



Wuchopperen  
HEALTH SERVICE LTD



Head office  
Level 16, 70 Franklin Street  
Adelaide 5000  
South Australia [www.vuca.com.au](http://www.vuca.com.au)

# CHIEF EXECUTIVE OFFICER

CANDIDATE BRIEFING DOCUMENT  
APRIL 2023



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## ABOUT WUCHOPPEREN HEALTH SERVICE LIMITED

Wuchopperen Health Service Limited (Wuchopperen) was established in 1979 and began providing primary health care services in 1981.

The word Wuchopperen comes from the Wik Mungkan language (Western Cape York Peninsula area around the Aurukun region) loosely translated it means House/Place of Medicine – “Wuch” meaning house or place and Operrak – medicine (encompassing of both physical and spiritual).

Wuchopperen is a not for profit, membership-based, Aboriginal Community Controlled Health Organisation (ACCHO) with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen’s vision is Keeping Our Generations Growing Strong.

Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

Wuchopperen has around 170 staff with roughly 70% identifying as Aboriginal and/or Torres Strait Islander.

Wuchopperen holds the following accreditations:

- ISO9001:2015 standards
- Child Safety Licensing with the Department of Child Safety, Youth and Multicultural Affairs
- Human Services Quality Standards for Child Wellbeing and Family Wellbeing Services
- RACGP 5th Edition Standards for the Manoora and Edmonton Clinics



