

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
- Women's Health Hub and,
- Mernda Community Hospital

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.

Essential:

- 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.



POSITION DESCRIPTION

Position Title:	Director – Business Support
Award Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Classification:	1MISC10
Employment Type:	Full Time, Permanent
Reports to:	Chief Financial Officer
Date Prepared/Updated:	August 2026

ROLE STATEMENT

General Role Statement:

The Director Business Support is a senior finance leadership role reporting to the Chief Financial Officer and a key member of the Finance Leadership Team. The position provides strategic financial leadership, advice and insight to the CFO, Executive, clinical and operational leaders anticipating emerging financial pressures, risks and opportunities to support Northern Health's strategic objectives, financial sustainability and delivery of high-quality patient care.

The role leads the Finance Business Partnering function and is responsible for financial planning, budgeting, forecasting, management reporting, financial performance analysis, business case evaluation and financial sustainability initiatives. The Director Business Support also leads the development, capability and performance of the Business Support Team and promotes a culture of accountability, collaboration, innovation and continuous improvement.

Key Result Areas and Major Responsibilities

Strategic Financial Leadership

- Act as a trusted adviser to the CFO, Executive and operational leaders by providing strategic financial advice, commercial insights and constructive challenge to support effective decision-making.
- Support the development and implementation of organisational strategies and initiatives that enhance financial sustainability and organisational performance.
- Build strong partnerships with clinical and operational leaders to align financial and operational objectives.

Budgeting, Forecasting and Financial Management

- Lead the preparation and coordination of Northern Health's annual operating budget and associated activity and workforce plans.
- Ensure the integrity of budget assumptions, financial controls and supporting methodologies.
- Lead organisation-wide forecasting and scenario analysis, providing timely, forward-looking financial outlooks that identify emerging pressures, risks and opportunities and support strategic decision-making.
- Proactively monitor financial and operational performance, trends and key performance drivers, ensuring material and emerging variances are identified early, understood and addressed through appropriate corrective or mitigation actions.

- Maintain responsibility for budget tools, planning systems and associated reporting processes.
- Ensure internal financial management reporting is accurate, relevant and delivered within agreed timeframes.

Finance Business Partnering

- Lead a contemporary Finance Business Partnering model that provides proactive and high-quality financial support to operational and clinical divisions.
- Support Divisional Directors and Managers in achieving operational, strategic and financial objectives.
- Provide forward-looking financial modelling, scenario analysis and performance insights that enable leaders to anticipate future impacts, evaluate options and make timely, evidence-based decisions.
- Foster strong and collaborative relationships across Northern Health.

Financial Sustainability and Performance Improvement

- Collaborate and support other leaders on Northern Health's financial sustainability agenda and associated initiatives.
- Identify opportunities to improve productivity, efficiency, revenue generation and resource utilisation.
- Monitor implementation and benefits realisation of financial improvement initiatives.
- Provide analysis and recommendations regarding key business risks, opportunities and performance drivers.

Business Cases, Projects and Investment Evaluation

- Lead the financial assessment and evaluation of business cases, service developments, strategic projects and capital investment proposals.
- Develop robust financial models and funding analyses to support decision-making.
- Coordinate post-implementation reviews and project evaluations to assess outcomes and benefits realisation.

Leadership and People Management

- Lead, motivate and develop the Business Support Team to achieve high levels of performance and customer service.
- Promote a culture of accountability, continuous improvement, innovation and customer focus.
- Build organisational capability through coaching, mentoring, workforce planning and succession planning.
- Ensure effective management of team performance and professional development.

Governance, Risk and Compliance

- Support internal and external audit processes and respond to recommendations within agreed timeframes.
- Ensure compliance with relevant legislation, accounting standards, Department of Health requirements and Northern Health policies.
- Implement and support effective financial governance, controls and risk management practices.
- Promote financial accountability and stewardship across the organisation.

All employees:**Quality and Safety**

- Support achievement of accreditation requirements and compliance with the National Safety and Quality Health Service Standards.
- Maintain an understanding of individual responsibility for patient safety, quality and risk.
- Contribute to organisational quality improvement initiatives and continuous improvement activities.
- Support a safe environment for patients, consumers, visitors and staff.

Risk Management

- Implement Northern Health's Risk Management Framework within areas of responsibility.
- Promote a culture of risk awareness and accountability.
- Identify, assess, manage and escalate operational, financial and strategic risks as appropriate.

Child Safety and Consumer Focus

- Comply with Northern Health's Child Safety commitments and associated policies.
- Demonstrate customer-focused behaviours and contribute to improving service quality and consumer outcomes.

Training and Development

- Complete mandatory training requirements.
- Participate in performance review and professional development activities.
- Maintain ongoing professional learning and development.

General Responsibilities

- Comply with Northern Health policies, procedures and Code of Conduct.
- Adhere to privacy, confidentiality, occupational health and safety, equal opportunity and other legislative requirements.
- Demonstrate behaviours consistent with Northern Health's values.

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential**

- Tertiary qualification in Commerce, Accounting, Business or a related discipline.
- Membership of CA ANZ, CPA Australia or an equivalent recognised professional accounting body.
- Desirable
- Postgraduate qualification in Business Administration, Finance or a related discipline.
- Experience
- Minimum five years' experience in a senior finance leadership position within a large and complex organisation.
- Demonstrated experience leading finance business partnering functions.
- Significant experience in budgeting, forecasting, financial management and performance reporting.
- Demonstrated success providing strategic financial advice to senior executives and operational leaders.
- Experience leading financial sustainability, productivity or business improvement initiatives.
- Experience developing business cases, financial models and investment evaluations.
- Experience managing and developing high-performing teams.
- Experience within the Victorian public health sector is highly desirable.

Knowledge, Skills and Behaviours

- Strong understanding of financial and management accounting principles.
- Highly developed analytical, financial modelling and problem-solving capabilities.
- Demonstrated ability to interpret and communicate complex financial and operational information.
- Strong commercial acumen and strategic thinking skills.
- Advanced financial systems, data analytics and digital literacy capabilities.
- Excellent written, verbal, influencing and stakeholder management skills.
- Proven leadership capability with experience developing and motivating teams.
- Demonstrated capability to build productive partnerships and collaborative relationships.
- Ability to exercise sound judgement, integrity and ethical leadership.
- Capacity to contribute effectively as a senior member of the management team.
- Strong understanding of the challenges and opportunities within the healthcare sector.

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: