



Position Description

Position title	Executive Director Integrated Operations Centre
Position number	E1158
Directorate	Canberra Health Services
Division	Chief Operating Officer
Business unit	Integrated Operations Centre
Classification	SES1.4
Location	Canberra Hospital / Ngunnawal Country
Reporting relationships	Direct Manager: Chief Operating Officer Manager +1: Chief Executive Officer
Last reviewed	June 2026

Canberra Health Services

Canberra Health Services (CHS) is focused on the delivery of high quality, effective, person-centered care. We provide acute, sub-acute, primary, and community-based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the CHS website.

We are committed to workforce diversity and creating an inclusive workplace.

Our Vision: creating exceptional health care together.

Our Role: to be a health service that is trusted by our community.

Our Values: Reliable, Progressive, Respectful and Kind.



Position overview

The Executive Director of CHS Integrated Operations Centre (IOC) is a key leadership position with responsibility for a network Integrated Operations Centre and patient flow across the care continuum. Reporting to the Chief Operating Officer the Executive Director IOC will have a pivotal role in championing and delivering CHS transformational agenda through the IOC. This role will provide strategic and operational leadership of the IOC across the acute, planned and subacute streams.

In partnership with the Chief Operating Officer, General Managers and other executives, the incumbent will drive reforms in the organisation's Corporate and Strategic Plans. This includes access and performance reforms through innovation and timely care strategies to achieve exceptional outcomes for patients, whilst delivering safe and financially sustainable services.

The Executive Director IOC is responsible for the development of systems and processes for the health service including real-time and predictive management of patient flow, operational and capacity planning, escalation protocols and system-wide coordination of services to enable timely, effective, efficient and safe provision of services.

The Executive Director IOC plays a key role in cross border health service delivery in alignment with agreements and initiatives. This position will work collaboratively across the CHS network, with ACT Government Directorates, NSW Health in particular Southern NSW Local Health District and other service providers to deliver high quality, safe, accessible and connected services to our community.

The Executive Director IOC will lead, motivate, inspire and coach their team to deliver person-centered health care services through a networked IOC.

Key responsibilities

Under limited direction of the Chief Operating Officer, the incumbent will have a deep understanding of the requirements of the role. Specific responsibilities include, but are not limited to, the following.

- Lead and be accountable for the strategic and operational service delivery of the network IOC across the acute, planned and subacute streams, including implementation and evaluation of strategies to increase effectiveness, efficiency and sustainability.
- Ensure service delivery strategies align with the direction of CHS Strategic and Corporate Plans.
- Lead and be accountable for the performance plan on an activity basis, with strong systems and processes for operational planning and report against variances.
- Ensure the highest standards of quality and safety to improve outcomes and that services meet performance targets and indicators.
- Provide high level leadership and coaching to senior management and teams and ensure that consultation and teamwork based on the CHS values are encouraged throughout the organisation, and that teams are well led and developed to be high performing.
- Oversee contract management where required to ensure organisational efficiencies and alignment for the provision of services.
- Support cross border health service delivery agreements and initiatives in collaboration with health service partners including ACT Government Directorates and NSW Local Health Districts.
- Assist the senior executive team to lead the implementation of organisational policies, strategies and frameworks.

- Facilitate system-wide thinking and decision making to support the optimisation of hospital and community health system performance that enable the community to access person and family centred, high-quality and safe care.
- Drive and maintain effective communication with internal and external stakeholders, including clinicians and the community and represent CHS at relevant forums.
- Oversee and manage risks across the division including risk identification, analysis and evaluation, risk treatment, maintenance of risk registers and escalation when required. This includes but not limited to mitigating risk related to patient safety, staff well-being, equipment, and compliance.
- Provide strong, visible leadership for the application of CHS' role, vision and values whilst fostering a positive and productive culture that values continued development, learning, improvement, research and professional accountability.
- Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

Capabilities

Specific capabilities include but are not limited to the following.

