

## 1. General Information

<b>Position Title:</b>	<b>Group Director- Health Partnerships</b>
<b>Division/Department:</b>	Management - PMO
<b>Position Reports to:</b>	Jenny Patton - Chief of Strategy and Performance
<b>Enterprise/Individual Agreement:</b>	Individual Agreement
<b>Classification/Grade:</b>	Not applicable
<b>Location:</b>	Epworth Pelaco, 21 Goodwood Street Richmond
<b>Employment Status:</b>	Full time, ongoing
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	TBD
<b>Key Relationships - internal and external</b>	Hospital Operations team, Corporate teams, external funders, Government, Health Industry Bodies

## 2. Overview of Epworth HealthCare

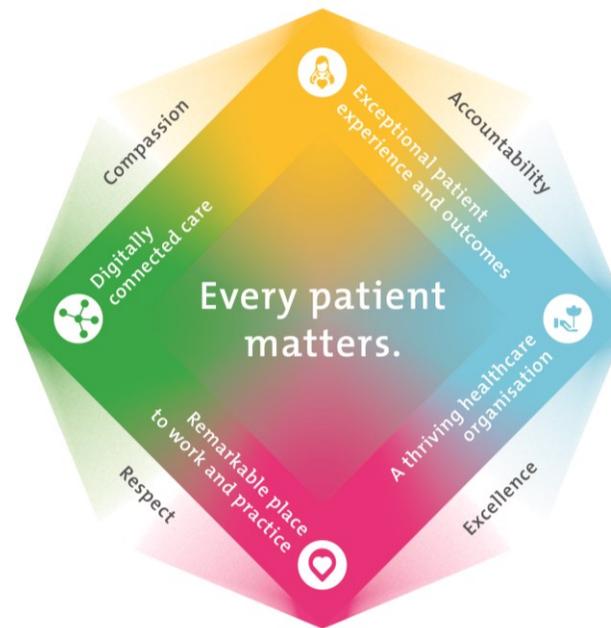
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care, and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

## 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
<b>Exceptional patient experience and outcomes</b> - To empower our patients and deliver compassionate, expert and coordinated care.
<b>A thriving healthcare organisation</b> - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
<b>Remarkable place to work and practice</b> - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
<b>Digitally connected care</b> - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

The Group Director – Health Partnerships is responsible for developing relationships and identifying opportunities for Revenue growth from PHI, Governments and private sector organisations. They will also manage and be involved in the design and delivery of key strategic projects that contribute real and meaningful Innovation and Opportunities for Epworth.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<b><i>Leadership and culture</i></b>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<b><i>Consumer Partnerships</i></b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/careers wherever possible.
<b><i>Effective Workforce</i></b>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<b><i>Clinical Safety and Effectiveness</i></b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<b><i>Risk Management</i></b>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Patient Centered Care</b></p> <ul style="list-style-type: none"> <li>• Actively participate in or support key initiatives that contribute to improvements in person centred care.</li> <li>• Take a partnership approach to care provision by embedding person centred care principles in all aspects of work.</li> <li>• Ensure consumers receive information in an appropriate and accessible format.</li> <li>• Actively support consumers to make informed decisions about their treatment and ongoing care</li> <li>• Ensure consumers are aware of their rights responsibilities and how to provide feedback</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<p><b>Key core deliverables</b></p> <ul style="list-style-type: none"> <li>• Conduct negotiations and provide ongoing contract management in association with the Health Partnerships Team and other stakeholders.</li> <li>• Contribute to the development and design of optimal funding models for hospital service mix.</li> <li>• Liaise with funders contacts regarding management, negotiations, and issues.</li> <li>• Responsible for the management of several strategic projects</li> <li>• Maintain library of contracts and Funder correspondence.</li> <li>• Act as a senior advisor to hospitals on revenue and hospital activity related matters.</li> <li>• Be a point of contact for funders and facilities regarding funder/ contract issues.</li> <li>• Liaise with facility staff - implement new contracts, educate appropriate personnel, interpret contracts, and resolve contract related issues.</li> </ul>	

<ul style="list-style-type: none"> <li>• Work with and advise audit staff or other hospital staff on the appropriate interpretation of contract rules or legislation to inform the correct response to audits</li> <li>• Work with relevant stakeholders to implement and monitor KPIs</li> <li>• Facilitate projects within and across sites as directed by the Chief of Strategy and Performance</li> <li>• Contribute to design of standardised systems and processes.</li> <li>• Contribute to policy development.</li> <li>• Work with APHA and other industry representatives as an advocate for Private Healthcare in contributing to departmental submissions.</li> <li>• Represent Epworth at industry forums, appropriate to skill set.</li> </ul>	
<p><b>Quality and Safety</b></p> <ul style="list-style-type: none"> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Complete annual competencies and required training.</li> <li>• Maintain skills and knowledge necessary to safely and skilfully undertake work.</li> <li>• Consult with peers and other experts and refer to other healthcare workers when appropriate and in a timely manner.</li> <li>• Participate in clinical risk management, patient safety and continuous quality improvement activities as part of day-today work.</li> <li>• Protect the health and safety of self and others, complying with all health and safety related policies, procedures, and directions.</li> </ul>	
<p><b>Leadership, collaboration, and teamwork</b></p> <ul style="list-style-type: none"> <li>• A genuine and inspiring leader that collaborates across the organisation and supports the Executive to foster a culture aligned to our values</li> <li>• Supports peers and colleagues in delivering our Strategic workplan and inspires and encourages others</li> </ul>	

<ul style="list-style-type: none"> <li>• Participates in annual performance appraisal and regular goal setting of self and direct reports.</li> <li>• Welcomes, assists and embraces new and junior staff.</li> <li>• Demonstrates ongoing commitment to an Equal Opportunity Workplace</li> </ul>	
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Role model and actively promote a culture of high-quality patient care.</li> <li>• Provide excellent, helpful service to patients, visitors, and staff.</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously.</li> <li>• Actively seek to understand patients' and their family's expectations and issues, using multiple strategies</li> <li>• Uses data (such as compliments, complaints, and Press Ganey) to identify breakdowns in internal processes and systems that directly impact patient care and customer service.</li> <li>• Responds quickly and proactively escalate concerns when necessary</li> <li>• Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion.</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Compliments to complaints ratios</li> <li>• Completes leader rounding at agreed frequency</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>
<p><b>Safety and Wellbeing</b></p>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> </ul>

<p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers, and students.</p> <ul style="list-style-type: none"> <li>• All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace.</li> <li>• Integrate and review OHS performance in staff PDPs</li> <li>• Ensure all direct reports are held accountable for safety performance and actions</li> </ul>	<ul style="list-style-type: none"> <li>• Implement and adhere to Epworth OHS policies, protocols, and safe work procedures.</li> <li>• Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours</li> <li>• Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes</li> <li>• Mandatory training completed at agreed frequency</li> </ul>
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## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A tertiary qualification in healthcare, health services, commerce or equivalent</li> <li>• Strong business acumen with a strategic mindset</li> <li>• Working with Children check</li> </ul>
Required Knowledge & Skills	<ul style="list-style-type: none"> <li>• Demonstrated negotiation, communication, time management and relationship management skills.</li> <li>• At least five years' experience within a commercial, financial and preferably health environment.</li> <li>• Intermediate skills in Excel and/or Access, and experience in a Patient Management System would be well regarded.</li> <li>• Pro-active analytical problem-solving skills.</li> <li>• Knowledge and experience of the health industry</li> <li>• Demonstrated ability to take initiative and generate ideas resulting in continuous improvement and innovation</li> <li>• Demonstrated ability to prepare and deliver health funding proposals</li> </ul>

# Position Description



<p><b>Personal Attributes &amp; Values</b></p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"><li>• Compassion</li><li>• Accountability</li><li>• Respect</li><li>• Excellence</li></ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• A collaborative and inclusive working style</li><li>• A positive work ethic</li><li>• Strong relationship and interpersonal skills</li><li>• Excellent planning and time management skills</li><li>• Able to work autonomously and as part of a team</li><li>• Willing to uphold the core values of Epworth Healthcare</li></ul>
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## Document Control

Date Developed:		Developed and Reviewed By (Position Title):
17 November 2023		Jenny Patton (Chief of Strategy and Performance)

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_