

Position title	General Manager, North Canberra Hospital
Position number	E1165
Directorate	Canberra Health Services (CHS)
Division	Clinical Services
Business unit	Clinical Services
Classification	SES 2.3
Location	Canberra City/Ngunnawal Country
Reporting relationships	Direct Manager: Chief Operating Officer (COO) Manager +1: Chief Executive Officer (CEO)
Last reviewed	March 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 General Manager (GM) is the role accountable for ensuring efficient and patient centered delivery of health services at North Canberra Hospital (NCH), including facilities and patient support services. The incumbent will bring significant experience in strategic and operational management in an acute healthcare facility.

Leading a motivated team of divisional executives, clinicians and support staff the GM is expected to achieve exceptional outcomes for patients, whilst delivering safe and cost-effective services, in collaboration with a range of service providers, team members and consumers.

Key responsibilities

Under limited direction of the Chief Operating Officer, the incumbent will have a deep understanding of the requirements of the role to work in a collaborative manner across CHS. The incumbent will need to provide outstanding leadership, communicate professionally and with influence and work with flexibility, efficiency and diplomacy both individually and as part of a high performing executive team. You will:

- Lead the overall operation and delivery of clinical services provided at North Canberra Hospital.
- Plan, deliver and manage services using activity-based management.
- Provide exemplary leadership while creating a positive and productive culture.
- Ensure service delivery strategies align with the direction of CHS Strategic and Corporate Plans.
- Collaborate and work in partnership with key stakeholders to achieve efficient, effective and patient centric healthcare service delivery.
- Contribute to cross border health service delivery agreements and initiatives in collaboration with delivery partners e.g. Southern New South Wales Local Health District.
- Contribute to major health service reform to support health services delivery into the future.
- Provide support, guidance, coaching and development to direct report executives and other team members.
- Actively contribute to the development of a high performing executive team.
- Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

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](#).

Behavioral capabilities

- Patient centred and focused worldview.
- Well-developed leadership qualities, including the ability to inspire and motivate others to achieve goals, identify and develop the potential in others, and assess and address future workforce and capability requirements.

- High level critical thinking ability and extensive process, resource and budget management skills in order to implement operational efficiencies and understand the challenges facing modern healthcare service delivery.

Qualifications

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

Essential	Desirable
• Masters level qualification in health service management or equivalent experience.	• Registered or eligible for registration with the Australian Health Practitioner Regulation Agency (AHPRA).

Experience

Specific responsibilities include but are not limited to the following.

Essential	Desirable
• Demonstrated experience in running major health service clinical operations, including the implementation and use of an operations centre in a health service setting. • Experience in the implementation of a digital health record and use of the same as a health system operating system. • Commitment to the adoption and implementation of systematic approaches to accountability at an organisational level. • Have an understanding of how the National Standards and Quality Health Service (NSQHS) indicators align with this role.	• Experience or knowledge of the CHS Exceptional Care Framework, Clinical Governance Framework, Partnering with Consumers Framework and all other related frameworks.

Prior to commencement

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

- Pre-employment National Police Check.
- Comply with Canberra Health Services Occupational Assessment, Screening and Vaccination policy.

- Comply with Canberra Health Services Credentialing and scope of clinical practice requirements for health professionals if relevant.

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.
- Be available for weekend and/or after-hours work.

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.

Key selection criteria (Executive Capabilities)

These are the key executive capabilities for 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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 **Interpreter** 📞 call 131 450

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	Never
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never

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

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	Frequently
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	Never
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Never

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