164

TOTAL STAFF



49 NEW  
APPOINTMENTS

123

FULL TIME STAFF

22%

78%

66%

OF STAFF IDENTIFY AS  
ABORIGINAL AND/OR  
TORRES STRAIT ISLANDER

35 PART TIME  
STAFF

76 STAFF EXITS

6 CASUAL  
STAFF

5

STAFF COMPLETED A  
DIPLOMA OF LEADERSHIP  
AND MANAGEMENT

24 LEADERSHIP POSITIONS

63%

ABORIGINAL AND/OR  
TORRES STRAIT ISLANDER  
STAFF IN LEADERSHIP  
POSITIONS



61 STAFF COMPLETED  
FIRST AID AND/OR  
CPR TRAINING

2 SUCCESSFUL TRAINEESHIPS

COMPLETED IN BUSINESS ADMINISTRATION AND CIVIL CONSTRUCTION

OTHER TRAINING INCLUDING  
CULTURAL CONNECTEDNESS AND RESPONSIVENESS,  
MENTAL HEALTH FIRST AID AND AUSLAN TRAINING





# WUCHOPPEREN IN NUMBERS



# 9480

CLIENTS HAVE RECEIVED A SERVICE

# 58,125

CLIENT CONTACTS



# 89%

OF BABIES HAD  
NORMAL BIRTH  
WEIGHT

# 95%

OF CHILDREN  
FULLY IMMUNIZED



# 62%

WITH TYPE II DIABETES  
AND RECENT GP  
MANAGEMENT PLAN



# 63%

WITH TYPE II DIABETES  
AND RECENT TEAM  
CARE ARRANGEMENT

# 2506

COMPLETED HEALTH  
CHECKS



## MANOORA

# 5,879

CLIENTS ENTERING THE HEALTH CENTRE

# 43,526

CLIENT CONTACTS INCLUDES HOME VISITS  
AND EXTERNAL PROGRAM ACTIVITIES



## EDMONTON

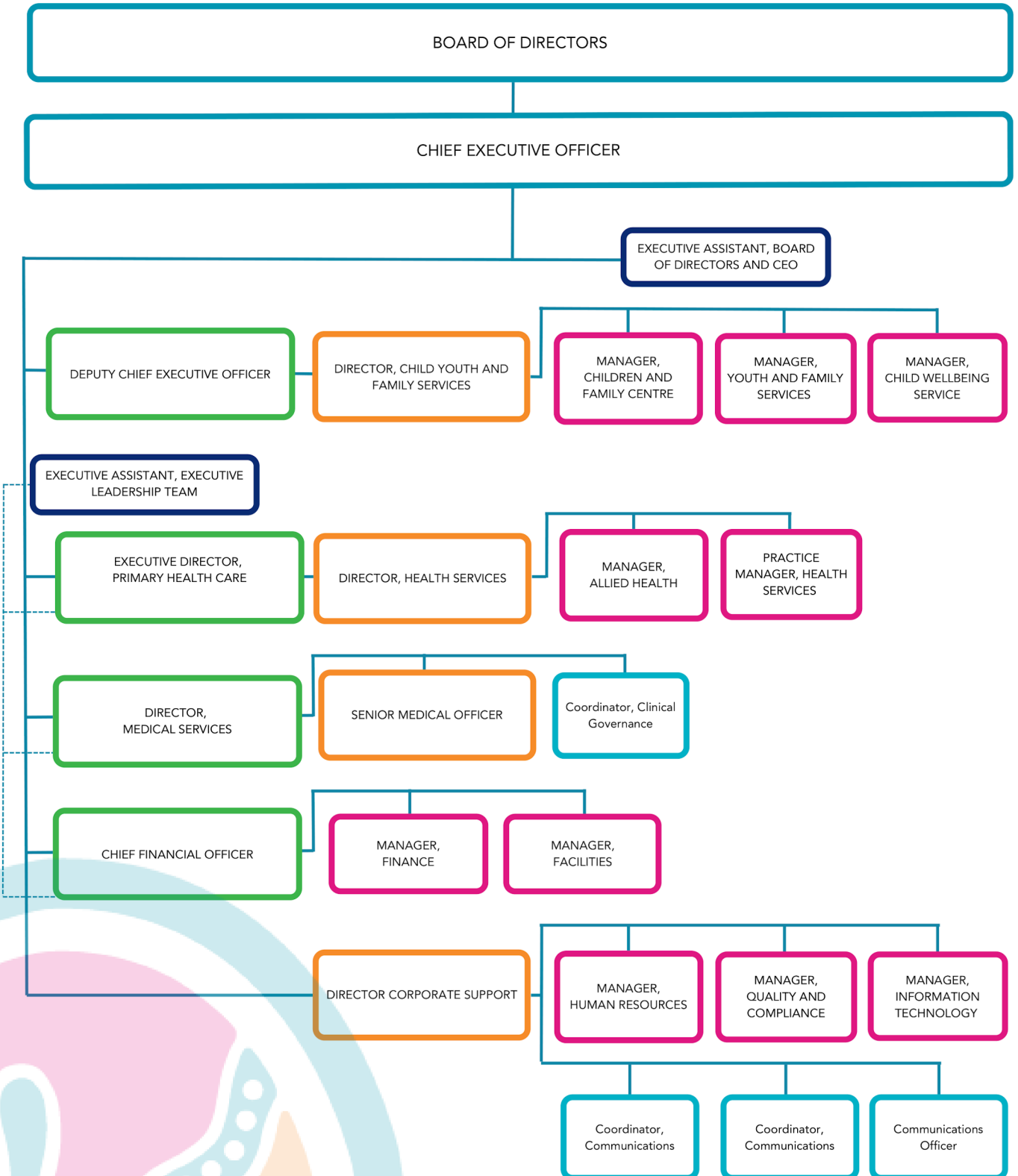
# 3,601

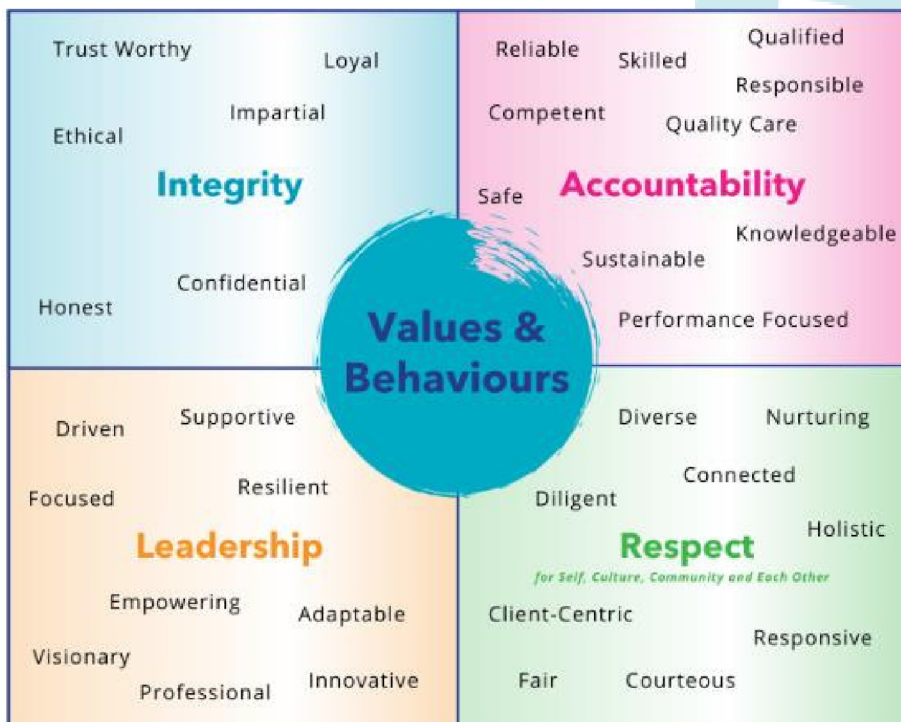
CLIENTS ENTERING THE HEALTH CENTRE

# 14,599

CLIENT CONTACTS INCLUDES HOME VISITS  
AND EXTERNAL PROGRAM ACTIVITIES

# OUR ORGANISATIONAL STRUCTURE





# OUR STRATEGIC PRIORITIES

## PRIORITY 1

Empowering through people and workplace culture

**Sustainability:** Strengthen the sustainability of the organisation to support the growth and development of the community

