

POSITION DESCRIPTION

Position Title:	Chief People Officer
Business Unit/Division:	Office of Chief Executive
Award Agreement:	Not applicable
Classification:	HEER – Executive Contract
Employment Type:	Full-time (5 years Fixed Term)
Reports to:	Chief Executive
Date Prepared/Updated:	September 2025

General Role Statement:

Reporting to the Chief Executive, the Chief People Officer (CPO) is a key member of the Northern Health Executive Team working closely with the Chief Executive, fellow executives, and the Board. The CPO provides strategic leadership and oversight of the People & Culture directorate, ensuring the delivery of progressive, responsive, and high-impact human resource services that support the organisation's mission to deliver exceptional healthcare to the northern community. The CPO works collaboratively with executive leadership, clinical and operational teams, and external partners to ensure Northern Health attracts, develops, and retains a skilled and compassionate workforce capable of meeting the evolving needs of the community.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit
- Noogal Clinic
- Kilmore District Health and,
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

The Chief People Officer (CPO) is responsible for leading the strategic direction and operational delivery of all people-related functions within Northern Health. This includes Workforce Planning, Talent Acquisition, Human Relations, Payroll and Remuneration, Learning and Capability, Occupational Health & Safety and Wellbeing. The CPO plays a critical role in shaping a positive workplace culture, fostering leadership capability, and ensuring Northern Health attracts and retains a skilled, compassionate, and diverse workforce. As a key member of the executive team, the CPO provides expert advice on workforce strategy and partners with clinical and operational leaders to align people initiatives with Northern Health's values of Safe, Kind and Together.

This position is responsible for:

- Driving workforce planning, attraction, retention, and capability development strategies aligned with Northern Health's strategic priorities.
- Fostering a positive, inclusive, and high-performing organisational culture that supports staff wellbeing, engagement, and professional growth.
- Overseeing programs and policies that promote a safe and healthy workplace, ensuring compliance with relevant legislation and best practice standards.
- Leading initiatives that build workforce capability through education, leadership development, and continuous learning.
- Managing core HR functions including employee relations, industrial relations, performance management, and policy development.
- Championing innovation in people systems and processes, including the implementation of staff innovation platforms and digital HR solutions.
- Monitoring and achieving KPIs, budget expectations and project deliverables.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership & Strategic Direction

- Lead the development and execution of Northern Health's People and Culture Strategy in alignment with the Strategic Plan.
- Demonstrated ability to lead and implement strategic workforce initiatives that align with organisational goals, healthcare priorities, and evolving service demands.
- Work in collaboration with Executive and other senior colleagues on shared responsibilities, initiatives and areas of focus.
- Provide advice to the Board, Chief Executive and Executive team on strategic and key operational issues as required
- Align People and Culture services with organisational priorities, state health policies, and evolving staff needs.
- Drive innovation in people practices to support a high-performing, inclusive, and engaged workforce.
- Champion a culture of accountability, innovation, and continuous improvement.

Workforce Planning & Development

- Mentor, coach, and support current and emerging leaders.
- Promote innovation, research, and evidence-based practice, fostering a culture of professional excellence. Oversee strategic workforce planning, talent acquisition, succession planning, and leadership development.
- Ensure the delivery of contemporary learning and development programs.
- Lead initiatives to build workforce agility and resilience in response to evolving healthcare demands.

Industrial Relations & Compliance

- Provide strategic oversight of employee relations, enterprise bargaining, and compliance with industrial instruments and employment legislation.
- Ensure effective risk management in relation to workforce safety, injury management, and emergency preparedness.

Stakeholder Engagement

- Build and maintain strong, collaborative relationships with internal and external stakeholders, including unions, professional bodies and government regulators and bodies.
- Represent Northern Health in organisational, regional, and state-wide forums on workforce related matters.
- Influence health policy and reform relevant to all cohorts of Northern Health's workforce at local and system levels.
- Ensure effective consumer and community engagement in service planning, design, and evaluation of People and Culture initiatives and projects.

Diversity and Inclusion

- Leading by example to demonstrate inclusive behaviour, show respect for colleagues from diverse backgrounds and acknowledge their experiences and perspectives.
- Take advantage of diverse views and perspectives to develop new approaches to service delivery.
- Address non-inclusive behaviours, practices and attitudes within the organisation as this role provides an opportunity to interact across all sites and directorates.
- Champion the business benefits generated by a diverse workforce.

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Postgraduate qualifications in Human Resources, Business Administration, Organisational Psychology, or a related field.
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience

- Demonstrable experience and success in an Executive capacity within a large, complex, multi-disciplinary organisation, preferably in healthcare or public sector.
- Strong knowledge of employment law, industrial relations frameworks, and contemporary HR practices.
- Comprehensive understanding of the challenges within the current labour market, in particular as it relates to health and the public sector.
- Ability to anticipate future workforce trends and translate them into actionable strategies.
- Ability to drive organisation wide initiatives through strong organisational, planning and prioritising ability.
- Commitment to equity, inclusion, and the principles of public health service delivery.

Knowledge, Skills and Behaviours

- High levels of self-awareness, empathy, and interpersonal sensitivity to lead with authenticity and compassion.
- Demonstrated general management capability and sound business acumen to consistently achieve performance outcomes across safety, workforce, timelines, and budgetary targets.
- Advanced problem-solving capability, underpinned by strategic insight and creative, lateral thinking to effectively address stakeholder needs and expectations
- Makes sound, ethical decisions under pressure and upholds the highest standards of professionalism.
- Forward thinking and visionary with the successful experience of leading people to challenge current practices and build momentum for change and an innovative future.
- Highly developed interpersonal and communication skills, with a proven ability to build effective relationships and influence outcomes across executive teams, clinical leaders, unions, and external partners through genuine communication, influencing and collaboration.

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: