

FINANCE AND OPERATIONS MANAGER

Role Description

DIVISION / MATER MINISTRY	Mater Health
LOCATION	Mackay
REPORTING RELATIONSHIPS	Reports to: General Manager – Mater Private Hospital Mackay Direct Reports: <ul style="list-style-type: none"> • Hospitality Services Manager • Senior Management Accountant • Administration Manager • Hospital Leadership Support Officer
LEVEL OF ACCOUNTABILITY	Director
SALARY	Commensurate with experience
EMPLOYMENT STATUS	Common Law Contract
TRAVEL REQUIREMENTS	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If required <input type="checkbox"/> Frequently <input checked="" type="checkbox"/> Infrequently
EMPLOYMENT CONDITIONS	<input checked="" type="checkbox"/> Vaccination Category 1A
DATE CREATED	September 2024

POSITION SUMMARY

The Finance and Operations Manager, as part of the relevant Mater Private Hospital Leadership team, is responsible for planning, reporting and analysis on the use of financial resources, monitoring of Hospital budget and key performance indicators, including performance and management reporting to the Mater Misericordiae Limited ("Mater") Health Executive in accordance with Mater and Hospital financial management policies, procedures and work instructions. The Finance and Operations Manager is also responsible for some non-clinical operational functions of the Hospital, including, but not necessarily limited to, patient administration and hotel services (collectively referred to as "Operational Services" throughout). The role supports and influences Mater Health and Corporate functions and strategies that are accountable to authorities outside of the local Hospital structure, such as, but not limited to, Digital Technology Information and Health Information Management.

The role reports to the General Manager – Mater Private Hospital Mackay of the Hospital and has financial influence and stewardship in strategic and operational planning and implementation for the Hospital and Mater that supports business growth, change and/or sustainability. The identification and development of

operational and clinical service growth, infrastructure planning and commercial opportunities shall be managed in collaboration with the General Manager.

Together with their peers in the Health Leadership Team, the FOM works collaboratively with other Mater ministries to strengthen Mater as a whole, including Mater Education and Mater Research. They provide strategic, operational support and advice to leaders who have a responsibility for health service delivery and corporate services across Mater. They also strive to work in partnership with team members to drive a culture of continuous learning and improvement to maintain Mater's delivery of quality, safe, patient-centred and efficient care.

ORGANISATIONAL OVERVIEW

Mater is Queensland's largest and most innovative not-for-profit healthcare service, providing care for almost 700,000 patients a year across a network of 11 hospitals. We are a leader in healthcare, education and research — and that's because we employ exceptional people.

Delivering quality, compassionate care, in line with Mater's Mission and Values, we are an employer of choice, committed to enabling our people with the supports they need to deliver a world-class service for our patients. They are at the heart of what we do, and we recognise they are what differentiates the Mater experience within our community.

MISSION, VISION, AND VALUES

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater team members are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision, and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected team members will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services in which we provide across the state.

Our mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

Our vision

To empower people to live better lives through improved health and wellbeing

Our values



We honour and promote the dignity of human life and of all creation



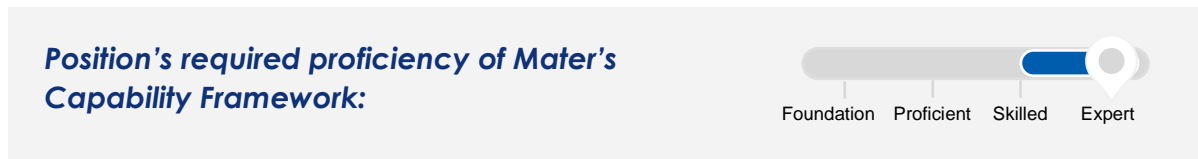
We act with compassion and integrity



We strive for excellence

ORGANISATIONAL ALIGNMENT

The Mater Capability Framework consists of six core capability groups, which encompass the individual capabilities and behaviours essential to driving performance excellence across our organisation: Personal Attributes, Build Relationships, Results Focused, Mission Drivers, Business Enablers, and Leadership and People Management. Each Mater team member is accountable for consistently performing, promoting and developing the capabilities and behaviours within the Capability Framework - as individuals and as a team.



Our six core capability groups

Leading self -

 Personal Attributes	Individual behaviours influenced by our values and ethical compass
 Build Relationships	Shape and maximise relationships with colleagues, patients and the community
 Results Focused	Drive and influence successful organisational outcomes
 Mission Driven	We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

Leading others -

 Business Enablers	Boost effective service delivery and champion change management
 Leadership & People Management	Inspire, engage and develop our people

KEY PERFORMANCE REQUIREMENTS

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy, described in the table below. Each Mater Person is held accountable for their own behaviour, performance and development, and for contribution to the strategic objectives and priorities. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance and risk, interprofessional leadership and management of performance and accountability. This role is responsible for fulfilling the following accountabilities.

Position-specific responsibilities

Service and operational outcomes

- Manage and maintain systems to improve services delivery across the Hospital ensuring best practice healthcare, acting on patient reported experience and outcome measures;
- Coordinate development, review and maintaining of Hospital workforce plan in collaboration with Human Resources;
- Assist with the attraction and recruitment of visiting medical specialists to ensure expansion and growth of the Hospital's clinical services;
- Develop and maintain relationships with the management of local HHS's and promote opportunities for integration and collaboration between public and private health services;
- Ensure communication within Operational Services and other stakeholders is collaborative, demonstrating genuine engagement and is outcome focussed;
- Performance expectations are embedded at the individual and work area level with clear pathways for support and guidance established and utilised;
- Ensure staff actively participate and are engaged with development programs, in-service sessions and informal on-the-job mentoring that is aligned with staffing/skills mix forecast needs and succession plans;
- Develop and maintain staffing forecasts, including volume and skills mix measures, at least 3 months in advance; and
- Meet enterprise agreement and other legislative obligations and organisational objectives with regards to rostering, leave management and payroll activities.

Financial outcomes

- Lead and direct the delivery of high quality, strategic and operational financial performance reporting and analysis, to underpin effective business planning, forecasting, budgeting, cost reporting and resource management across the organisation.
- Ensure effective financial and management accounting is consistently applied to all levels of the organisation and that financial accountability and cost centre budgetary controls exist, are monitored and achieved.

- Set the accountability to meet organisation-wide and facility strategic objectives including performance and efficiency targets and other relevant measures to create more effective planning and management.
- Ensure the business has the best insights from the data in multiple systems in the health organisation, including producing dashboards to interpret performance indicators, insightful analysis around performance, and forward-looking predictors or results (both financial and non-financial).
- Support Service Line Management to ensure cost centre managers have a full understanding of the costs and resources for which they are responsible, building accountability and ownership.
- Undertake analysis in conjunction with operational staff to identify duplication of effort or unnecessary costs, inefficient costs, inefficient processes or waste.
- Lead the establishment and maintenance of effective financial management controls; and implement financial risk management and governance frameworks to measure, minimise risks and ensure compliance with relevant reporting requirements and standards.
- In conjunction with Mater Financial Shared Services team, ensure regulatory responsibilities with respect to GST, FBT and medical indemnity are satisfied and adhere to Mater Financial policies and procedures and Australian Accounting and International Financial Reporting standards.
- Support the Mater Procurement and Supply Service team(s) as required to ensure optimal practices are adhered to locally in accordance with Mater policies, procedures and other guidelines;
- Undertake an analysis of purchase of high-value or high-volume supply items in collaboration with Mater Procurement as required;
- Lead and direct improvements in
 - productivity/efficiency;
 - revenue generation and optimisation;
 - value-based investment/disinvestment decisions;
 - financial accountability and budget compliance;
 - application of Mater finance and procurement policies and guidelines;
 - improving value for money and effective use of cash;
 - implementing monitoring tools to measure these strategies.
- Support audit reviews and manage implementation of audit outcomes related to financial and relevant operational service delivery;
- Ensure all operational performance of operational services reporting locally meet agreed service levels and is within operating and capital budgets.
- Support effective resource allocation and ensure staffing models are reviewed and adapted where necessary to ensure service levels are met within financial parameters;
- Asset management, procurement and stock control are planned and coordinated within operating budgets in collaboration with Mater business/ministry leads responsible for service delivery; and

- Annual capital expenditure planning, submission for capital allocation and business cases are prepared for General Manager approval.

