ABOUT SQRH

SQRH is a joint initiative of The University of Queensland (UQ), University of Southern Queensland (USQ), Darling Downs Hospital and Health Service (DDHHS) and South West Hospital and Health Service (SWHHS) funded by the Commonwealth Department of Health as a University Department of Rural Health. Funding is tied to a contract between UQ and the Commonwealth Department of Health under the Rural Health Multidisciplinary Training Program (RHMT) with funding presently secured to the end of 2018.

Under the funding agreement the SQRH will be expected to -

1. Deliver effective rural training experiences for allied health, nursing and midwifery students (prior to gaining professional registration).
2. Ensure rural training experiences are of a high quality.
3. Develop processes to improve rural student recruitment.
4. Engage with the local community to support the delivery of training to students.
5. Maintain and progress an evidence base and the rural health research agenda.
6. Support improvements in Aboriginal and Torres Strait Islander health.
7. Provide regional leadership in developing innovative training solutions to address rural workforce recruitment retention.

SQRH will be governed by a joint venture agreement between the four parties. The Joint Venture establishes a Governance Board (Board) comprising five voting members – an independent chair and one representative from each of the parties.

ABOUT THE PARTNERS IN SQRH

The University of Queensland

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. UQ ranks in the world’s top universities, as measured by several key independent rankings, including the Performance Ranking of Scientific Papers
for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other university in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students. UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities. The University’s 50,000-plus strong student community includes more than 14,000 postgraduate scholars and more than 13,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has six Faculties and four University-level Institutes.

http://www.uq.edu.au/

University of Southern Queensland

The University of Southern Queensland (USQ) is a dynamic regional University committed to developing research solutions that deliver a global impact. With a vision to be a leading discovery partner in priority research areas, USQ aligns its research with regional and global agendas in agriculture and natural resource management, regional development, regional health and wellbeing, education and digital literacy. USQ has forged a reputation as one of Australia’s leading providers of on campus and online distance education programs in Australia. With more than 75% of students studying via distance or online, our delivery of external education resources continues to lead the way. Recently named as one of the top five Universities to work for in Australia, USQ provides staff with a positive and friendly environment where they are supported to fulfil their personal and career goals and contribute to the university’s success.

https://www.usq.edu.au/

Darling Downs Hospital and Health Service

The Darling Downs Hospital and Health Service provides a comprehensive range of high-quality acute, sub-acute, mental health, drug and alcohol, oral health, residential aged care, and community health services. We deliver clinical services to approximately 300,000 people across 26 locations, including the major hospital in Toowoomba, regional and rural community hospitals, residential aged care facilities, multipurpose health services and community clinic facilities. Our services cover the Regional Council areas of Toowoomba, Western Downs, Southern Downs, South Burnett and Goondiwindi as well as Cherbourg Aboriginal Shire Council and part of the Banana Shire Council (community of Taroom), representing an area of approximately 90,000 square kilometres. The Hospital and Health Service has a major teaching role, providing both undergraduate and postgraduate clinical experience for members of the multidisciplinary healthcare team. We have a strong focus on, and commitment to, service delivery and education and training and a thriving culture of research that delivers continuous service improvement and evidence-based care. We are the largest employer in the Darling Downs, employing more than 5,000 people, with revenue of more than $700 million annually.

South West Hospital and Health Service

The purpose of the South West Hospital and Health Service is to provide safe, effective and sustainable health services that people trust and value. Our purpose, not only gives our Health Service shape and direction but it inspires, motivates and guides us in everything we do as we provide quality health care to our communities.

There are over 26,000 people who live in our catchment area and rely on the public healthcare services that our 700 plus employees provide. We are responsible for the delivery of medical, surgical, emergency, obstetrics, paediatrics, specialist outpatient clinics, mental health, critical care and clinical support services in an area spanning over 319,000 square kilometres. We are responsible for the direct management of four hospitals, seven multipurpose health services, four community clinics and two aged care facilities.

Our culture is one that empowers staff, and encourages leadership, innovation and new ideas, and every single day our workforce makes a positive impact on the community they serve.


Information for Prospective Staff

This position will be appointed through the University of Queensland. Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

Located in Toowoomba, the Operations Manager of the SQRH is responsible for assisting the Director to establish and maintain the SQRH in Toowoomba and Charleville, and any future sites identified according to community need.

The role is also responsible for managing all operational functions of the SQRH to ensure organisational and financial sustainability of the SQRH.

The position is central to the ongoing development of a strong, unified and effective structure, culture and administration across a diverse range of activities within the SQRH, and is an important link with constituent partners and other key internal and external stakeholders.

This SQRH operates within a complex environment involving a number of external partners. This position requires an overarching knowledge of all aspects of the organisation and University systems with the ability to problem solve and provide flexible alternatives and options.
The Operations Manager is a member of the SQRH’s leadership team and will provide high level support to the Director.

Duties

Duties and responsibilities include, but are not limited to:

**Operational Planning & Strategic Management**

- Support the Director in providing overall leadership and ongoing development and day-to-day operational management of SQRH.
- Provide advice and action in relation to the business operations of the SQRH inclusive of the development, implementation and overall management of the entity.
- Prepare detailed reports, work plans and briefing statements as required for consideration by the Director and executive team.
- Lead, contribute to, and actively promote a high standard of professionalism, performance management and continuous improvement across all operational functions within the SQRH.
- Advise the Director, senior clinical and research staff and staff generally on the identification, management and mitigation of risk.
- Undertake special projects where required involving complex matters and short timeframes

**Financials, Resources and Staff**

- Direct, supervise and contribute to the effective and efficient management of SQRH’s financial, human and physical resources.
- Advise the Director on a regular basis regarding SQRH’s financial position and planning issues.
- In consultation with the Finance Manager, Faculty of Health & Behavioural Sciences, oversee and liaise with appropriate SQRH staff regarding SQRH’s annual budget projections and quarterly forecast process.
- Support the application for, and the administration of, external grants by the SQRH including the liaison with University units and funding bodies. Manage and review external grant applications for compliance and adherence to external and internal process and procedure.
- Lead, contribute to, and promote a high standard of staff performance, skills development and productivity across all SQRH activities.
- In consultation with the HR Relationship Manager, Faculty of Health & Behavioural Sciences, provide advice and assistance to the Director on human resource matters and policies and procedures related to human resource management.
- Facilitate capital works projects as appropriate and through participation in the relevant project control groups.

**Engagement and Communication**

- Ensure positive and effective communication internally and externally. Liaise with senior academics and health/medical staff, administrative staff, and students within the partner organisations, other universities, the Qld Department of Health and other
health care providers, grant funding bodies and any other relevant bodies in relation to the finance and administration of the SQRH.

- Assist the Director, where instructed, to engage in consultation and negotiation with constituent partners in the development of contracts.

Other

- Ensuring, for the SQRH, awareness of and compliance with legislation and University policies relevant to the duties undertaken, including but not exclusive to:
  - The University's Code of Conduct.
  - Requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Centre.
  - The adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures.
  - Requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University.
  - Other codes as may apply specifically for either of the partner HHSs.

Reporting Relationships

The position reports to the Director. For University purposes, the position also has a functional reporting relationship with the HaBS Faculty Executive Manager.

Selection Criteria

Essential

- Substantial relevant experience and management expertise in a University or similar environment. Whilst postgraduate qualifications or progress towards postgraduate qualifications are considered highly desirable, an equivalent combination of relevant experience and /or education/training is required.
- Extensive relevant work experience in a senior management role, preferably within a health or higher education environment, with a focus on financial and budget planning, human resource management and facilities management.
- Demonstrated strategic and operational planning skills including effectively managing change.
- Ability to act independently and take initiatives without direction, within established policies and guidelines.
- Demonstrated leadership ability, in particular experience in leading, motivating and developing teams to achieve operational objectives and balance competing priorities.
- High level communication and interpersonal skills including demonstrated ability to liaise and prepare reports and to build collaborative relationships with diverse groups.
- Ability to work with senior colleagues to market and communicate the achievements of the organisation to a range of stakeholders including government, tertiary institutions, health services, clinicians and the broader community.
• Ability to gain sound knowledge of functions of and government policy pertaining to rural health education and training, and research.
• Demonstrated commitment to improving access for rural and remote Australians to quality health services.
• Ability to work and communicate effectively with internal and external stakeholders at board level and capacity to work with senior colleagues as a leader in a complex organisation.

Desirable

• Experience in rural, remote and/or Indigenous health issues, rural health education and training and a demonstrated commitment to improving access for rural and remote Australians to quality health services.
• Experience with infrastructure development in a rural and remote region.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

This role is a full-time position; however flexible working arrangements may be negotiated.