

Role Description

Health Ombudsman

Position details

Title	Health Ombudsman		
Location	Brisbane, Queensland		
Status	Government Appointment		
Division	Office of the Health Ombudsman		
Reports to	Minister for Health and Ambulance Services, and the Health and Environment Committee of the Queensland Parliament		
Salary range	\$345,130 - \$467,002 Total remuneration package Per Annum	Classification	Chief Executive Band 4
Contact name	Natasha Olsson-Seeto	Contact number	07 3305 5800

About the Office of the Health Ombudsman

The Office of the Health Ombudsman (OHO) is an independent statutory body established under the *Health Ombudsman Act 2013* and is the single-entry point for all health service complaints in Queensland.

The OHO has broad powers to deal with complaints and other matters relating to the health, conduct or performance of both registered and unregistered health practitioners and the services provided by health service organisations.

Queensland has a unique co-regulatory system in relation to the management of complaints regarding registered health practitioners with responsibility shared between the OHO, the Australian Health Practitioner Regulation Agency (Ahpra) and the 15 National Boards.

Vision

Safe, competent, and ethical health services that are responsive to consumer complaints.

Purpose

To protect the health and safety of consumers, promote high standards in health service delivery and facilitate responsive complaint management.

Objectives

The OHO strives to:

- Protect the health and safety of the public
- Promote professional, safe and competent practice by health practitioners
- Promote high standards of service delivery by health service organisations

- Maintain public confidence in the management of complaints and other matters relating to the provisions of health services.

Values

Together with the Queensland Government's public sector values, the OHO's governing values are set out below.

People and relationships

We are a people-focused organisation that recognises people are at the centre of everything we do. We respect others, value diversity and recognise that meaningful relationships are critical to our success.

Getting it right

We are focused on quality outcomes and we value professionalism, diligence and thoroughness. We acknowledge the decisions we make have a significant impact on people.

Fairness for all

We act ethically, impartially, objectively and with integrity. We do not take sides.

Continuous improvement

We recognise the challenge of sustainability in the face of increasing demand for our services. We encourage new ideas and embrace new ways of working.

About the role

The Health Ombudsman is a statutory position under the *Health Ombudsman Act 2013* and is appointed by the Governor in Council on the recommendation of the Minister for Health and Ambulance Services.

The Health Ombudsman is responsible for leading the OHO, consisting of approximately 140 staff, and acts independently, impartially and in the public interest.

The Health Ombudsman reports to the Minister for Health and Ambulance Services and the Health and Environment Committee of the Queensland Parliament (the Parliamentary Committee).

Key responsibilities of the role

The Health Ombudsman performs the role of Chief Executive of the organisation and will provide executive leadership, strategy and governance to the OHO, specifically:

- Lead and manage the functions of the OHO.
- Be accountable for the overall operation of the entity, including the delivery of efficient and effective systems for dealing with complaints and other matters relating to the health conduct and performance of health practitioners and the services provided by health service organisations in Queensland.
- Receive health service complaints and ensure relevant action is taken to deal with those matters in accordance with the requirements set out in the *Health Ombudsman Act 2013*.
- Oversee assessment, resolution and conciliation, investigation, referral or other actions taken in relation to complaints about health practitioners and health services.

- Refer matters to the Director of Proceedings for determination about whether prosecutorial action should be commenced about a health practitioner before the Queensland Civil and Administration Tribunal (QCAT).
- Take immediate action by either suspending or imposing conditions on health practitioners on an interim basis where necessary.
- Identify and report on systemic issues in the way health services are provided, including issues affecting the quality of health services.
- Publish reports about the health service complaints management system.
- Provide timely, transparent information to the public, health practitioners and health service organisations about ways to minimise complaints and address consumer concerns.
- Maintain and further develop a strong working relationship with Ahpra and the National Boards to ensure the co-regulatory system works effectively.
- Monitor the National Boards' and National Agency's performance of their functions relating to the health, conduct and performance of registered health practitioners who provide health services in Queensland.
- Report to the Minister for Health and Ambulance Services and the Parliamentary Committee on the administration of the health service complaints management system, performance of the entity's functions and on the performance of the National Agency with regard to Queensland.
- Work with a range of key stakeholders across government and across sectors to form professional and robust relationships.
- Act judiciously in exercising powers conferred on the position through the *Health Ombudsman Act 2013*.
- Act independently, impartially and in the public interest in everything that the Health Ombudsman does.

Qualifications/professional registration/other requirements

While not mandatory, a relevant qualification in the healthcare and/or legal sector, or in management, would be highly regarded.

Role Fit

The essential requirements to perform the role include:

- Demonstrated ability to make fair and balanced administrative decisions in the public interest within a regulatory environment.
- Extensive knowledge of professional, safe and appropriate health practices and associated performance standards and metrics.
- Experience and understanding of complaints management processes.
- Experience practicing sound corporate governance, political impartiality and independence.
- Extensive knowledge, or ability to rapidly acquire knowledge, of the Queensland healthcare environment.
- Experience in successfully developing and leading a high performing organisation.
- Demonstrated ability to effectively, and impartially, engage with a broad range of stakeholders.

- Experience providing advice and reporting to Ministerial and senior executive levels.
- Experience in directly dealing with the media, particularly with adverse media reactions.

How to apply

Apply in strict confidence online through www.ontalent.com.au/oho by midnight (AEST) Sunday, 1 August 2021.

Your application must include:

- **Covering letter** of no more than **two pages** addressing requirements under 'Role Fit',
- Current **Curriculum Vitae** of no more than **two pages**, and
- Completed **Application Form** with legible certified colour copies of identification (refer to Appendix 1 of Application Form).

Probity Checks

As a statutory appointment, the *Queensland Cabinet Handbook* requirements include a range of probity checks to be undertaken on potential nominee/s which include:

- Completion of a personal disclosure regarding conflicts of interest,
- A national criminal history search,
- Searches of the Australian Securities and Investments Commission's banned and disqualified register and bankruptcy index, and
- A review of the Queensland government lobbyist register, and other internet-based searches.

Further information

For further information, please refer to the www.ontalent.com.au/oho

Alternatively, for a confidential discussion please contact:

Natasha Olsson-Seeto or Courtney Chambers via OHO@ontalent.com.au or 07 3305 5800.

More information on the Office of the Health Ombudsman visit — www.oho.qld.gov.au.