentiates our leaders from others by articulating the skills, behaviours and attributes that we want our leaders to have or be striving for. The leadership capabilities that apply for a **General Manager** position at Calvary are in the **Leading Business** level which is outlined below. Whilst all are important the priority capabilities for the role in the current environment are in **bold**.

1	Focus on the People we Serve: - Ensuring that the perspective of the people and communities that we serve is a driving force behind strategic priorities, business decisions, organisational processes, and individual activities	8	Leading Change & Inspiring Transformation - Driving the organisational and cultural changes needed to achieve strategic objectives and enable the implementation and acceptance of change within.
2	Building Calvary Talent - Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities.	9	Leading Formation - Leads the creative, communal and cumulative process of understanding, integrating and living out the distinctive foundational principles of the Catholic Church and the Little Company of Mary, which inform Calvary's mission and ministry.

3	Drive Growth Opportunities - Using one's understanding of key drivers to enrich and grow the organisation through creating new business and service opportunities.	10	Awareness of Self and Others - Establishing and sustaining trusting relationships by accurately perceiving and interpreting own and others' emotions and behaviour.
4	Operational Decision Making: - Securing and comparing information from multiple sources to identify business issues and determine most effective actions.	11	Communicating with Impact: - Communicating in a focused and appropriate manner in a way which makes an impact on the audience.
5	Safety Leadership - Actively protecting others' well-being, ensuring compliance with safe operating procedures, and inspiring others' commitment to create and maintain a safe work environment.	12	Cultivating Partnerships and Relationships: - Initiating and maintaining strategic partnerships and relationships with stakeholders inside and outside Calvary to advance strategic aims and mission.
6	Setting & Executing Calvary Strategy: - Establishing a long-term business direction and translating these strategic priorities into operational reality	13	Influence: - Creating and executing influence strategies that gain commitment to one's ideas and persuade key stakeholders to take action that will advance shared interests and business goals.
7	Driving Innovation - Creating a culture that inspires people to generate new ways to solve work problems and seize opportunities that result in unique and differentiated solutions.		

Approvals

Job Holder's signature:

Date:

Manager's signature:

Date: