



## Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

# Job Description Form

## Chief Operating Officer (COO)

### Vision Statement

Aboriginal people in Kununurra and the North-East Kimberley are supported to live prosperous lives that are strong, healthy, and culturally safe.

### The Purpose that defines us

We bring clinical, cultural, and community expertise to deliver accessible and holistic health and wellbeing care for people in the North-East Kimberley.

### Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

### Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy, and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



#### Community

We bring our connection with community to everything we do

PEOPLE TOGETHER



#### Respect

We show respect for a people, cultures and backgrounds

HEALTHY TOGETHER



#### Passion

We are deeply motivated to achieve outcomes

MY MOB



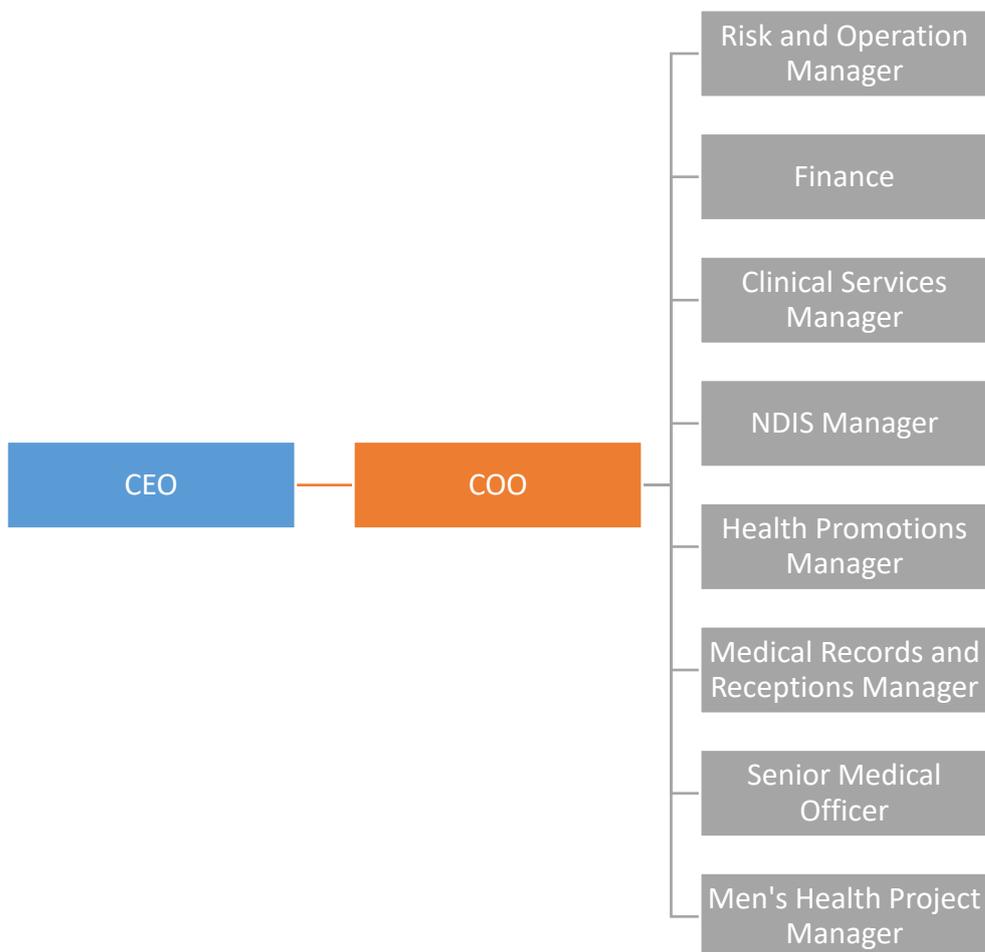
#### Equality

We strive for equality, fairness and empathy for all people

HEALTH & WELLBEING

<b>Position Title</b>	Chief Operating Officer
<b>Work Group</b>	Office of the CEO
<b>Work Unit</b>	Executive Management
<b>Reports To</b>	Chief Executive Officer
<b>Direct Reports</b>	8 reports
<b>Award / Agreement</b>	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
<b>Award Classification</b>	Administrative Grade 7
<b>Approved by CEO</b>	Yes

### Team Structure



## Position Purpose

The Chief Operating Officer (COO) is a senior executive role reporting directly to the CEO. The COO provides strategic, operational, and financial support to the CEO and leads the organisation's operational functions in line with the CEO's strategic direction. As second-in-command, the COO ensures continuity of leadership and operational oversight in the CEO's absence.

This role is responsible for translating strategic objectives into effective operational delivery, overseeing key portfolios, programs, and day-to-day functions, and fostering a culture of excellence, accountability, and continuous improvement. The COO plays a critical role in ensuring services are high-quality, efficient, and responsive to the needs of the community and stakeholders.

The incumbent is expected to uphold and demonstrate commitment to Equal Employment Opportunity, Work Health and Safety, the Code of Conduct, Quality Improvement, Performance Management, Client Focus, and Confidentiality throughout all duties.

## Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role of Chief Operating Officer is aligned with all four Strategic Goals.



POSITIVE  
CHANGE

### Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &  
WELLBEING

### Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT  
COMMUNITY

### Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY  
TOGETHER

### Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

## Key Stakeholder Relationships

### External

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

### Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Executive Management Team and in consultation with the Board of Directors.

## Responsibilities of this Position

### Executive Management, Leadership and Support to CEO

- Develop, review, and implement operational strategies, policies, and procedures to enhance productivity and ensure efficient organisational operations.
- Provide ethical, results-driven leadership aligned with organisational values.
- Foster a culture of continuous improvement, innovation, and high performance.
- Ensure clear and timely communication with internal and external stakeholders.
- Actively contribute to the Senior Management Team to achieve organisational goals.
- Oversee risk management, compliance, and quality assurance processes using best-practice methodologies.
- Prepare high-level reports, briefings, and presentations for the CEO and Board.
- Ensure implementation of the Model of Care across all operational divisions.
- Develop operational plans for fundraising and income generation initiatives.
- Build strong relationships with government bodies and funding sources; assist with grant applications and ensure timely reporting and acquittals.
- Support implementation of the strategic plan and act as CEO during absences, including attending meetings on the CEO's behalf.

### Work Unit Management

- Ensure all Work Group KPIs and program deliverables are met on time and align with the organisation's Strategic and Operational Plans, with regular monitoring for effectiveness.
- Oversee and manage day-to-day operations and functions of the Work Units that report into the role.
- Provide leadership, mentoring, and guidance to direct reports through goal setting, performance reviews, professional development, and promoting staff well-being.
- Develop business and work unit plans focused on continuous improvement, change, and innovation.
- Allocate and direct resources within the Work Group, in line with the CEO's direction, to achieve objectives and deliverables.
- Identify, train, motivate, and evaluate personnel to achieve collective goals.
- Ensure all reporting requirements are completed accurately and on time.
- Monitor and evaluate employee performance regularly, addressing concerns promptly, with outcomes in consultation with the CEO.
- Engage with employees to support personal growth and development.

### Financial Management

- Oversee the organisation's financial management, ensuring compliance with statutory, regulatory, and reporting obligations, and address recommendations from external audits.
- Provide oversight and support to the Finance team (Accountant, Bookkeeper, Payroll Officer) to monitor, control, and report accurate financial information, including budgets, revenue, expenditure, and grant acquittals, for stakeholders such as the Board, CEO, auditors, and funding bodies.

- Develop and maintain a financial management framework and models that support effective budgeting and fiscal responsibility.
- Plan for future capital works and asset requirements.
- Secure appropriate contracts with funding providers and suppliers.
- Ensure compliance with legal and statutory obligations.
- Oversee financial planning, budgeting, cash flow forecasting, and reporting.
- Supervise the annual audit process to ensure accuracy and compliance.
- Participate in managing grant opportunities, funding agreements, and reporting requirements.

**Assets**

- Oversee management of OVAHS assets and infrastructure in line with policies and procedures.
- Maintain the fixed asset register, including staff housing, vehicles, and clinical equipment.
- Manage fleet provision, maintenance, and records.
- Ensure insurance coverage is current, adequate and cost-effective.
- Oversee asset management practices and contractor arrangements.

**Communications and Design**

- Oversee the development and review of communication strategies to support organisational objectives, community engagement and health promotion deliverables.
- Oversee development of the Annual Report, educational and promotional materials, website, social media, and media related material.

**Personal Accountability**

- Adhere to organisational values, Code of Conduct, and relevant legislation.
- Model professional behaviour and foster a positive workplace culture.
- Promote integration across teams and champion a strong safety culture.

**Quality Management System**

- Participate in the organisation’s QMS (LOGIQC) and continuous improvement activities.
- Ensure quality objectives are measured and achieved.

**General**

- Uphold the organisation’s mission and values.
- Support teamwork through collaboration and open communication.
- Attend professional development activities and comply with Work Health and Safety responsibilities.
- Identify and assist in reducing hazards and risks.

**Note:** The duties outlined in this job description are indicative and may vary. The organisation may direct you to perform tasks within your skills, competence, and scope of practice.

**Position Performance Indicators**

The below Key Performance Indicators (KPIs) are used to assess, measure, evaluate, manage, and reward performance within each key result area of this position.

The below KPIs are to be assessed in line with the organisation’s performance development framework.

