

Chief Executive Officer

Position Description

Role Title	Chief Executive Officer
Role reports to	Board of Trustees - Hospice Whanganui
Reporting to this role	Senior Leadership Team (SLT), Executive Assistant, Board Secretary, Shop Managers, Volunteer/PR Manager, Contractors
Functional relationships	Board Chairman, the Leadership Group, Hospice patients and their whanau/families, Hospice Whanganui Foundation
Other key relationships	Whanganui District Health Board, primary health providers, Aged Residential Care providers, palliative care sector and service providers, Ministry of Health, Maori community, Whanganui communities served by the Hospice, fundraisers, donors and supporters, bankers, business and professional partners, media

Primary Purpose of Role:

To lead the Hospice to provide the highest quality, free of charge palliative care service for anyone who needs it - patients and their whanau in the Hospice Whanganui region.

To effectively implement and deliver the strategic purpose of the organisation.

To lead and manage alliances, collaborative partnerships and relationships with key stakeholders of the Hospice.

To lead an organisation which aligns consistently with the core values of Hospice Whanganui.

To prudently manage all Hospice resources and contracts to ensure growth and long-term sustainability of Hospice services.

Key Result Areas (KRAs)	Critical Tasks (CTs)	Key Performance Indicators (KPIs)	Competencies
Strategic Management	<p>Work collaboratively with the Board and SLT to provide strategic direction for the Hospice to meet its long-term strategic outcomes.</p> <p>Maintain a macro view of the Hospice’s ability to deliver on its strategic plan fully aware of trending and potential impacts on Hospice services.</p> <p>Provide the Board with robust information and analysis to enable fully informed strategic decisions.</p> <p>Ensure that the strategic direction for the Hospice is well established and understood throughout the organisation.</p> <p>Lead and manage strategic changes, supporting staff to maintain commitment and positivity.</p>	<p>The strategic planning process operates smoothly to deliver a reviewed and updated strategic plan annually.</p> <p>The Board is kept apprised of potential political, economic, social, technological, environmental and legal impacts on Hospice services.</p> <p>Staff clearly understand the vision and strategic direction for the Hospice and are energised and positive about the future.</p> <p>Strategic changes are embedded effectively with staff supported and morale remaining high.</p>	<p>A visionary and strategic thinker, able to provide leadership that motivates and inspires people.</p> <p>A critical and analytical thinker.</p> <p>Clear understanding of the environment in which the Hospice operates.</p> <p>Comprehensive understanding of the distinctions of governance and management roles and responsibilities with ability to successfully manage the boundaries.</p> <p>A highly skilled leader and manager of strategic change.</p>

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Financial Management	<p>Ensure robust operating and audit policies, procedures and processes are in place, maintained and adhered to and reporting occurs as required.</p> <p>Operational and capital budgets are approved by the Board within agreed timeframes.</p> <p>Manage financial performance according to agreed targets.</p> <p>Financial reporting is carried out that enables well-informed decision- making based on accurate, robust forecasting, impact and risk information and analysis.</p> <p>Grow the Hospice revenue streams and reserves to ensure financial sustainability.</p>	<p>Policies, procedures and processes are in place, adhered to and reporting carried out to meet the Board’s requirements.</p> <p>Budgets delivered on time and signed off by the Board.</p> <p>Prudent financial management is occurring.</p> <p>Sound decision-making is possible through the robust reporting provided.</p> <p>Growth in revenue streams and reserves is strong</p>	<p>Thorough understanding of accounting principles and statutory audit requirements.</p> <p>Strong and proven financial management skills.</p> <p>Ability to produce annual budgets and reports for the Board and in accordance with statutory requirements.</p> <p>Proven ability to recognise early signs of potential financial adjustment being required.</p> <p>Ability to identify and negotiate sound investment opportunities.</p> <p>Ability to create/recognise opportunities for new revenue</p>

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Stakeholder Relationship Management	<p>Maintain and expand effective relationships with important stakeholders and be the front-facing ambassador for the organisation.</p> <p>Build collaborative alliances with the District Health Board (DHB) to implement the regional strategy for a palliative care approach.</p> <p>Build strong and collaborative relationships with primary care and Aged Residential Care (ARC) providers</p> <p>Maintain and strengthen the partnerships with Maori communities</p> <p>Maintain effective relationships with the Board through positive partnering engagement with the Chairman, operating a “no surprises” approach at all times.</p>	<p>Strong relationships exist with external stakeholders through effective communication and engagement and exceptional customer service.</p> <p>Effective collaborative alliances with the DHB enable successful delivery of the regional strategy for palliative care.</p> <p>Excellent palliative care is occurring through the effective relationships with primary care and ARC providers.</p> <p>Maori communities are being well served in palliative care through effective partnering</p> <p>A strong relationship of trust and confidence exists with the Board Chairman and the Board.</p>	<p>Ability to engage collaboratively and build trusted, positive networks and relationships.</p> <p>Awareness and understanding of</p> <ul style="list-style-type: none"> - patients’ and carers’ needs - community needs - sector issues - political and other issues that could affect the business. <p>Ability to build rapport with people across cultures from a variety of backgrounds</p> <p>Empathy for, understanding of, and commitment to Te Ao Maori</p> <p>A high level of communication skills that enable candid and positive engagement with the Board.</p> <p>Honesty, openness and transparency in communication.</p>



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	Provide support to the Board and its committees as required including reporting and administrative support.	The Board and its committees are well supported and receive their work programme and reports on time.	Clear understanding of the timelines for Board work programme and reporting.

