

Position Description

Position Title	Executive – Engagement and Communications
Reports To	Chief Executive Officer
Business Unit	Engagement and Communications
Band	Executive

About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities are:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our organisational values underpin the work we do.



Purpose of Position

The Executive – Engagement and Communication is responsible for ensuring appropriate engagement levels are established and maintained with key stakeholders, in line with EMPHN strategic goals and contributing to the effective commissioning of services across the region. The Executive – Engagement and Communication works effectively with the Executive Leadership Team (ELT) to deliver required Business Unit outcomes. With the manager of communications and engagement reporting in, this role will also ensure that internal and external communications functions are managed in line with EMPHN values and strategy. It is also responsible for the engagement and management of EMPHN’s Clinical Council and Community Advisory Committee on behalf of the Board.

Key Relationships and Stakeholders

Internal

- Board of Directors and associated Committees
- CEO and Executive Leadership Team
- Leaders across the organisation
- EMPHN employees and contractors
- Communications Team

External

- EMPHN’s Provider community
- Relevant Government Departments, particularly the Commonwealth Department of Health and Aged Care
- Regulatory Bodies
- EMPHN’s Clinical Council and Community Advisory Committee
- Consultants and Auditors
- Other funding providers
- Other PHN counterparts

Key Accountabilities

Executive Management

- Provide advice and support to the CEO, ELT and the organisation on areas of responsibility.
- Develop effective, open and constructive working relationships with the CEO, ELT and the Board and work effectively to develop strong professional relationships with senior managers across the organisation.
- Effectively manage financial outcomes of the Unit ensuring the operating budget and financial objectives are met per the business planning and budgetary process.

Position Description

- Lead a culture of transparency, high performance and accountability where skills, capabilities and expertise of people are valued, they feel engaged and understand how they contribute to EMPHN's vision and mission.
- Ensure reporting to the CEO, Board Committees and Board is provided and as required.
- Within areas of responsibility ensure compliance with legislative, regulatory and funding body requirements for the organisation.
- Implement and lead a continuous quality improvement process with a focus on systems/process improvement.
- Ensure all Service Provider contractual obligations to EMPHN are met, including ensuring all Commissioning tenders and associated probity compliance in accordance with EMPHN's Commissioning Framework and associated policies and procedures.
- Manage Operational Risks and reporting to the Board.
- Manage the Operational Plan including priorities, deadlines and Board reporting.
- Lead and manage staff to deliver on strategic and operational priorities.
- Mentor and develop staff and build staff capability.
- High-level project planning, management, evaluation and problem-solving skills, including identification and implementation of workable solutions to problems.
- Stay ahead of political, risk, governance, economic, legal and institutional trends and events that affect EMPHN.

Stakeholder Engagement and Relationship Management

- Guide the Communications and Engagement Manager to enable the optimal outcome from their team
- Support and maintain EMPHN's Clinical Council and Community Advisory Committee, ensuring the related functions required in the Deed with the Commonwealth are addressed
- Provide training to Clinical Council and Community Advisory Committee members ensuring members have the necessary skills to participate in a committee environment
- Lead a broad range of activities to support health system integration and stakeholder engagement, including such activities as engaging and collaborating with local health networks to ensure effective alliances and shared approaches.
- Consult with relevant stakeholders as identified in the Health Needs Assessment and population health planning;
- Engage effectively with representatives, regulatory bodies and health professionals
- Build and maintain strong strategic networks and relationships with funding bodies, delivery partners, commissioning agents, PHN's and other relevant organisations in delivering innovative solutions
- Foster strong partnerships and build relationships with external stakeholders, partner organisations, local providers and community members, government and non-government agencies and representatives
- Represent the organisation by actively promoting and developing the identity and reputation of EMPHN
- Oversee the Business Unit's effective participation and collaboration in relevant aspects of the commissioning cycle including problem definition, diagnostics, designing solutions, performance monitoring and improvement and evaluation.
- Ensure insights developed from relevant surveys of community, consumers and providers are communicated and incorporated into relevant frameworks.

Business Improvement and Innovation

- Identify opportunities for innovation and continuous improvement to strengthen EMPHN's position and delivery.
- Ensure policies, procedures and systems are in place for the Unit and they are regularly reviewed.

Organisational and Team Leadership

- Model a proactive, practical and positive approach to health, safety, wellbeing and environment.
- Ensure EMPHN's work and services embrace safety, equity, diversity and inclusion.
- Model standards of behaviour consistent with EMPHN's values and in enable a culture of high performance.
- Provide inspirational leadership whilst developing, empowering and continuously improving EMPHN's human capital including evaluating individual performance, professional development and knowledge management.
- Provide guidance and direction to delivering on business priorities and operational goals in an innovative manner and ensuring the team partners in a highly effective, customer-focused and responsive manner.

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- Ensure regular opportunities for team building, communication, staff wellbeing activities and professional development for managers and staff in the Governance, Risk and Compliance.

Qualifications

- Tertiary qualification in Marketing, Communications or business or related discipline is mandatory.

Knowledge, Skills and Experience

- Experience in managing a marketing/communications team.
- Significant experience in managing interaction with Government
- Ability to develop, influence and lead strategy in a collaborative manner.
- Ability to build and maintain strong collaborative business relationships for the benefit of the organisation.
- Demonstrated capability in planning, implementing and evaluating to meet organisational outcomes.
- Strong conceptual, analytical and problem solving skills.
- Strong verbal and written communication skills with the ability to express clearly and effectively.
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.

Approval and Review

Approved by	Janine Wilson – Chief Executive Officer	Date:	Click here to enter a date.
Signature			
Next Review Date	1 July 2023		