Key Result Area	Key Performance Indicators
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<p><b>Executive Management</b></p>	<ul style="list-style-type: none"> <li>• The development, implementation and monitoring of operational and strategic action plans which align to the organisation’s contractual and strategic objectives.</li> <li>• Effective and timely consultation and collaboration with CEO and Managers to achieve business objectives.</li> <li>• Manage day-to-day operational responsibilities to ensure the organisation operates in an efficient and effective manner, including but not limited to: <ul style="list-style-type: none"> <li>○ Providing advice, support, guidance, direction, and authorisation to carry out major projects in a timely manner, consistent with the funding agreements and established strategic plans.</li> <li>○ Providing accurate, timely, comprehensive, and focused progress reports/communication on the implementation of the Strategic Plan, highlighting achievements, risks and issues requiring the Board of Director’s involvement and/or decisions.</li> </ul> </li> </ul>
<p><b>Organisational Management</b></p>	<ul style="list-style-type: none"> <li>• Review operational performance indicators in line with the Strategic Plan and funding agreements, comparing established objectives and take steps to ensure that appropriate measures are taken to correct unsatisfactory results.</li> <li>• Establish and refine employee structures, communication protocols and decision-making delegations to ensure productive, efficient, and accountable work practices.</li> <li>• Ensure that all employees of OVAHS understand and apply culturally appropriate ways of working.</li> </ul>
<p><b>Compliance &amp; Reporting</b></p>	<ul style="list-style-type: none"> <li>• Effective completion of all Work Group contractual obligations including program delivery, funding reports, evaluations, and compliance requirements.</li> <li>• Develop, implement, maintain, and review organisational policies and procedures.</li> <li>• Manage compliance with organisational policies and procedures and implement changes as required.</li> <li>• Promote and uphold a safe and healthy workplace environment.</li> <li>• Work within a legal and ethical framework.</li> </ul>
<p><b>Financial Management</b></p>	<ul style="list-style-type: none"> <li>• Sound financial management and cost control, ensuring the effective management of all Work Group expenditure against pre-approved budgets.</li> <li>• Manage and monitor the operational budget of the Office of the CEO Work Group, including ensuring effective and efficient functioning and cost control.</li> <li>• Maintain service delivery within budget constraints.</li> <li>• Monitor, recommend and implement corrective measures to rectify deviations to budgetary provisions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Source new funding streams to sustain and grow capacity to achieve program and organisational objectives.</li> <li>• Ensure the establishment of effective organisational/ work group structures and selection of suitable skilled candidates to meet the requirements of the organisation.</li> </ul>
<b>Employee Management</b>	<ul style="list-style-type: none"> <li>• Lead and support employees to work towards the achievement of the Work Group's objectives in an efficient and effective manner.</li> <li>• Update and review position JDF's at least annually.</li> <li>• Create, implement, monitor, and maintain position/employee work-plans to meet project deliverables and organisational objectives.</li> <li>• Identify employees that require support and assistance in fulfilling their responsibilities and arrange for the provision of support and assistance.</li> <li>• Effectively delegate both routine and important tasks and decisions to subordinates.</li> <li>• Promote and uphold an organisational culture that emphasises continuous quality improvement initiatives.</li> <li>• Lead and facilitate regular team meetings (12 per annum).</li> <li>• Lead a minimum of 12 one-on-one meetings with direct reports per annum.</li> </ul>
<b>Quality Management System (QMS)</b>	<ul style="list-style-type: none"> <li>• Ensure all tasks assigned to this position are completed within a six (6) week period.</li> <li>• Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.</li> </ul>

### Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

#### Qualifications, Skills, Experience and Knowledge

##### Essential

- Possess a tertiary qualification in management and/or extensive equivalent management and administration experience.
- Demonstrable experience managing, leading, and supporting a team within a culturally diverse workplace.
- Ability to effectively manage conflict within a team orientated organisation.
- Highly developed written communication skills including the ability to write clearly and concisely, prepare complex written reports and manage the output of quality information.
- Highly developed interpersonal skills including the ability to proactively establish and sustain effective stakeholder relationships internally and externally.
- Substantial experience in the development, review and implementation of policies and strategies with a sound understanding of Aboriginal Community Controlled Health Services and processes.
- Effective organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.

- Advanced skills in office computing applications including word processing, spreadsheet, database, presentation software i.e., PowerPoint or similar.
- Strategic thinking and planning skills with a clear focus on an organisational approach to social, economic, and environmental wellbeing.
- Extensive experience in the management of finance, payroll, and human resources.
- Understanding of and ability to be an effective and flexible leader in a complex and changing environment.
- A proven ability to foster strong relationships and work collaboratively with diverse communities to inform decisions, planning, strategy, and action.
- Results focused approach with the ability to identify and act on opportunities to improve short and long-term performance.
- A clear capability in driving accountability and effective performance measurement at both an individual and organisation level.
- Some financial management and budgeting skills to support business goals and objectives.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

**Desirable**

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Possession of Certified Practising Accountant, Chartered Accountant, or Chartered Institute of Management Accountant membership or similar.
- Deep understanding of applicable employment laws and experience managing complex industrial and employee relations situations involving senior level staff.
- Ability to interpret and manage an extensive variety of instructions and deal with several variables simultaneously.

**Practical Requirements**

- A current Western Australian driver’s license and willingness to drive is essential.
- Some work outside of ordinary hours of duty will be required.
- Some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences will also be required.

**Acknowledgment and Acceptance by Appointed Employee**

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	