- Demonstrated ability to inspire and motivate others to achieve goals, identify and develop their potential, and assess and mitigate future work and capability requirements.
- High level critical thinking ability and extensive process, resource and budget management skills to implement operational efficiencies in healthcare.
- A commitment and the ability to lead the delivery of person and family centred, safe and high-quality care in a sustainable health system.
- High level interpersonal skills to influence and provide key information to support decisions made by a diverse stakeholder group.
- Political sensitivity and astuteness with a sophisticated understanding of the demands of public sector accountability.
- Knowledge and understanding of work, health and safety (WH&S) and the positive patient experience and displays behaviours consistent with CHS' values.

Qualifications

Specific qualifications include, but are not limited to, the following.

Essential	Desirable
• Tertiary qualification or related qualification in a relevant field.	• A postgraduate qualification in health administration/management/leadership, or related field. • Incident Management qualifications such as AIIMS, AusMAT, MIMMS.

Experience

Specific experience or knowledge of include but are not limited to the following.

Essential	Desirable
• Extensive knowledge of health systems and the delivery of health services in a tertiary setting. • Proven success in leading large diverse teams and implementing strategic initiatives.	• Knowledge of CHS Strategic Plan 2024-2029 • Experience or knowledge of the CHS Exceptional Care Framework, and all other related frameworks. • Sound knowledge of the National Safety and Quality Health Service (NSQHS) Standards, Clinical Care Standards and experience in ensuring these standards are met.

Prior to commencement

Appointment to this position is conditional on being granted and retaining appropriate clearances.

- Pre-employment National Police Check.
- Current registration issued under the [Working with Vulnerable People \(Background Checking\) Act 2011](#) or registered or eligible for registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- Comply with Canberra Health Services Occupational Assessment, Screening and Vaccination policy.

Important information

All employees are required to:

- adhere to the Canberra Health Services Values and the ACT Public Service Code of Conduct
- act in accordance and comply with all relevant Safety and Quality policies and procedures.
- Comply with all relevant clinical and/or competency standards.
- Be available for weekend and/or after-hours work including Executive on Call and Hospital Commander rosters.

CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide Digital Health Record. Computer literacy skills are required which are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates, and contingencies.

In addition, Senior Executive Service (SES) Members must do their job in accordance with the closing the gap principle. Further information about the closing the gap principle is included in section 8(4) of the [Public Sector Management Act](#).

Key selection criteria

These are the executive capabilities and are how you will be assessed in conjunction with your resumé and experience.

1. Leads and values people
 - Motivates and develops people
 - Values diversity and respects individuals
 - Builds a culture of improving practice.
2. Shapes strategic thinking
 - Inspires a sense of purpose and direction
 - Encourages innovation and engages with risk
 - Thinks broadly and develops solutions.
3. Achieves results with Integrity
 - Develops organisational capability to deliver results
 - Manages resources wisely and with probity
 - Progresses evidence-based policies and procedures
 - Shows sound judgement, is responsive and ethical.
4. Fosters collaboration
 - Listens and communicates with influence
 - Engages effectively across government
 - Builds and maintains key relationships
5. Exemplifies citizen, community and service focus
 - Understands, anticipates and evaluates client needs
 - Creates partnerships and co-operation
 - Works to improve outcomes.



Acknowledgement of Country

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.

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canberrahealthservices.act.gov.au/accessibility



Work environment description

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

Administrative	Frequency
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally

Travel	Frequency
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally

Physical demands	Frequency
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Never

Psychosocial demands	Frequency
Distressed People e.g. Emergency or grief situations	Occasionally
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Occasionally
Unpredictable People e.g. Dementia, mental illness, head injuries	Occasionally
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Occasionally

Specific hazards	Frequency
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Occasionally

Manual handling	Frequency
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Never
Lifting 16kg+	Never
Climbing	Never
Running	Never
Reaching	Never
Kneeling	Occasionally
Foot and leg movement	Never
Hand, arm and grasping movements	Occasionally
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never