Compliance and risk

- Ensure the clinical and professional governance framework for all Operational Services is embedded in all operational practices;
- Ensure work health and safety leadership is embedded throughout the Operational Services with staff safety and incident reporting a standing agenda item for staff meetings; and
- Ensure incident reporting and resolution is monitored and informs quality improvement activities in accordance with procedural requirements.

Interprofessional leadership

- Support the local leadership team in enhancing their commercial development skills and mindset;
- Integrate values throughout the Operational Services who report locally, daily practices, interactions and decision making;
- Lead the local operational services management team as a role model, mentor and coach, including managing performance and development of operational services staff;
- Positively promote the Hospital and the Mater organisation both internally and externally;
- Develop and strengthen the relationship between the local facility and Mater in the areas of finance, hotel services, and administration services to ensure consistent approach and benefits shared across the Mater;
- Incorporate patient centred care, quality improvement, risk management and governance initiatives into operational practices align with the Operational Services service delivery objectives and goals;
- Develop, implement and achieve the Hospital's annual operational plan ensuring that it quantifies resourcing, forecasts and business development objectives to meet utilisation KPIs, accreditation and compliance standards;
- Ensure staff are engaged with and have understanding of the clinical, cultural and business performance objectives of Operational Services and understand how each, individually, works towards the delivery of these results; and
- Foster a performance culture of Operational Services that provides a safe environment for people to share information and ideas, report and address risks, and proactively share feedback. This includes open and supportive processes for discussions about care quality and improvement.

Performance and accountability

- Accept, adhere and promote workplace safety in accordance with the relevant legislation, standards, policies, procedures and model guidelines that promotes 'zero harm' for staff and 'zero preventable harm' for patients;
- Participate in creating an environment that strives for customer satisfaction;

- Participate in meetings and forums as required;
- Foster a cooperative work environment and maintain open communication through effective interpersonal skills and appropriate forums;
- Participate in and recommend quality activities aiming to improve work practices to exceed customer expectations;
- Fulfil required corporate, mandatory and other education and/or professional development and competency requirements within stipulated timelines;
- Accept individual responsibility and accountability for own performance and professional development;
- Accept and adhere to all policies and procedures of Mater and your employment location; and
- Undertake other duties/responsibilities as directed by your direct Reporting Authority or other designated authority(s).

Mission and Values

- Promote and adhere to the Mission and Values of Mater Misericordiae Limited
- Participate in Mater celebration and traditions
- Attend Mission formation as required

KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none">• Reports to General Manager – Mater Private Hospital Mackay• Works closely with Mater Statewide Finance Team, Finance and Operations Managers from other hospitals,• Leads the Finance and Operations teams for Mackay.	<ul style="list-style-type: none">• Universities and professional colleges• Professional bodies• Government, non-government and statutory agencies• Internal and external auditors• Represent the organisation in appropriate external forums and groups as appropriate• Other key external stakeholders and bodies as appropriate

SELECTION CRITERIA

Qualifications
<ul style="list-style-type: none">• Tertiary qualifications in business related or accounting, economics, commerce or finance discipline• Professional standing for current membership or eligibility for membership of a recognised Australian accounting body.• MBA or other relevant post-graduate qualifications would be highly regarded• Knowledge of healthcare is highly desirable but not essential

Skills, knowledge and experience

- Previous management experience in a private hospital setting;
 - Knowledge of healthcare funding models for private and public hospitals;
 - Have a strategic outlook;
 - An ability to engage with operational staff;
 - Good communication skills;
 - A deep and thorough knowledge of the business and what drives value;
 - Creativity and innovation; and
 - Being agile, open to change and a continuous learner.
- Extensive experience in budget management, financial management and development and implementation of financial management policy, systems, controls and reporting arrangements at a senior level;
 - Extensive experience in preparing and evaluating complex submissions, developing and negotiating pricing and funding models, and providing high level strategic advice on budgeting, pricing and economic appraisals at executive level;
 - Ability to ensure that all functions within their responsible services achieve standards and meet key performance indicators;
 - Experience in leadership and management of operational service managers and their teams; and
 - Experience in quality improvement and meeting national standards.