



searchlight group

executive recruitment & advisory

Star Health

Candidate Information - Chief Operating Officer



May 2021



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Star Health - the Organisation

Star Health is a leading provider of Primary Health services in Victoria. Star Health provides a broad ranges of services for you and your family, spanning across the entire life span, including GP Services, Dental Services, Mental Health, Podiatry, Physiotherapy, Dietetics, Counselling and Diabetes Education.

In 2017, Inner South Community Health became Star Health – a new name leading the way to a healthier you. We chose to re-brand to reflect our ongoing commitment to expanding services to all members of the community.

The organisation has been a leading not-for-profit health service in the inner south and beyond for over 40 years; this legacy will continue into the future with Star Health. Star Health operates on an annual budget of \$36m, providing over 70 services across 5 main sites with around 350 committed staff and over 60 volunteers.

Star Health works with key organisations, institutions and health care providers to provide positive health outcomes for our communities. We currently have partnerships in place with 100 organisations in Victoria.

Some of our current partners include Alfred Health, Cabrini Health, Salvation Army, Southern Melbourne Primary Care Partnership, South Eastern Melbourne Primary Health Network, Thorne Harbour Health, and The University of Melbourne.

Vision

Health and wellbeing for all.

Purpose

We provide coordinated care when and where needed so our consumers can achieve their health and wellbeing goals.

Values

In all aspects of our work, Star Health upholds the following values:

- **Inclusiveness**

Valuing everyone, embracing diversity and encouraging participation.

- **Empowerment**

Working with people to build their attributes, capabilities and capacity to manage their lives.

- **Equity**

Ensuring all achieve equitable health and wellbeing outcomes, regardless of life circumstances and economic status.

- **Social Justice and Human Rights**

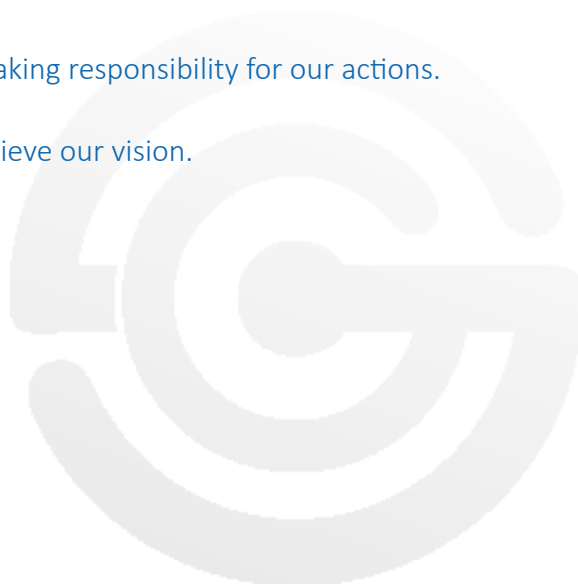
Respecting and promoting the dignity of all individuals and advocating to ensure equality of opportunity to a just and fair life.

- **Accountability**

Making our ways of working open, honest and transparent, and taking responsibility for our actions.

- **Learning and Innovating**

Consciously learning and innovating to improve our work and achieve our vision.



1. CONSUMER CENTRED

We invite and engage consumers to help us understand their needs and expectations. We want consumers to be at the centre of everything we do.

HOW:

- › **Understand** the current and future consumer need across their lifespan by listening to them about what they value.
- › **Communicate** clearly with existing and potential consumers and referrers in ways that enable them to make choices on their terms.
- › **Provide easy access** by delivering our services where it is most convenient for our consumers – in the community, at home or online.
- › **Create and improve** services alongside our consumers to better meet current and future needs and expectations.

SUCCESS IS WHEN:

- › **Consumers recommend us.**
- › **No wait for an appointment.**
- › **Fewer consumers miss appointments.**
- › **Consumers with choice move to our services.**
- › **A diverse group of consumers use our services.**
- › **High consumer satisfaction ratings.**

2. CHRONIC & COMPLEX CARE EXPERTS

We use coordinated and effective care, to support those with or at risk of chronic and complex conditions to stay healthy in their community.

HOW:

- › **Deliver and expand** our coordinated care services so we can help more people who are living with or at risk of chronic and complex conditions.
- › **Gather evidence of what works** through research and evaluating our services and their outcomes.
- › **Share insights and successes** so that our referrers and funders see evidence of our positive impact, and this influences their investment in us.

SUCCESS IS WHEN:

- › **Consumers self-report improvements.**
- › **More consumers receive coordinated care.**
- › **We see measurable improvements in consumer health.**
- › **Our quality processes show we deliver best practice evidence-based care.**

OUR PURPOSE

We provide coordinated care when and where needed so our consumers can achieve their health and wellbeing goals.

HEALTH & WELLBEING FOR ALL

Strategic Plan 2018-2021



WE VALUE

Inclusion, empowerment, equity, social justice, human rights, accountability, learning and innovation.

3. HEALTH EQUITY CHAMPIONS

We build partnerships and influence decision makers to help reduce the health inequity in our community.

HOW:

- › **Champion the importance of community health** and influence government investment in the sector.
- › **Develop an external policy agenda** informed by the unique perspectives of our consumers and staff.
- › **Build health promotion and prevention partnerships** in the community.

SUCCESS IS WHEN:

- › **Consumers and staff shape policy priorities.**
- › **Strong partnerships deliver greater impact.**
- › **A growth in media coverage of policy priorities.**
- › **We have strongly advocated for and had input into the development of a Community Health policy and supporting infrastructure.**

4. ENABLING CULTURE

We foster a consumer centred, empowered and engaged culture.

HOW:

- › **We continue to** attract, retain and motivate a values aligned, high-performing, consumer centred workforce of staff, students and volunteers.
- › **Invest in training and development** to grow our workforce's ability to meet our consumers' needs.
- › **Support our workforce** with simple, consistent and effective systems and processes.
- › **Empower our workforce** to be innovative and responsive to the needs of our community.

SUCCESS IS WHEN:

- › **We continue to** attract and retain a values aligned, high performing workforce.
- › **Our workforce recommends us.**
- › **Our workforce is trained and skilled to deliver consumer centred care.**
- › **Our workforce feels empowered to bring progressive thinking to us.**
- › **Consumers tell us our workforce delivers the kind of service they seek.**

5. SUSTAINABLE GROWTH

We ensure Star Health can deliver support to consumers in the long-term.

HOW:

- › **Implement new ways to meet growing demand** by expanding our services through innovation, efficiency, strategic alliances, and mergers and acquisitions.
- › **A business model that supports diverse funding streams** including fee for service.
- › **Reinvest surplus** in areas that improve our services and benefit our consumers and community.
- › **Unlock innovation** and discover new ways to deliver a better experience for our consumers.
- › **We continue to run** an environmentally sustainable organisation.

SUCCESS IS WHEN:

- › **Our surplus grows and is invested in meeting consumer needs.**
- › **Transparent service investments and cost recovery on other programs.**
- › **Diverse income streams.**
- › **Strategic alliances reduce costs, improve efficiency and improve service options.**

Position Description



Position Title

Position Number

Program

Position reports to:

Team

Ordinary location(s)

Classification Grade & Level

Recruitment contact

Email: recruit@starhealth.org.au

Enterprise Agreement

Full-time

Part-time FTE _____ [min 0.1 max 0.9]

Casual

And

Permanent on-going

Fixed Term

From ____ / ____ / ____ to ____ / ____ / ____

Fixed Term Reason:

Parental Leave Replacement
Long Service Leave Replacement
Specific Project or Purpose

Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

Website Information:

www.starhealth.org.au

Star Health offers a comprehensive and industry leading suite of Employee Benefits.

See:

<https://www.starhealth.org.au/careers/employee-benefits>

Status: Internal; Confidential

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PD:

Primary Responsibility

Other Key Responsibilities

Key Capabilities – Essential

Knowledge and skills

Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]	
Essential	
Preferred	
Professional Membership(s)	

Experience [Industry sector, field of practice]	
Essential	
Preferred	

Organisational Responsibilities	
Personal qualities	
Other Licence(s)	

Protecting babies, children and young people from child abuse and neglect is integral to the work at Star Health

Protecting Children Policy Information

Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families, and is a core responsibility for all Star Health staff.

Important information

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment.
- Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne.
- **Offers of employment are contingent upon:**
 - A successful reference check (all positions);
 - Non-adverse Criminal Record check (all positions);
 - Fitness for Work medical examination (specific positions);
 - Holding and maintaining a valid 'Working with Children Check' (all positions).

Star Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply. Some roles may require candidates to undertake psychometric testing prior to appointment.

Salary Packaging Information

Star Health currently has two types of Salary Packaging:

- General salary packaging of \$15,900 per FBT year
- Meal Entertainment/Facility leasing of \$2,650 per FBT year

Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.

Authorisation

Person who completed and authorises this Position Description

Position Title:

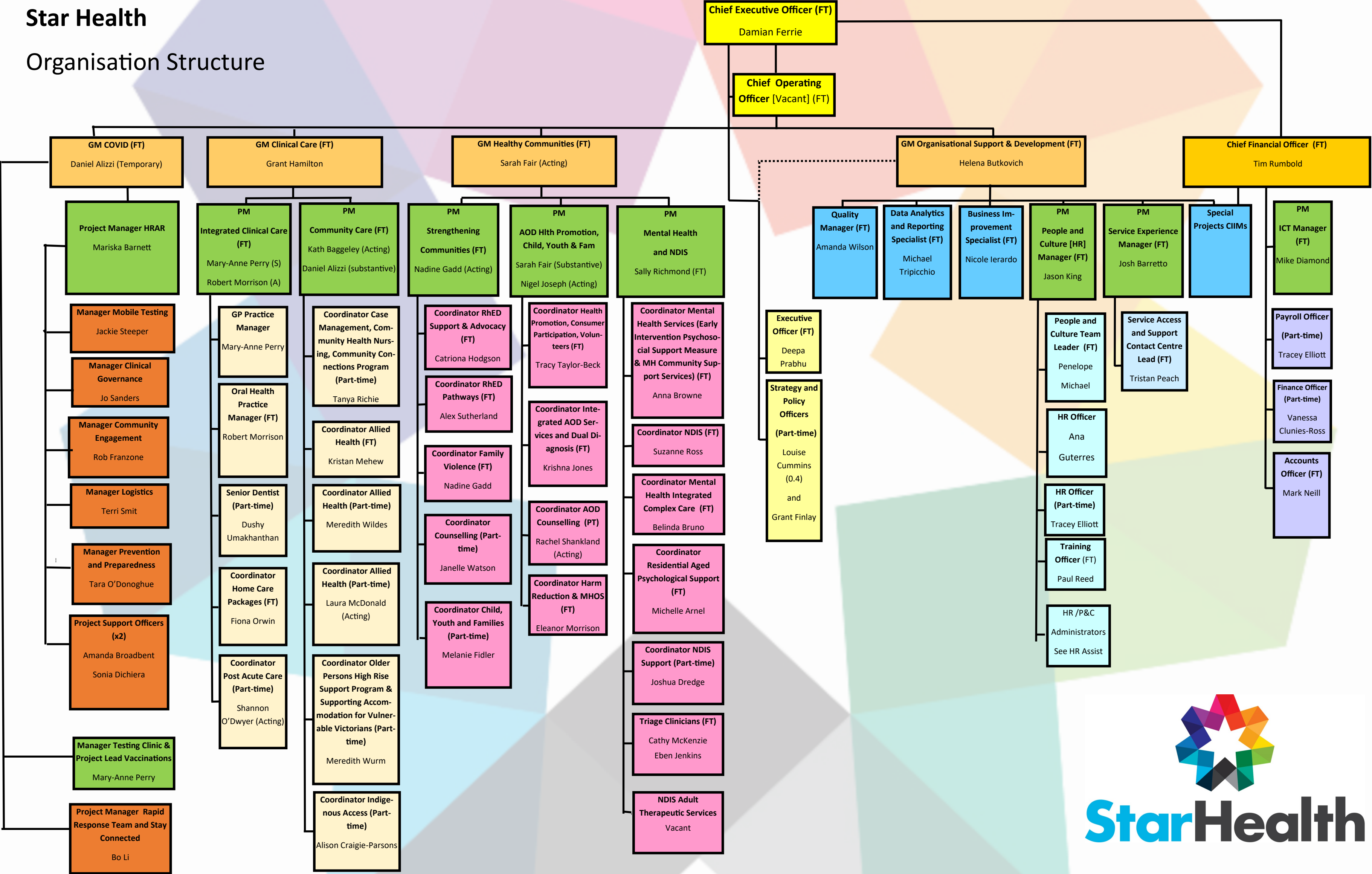
Program / Division:

This Position Description was reviewed on: ____ / ____ / ____

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Star Health

Organisation Structure



Application instructions

To apply, please email michael@searchlightgroup.com.au with the following:

- Cover letter (in Word format) outlining your interest in and suitability for this role, highlighting your strengths and experience relevant to the position requirements;
- A complete and current curriculum vitae (in Word format) including referee details;

Recruitment process and key dates

- Applications will be received and processed on a rolling basis.
- All applications will be acknowledged by email within 48 hours of receipt.
- Applications will be assessed and reviewed with the client on an ongoing basis to determine suitability and interest.
- Preliminary interviews/conversations with Searchlight Group will commence once applications have been received.
- Preliminary conversations/interviews with the Selection Panel to assess suitability and mutual interest will occur on a rolling basis.
- Candidates will also be required to disclose any interests that may affect their ability to perform in the role.

Candidates will be updated on their status at key decision points during the process.

Contact Michael Holdway, 03 9600 1137 or 0400 006 513 with any inquiries.