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Business/Operational Management	<p>Lead SLT to develop business plans that align with the Hospice’s strategic plan.</p> <p>Identify and create opportunities to foster initiative and innovation.</p> <p>Ensure quality assurance standards and procedures at the highest level possible are established and maintained minimising risk to the Hospice.</p> <p>Ensure compliance with all statutory, regulatory and Board requirements.</p> <p>Lead continuous quality improvement across all Hospice services.</p> <p>Develop, deliver and maintain a targeted fundraising, marketing and communications (FMC) strategy.</p>	<p>Business plans deliver on strategic outcomes for the Hospice.</p> <p>Hospice services remain viable and sustainable through innovative thinking, creative initiatives and ability to adapt to the changing needs of its communities.</p> <p>Agreed operational standards and compliance are maintained and risk is well-managed.</p> <p>Statutory, regulatory and Board requirements are complied with.</p> <p>The Hospice provides leadership in palliative care that sustains its reputation and supports its communities and partners.</p> <p>The Hospice’s reputation is enhanced and revenue growth occurs through implementation of the FMC strategy.</p>	<p>Proven ability in business planning and management.</p> <p>Ability to apply initiative and innovation to develop new services and solutions.</p> <p>Adaptability to meet changing environments.</p> <p>Knowledge of quality standards, statutory and regulatory requirements.</p> <p>Inspiring and energetic leadership.</p> <p>Good understanding of key aspects of effective fundraising, marketing and communications.</p>

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	<p>Develop and operationalise the strategy for improved organisational understanding and responsiveness to the palliative needs of the Maori community in the Whanganui region.</p> <p>Ensure HR and health and safety policies are in place, up-to-date, well-known and strictly adhered to by all staff.</p>	<p>Staff understanding, skills and confidence are enhanced to support improved service delivery to respond to and meet the needs of Maori.</p> <p>All HR and H&S policies are current, well-known and adhered to; staff training kept current and practices well monitored and managed.</p>	<p>Knowledge and understanding of Te Tiriti o Waitangi and confidence with tikanga Maori.</p> <p>Understanding of key responsibilities under Employment Relations and Health and Safety at Work legislation.</p>

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<p>People Management – Organisational Capability</p>	<p>Conduct a review of the Hospice functions and the organisational structure required to effectively deliver the strategic outcomes.</p> <p>Lead, manage and develop the ELT according to management best practice so that all aspects of the business are effectively managed.</p> <p>Build an organisational culture underpinned by strong Hospice values that reflect and demonstrate behaviours consistent with those values.</p> <p>Ensure that effective recruitment and retention policies and practices are operating.</p>	<p>An organisational structure is in place, staffed by suitably qualified and competent people, and effectively delivers the strategic outcomes.</p> <p>The ELT is fully supported and have development opportunities to enable consistent high performance.</p> <p>Staff work efficiently and cohesively demonstrating behaviours that reflect Hospice values.</p> <p>Staff satisfaction surveys consistently report a high level of positivity about the Hospice being a great place to work - values driven, staff being respected, feeling valued and supported to deliver for the patients and their whanau/families being at the heart of Hospice work.</p> <p>HR issues are managed satisfactorily with minimal risk exposure.</p>	<p>Advanced people and relationship skills and a high level of EQ.</p> <p>Skilled change manager</p> <p>Proven leadership and management record.</p> <p>Excellent oral, written, presentation and communication skills.</p> <p>Proven ability to manage conflict and resolve disputes.</p> <p>Ability to relate to diverse cultures and practices.</p> <p>Broad knowledge and understanding of legislation relevant to employer and employee rights and responsibilities.</p>

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	<p>Ensure effective performance planning and review processes and succession planning is being carried out.</p> <p>Ensure performance issues are being managed according to good HR principles and practice so as not to expose the Hospice to undue risk.</p>		

Experience required

At least 5 years' proven leadership and management experience at Chief Executive or senior leadership level

Experience in and knowledge of the health sector is desirable.

Broad-based business management experience in a multi-disciplinary organisation

Qualifications

Relevant tertiary qualifications with evidence of experience in business management disciplines

A health-related qualification would be an advantage

Personal development

Maintain professional development appropriate to the role