...  
**Leadership:** Inspirational leaders in workplace culture, performance and resilience

...  
**Development:** Continue to build capability through upskilling of the Board and staff and strengthening of systems

## PRIORITY 2

Engaged in collaborative connection

**Communication:** Internal and external communication that are open, honest, respectful and transparent

...  
**Integration:** Providing streamlined holistic health and wellbeing services with seamless integration both internally and externally

...  
**Branding:** Dynamic and influential in our community and across our sector at local, regional, state and national levels

...  
**Connection:** Respectful trust-based relationship with the community

...  
**Alignment:** Value-adding alliances with community, organisations and individuals including political and philanthropic affiliations

## PRIORITY 3

Innovative

**Evolution:** Growing and evolving the holistic health and wellbeing services in response to community needs

...  
**Invention:** Imaginative information and communication technology investment

...  
**Design:** Participate in inspiring research that contributes to demonstrable improvements in health and wellbeing

## PRIORITY 4

Strength in performance

**Governance:** Board representation and protection of the interests of the community that Wuchopperen serves and the organization which the Board governs

...  
**Accountability:** Board and staff are clear and aligned to Wuchopperen's strategic intent and performance expectations with regular feedback on performance at all levels

...  
**Access:** Deliver best practice core and accessible business through policy, data and evidence based decision making

## ADDITIONAL INFORMATION

[Wuchopperen Strategic Plan 2019 - 2024](#)

[Wuchopperen Annual Report 2021-2022](#)

[Wuchopperen Financial Report 2021-2022](#)





## Message from our Chair

Wuchopperen Health Service Limited (Wuchopperen) has provided over 43 years of best practice holistic and integrated, culturally safe, trusted health and wellbeing services to Cairns and surrounding communities. As the first Aboriginal and Torres Strait Islander Community Controlled Health Organisation (ACCHO) to be founded in Far North Queensland, Wuchopperen has a very strong reputation locally and regionally and also maintains its strong brand at the state and national levels.

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We are looking for a CEO who will lead Wuchopperen's vision of Keeping our Generations Growing Strong by always centering the best interests of our community first and foremost and always protecting the trust that we have built with our community.

The successful candidate will lead the Executive Leadership Team, working collaboratively with the Board and key internal and external stakeholders and based on our fundamental foundations of our rich Aboriginal and Torres Strait Islander cultures and respect. Delivering on our key priorities of people and workplace culture, collaboration, innovation and performance will require someone who aligns with and leads with our values of respect, accountability, leadership and integrity.

On behalf of the Wuchopperen Board, I look forward to continuing to grow and strengthen Wuchopperen and our community with a forward thinking, innovative, professional who will build on the significant effort that has already been achieved.



**Donnella Mills**  
Chairperson  
Wuchopperen Health Service Limited

## THE ADVERTISED ROLE

### Chief Executive Officer

- **Key strategic role**
- **Lead organisation into next exciting phase**
- **Cairns based**

Wuchopperen Health Service Limited is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Reporting to the Board, our client is seeking high performing candidates for the role of CEO who have demonstrated energy, confidence and maturity to navigate an increasingly complex operating environment while dealing effectively with a range of stakeholder needs. A key focus of the role will be the successful delivery of the Wuchopperen strategy and include:

- Providing leadership and mentoring of the Executive Leadership Team
- Supporting policy and risk frameworks
- Financial and infrastructure stewardship
- Ensuring employee and volunteer wellbeing
- Developing and sustaining valued relationships with key internal and external stakeholders including community, clients, staff, government and non-government sectors
- Enhancing the research agenda of the organization and identifying and establishing research partnerships and opportunities
- Development and implementation of key strategic goals and priorities

As the successful candidate, you will be a dynamic and results focused leader who has successfully led complex community-responsive organisations, preferably in an Aboriginal and Torres Strait Islander Community Controlled Service Environment, with exemplar judgement and demonstrated governance understanding across both strategic and political insights.

You will also be able to demonstrate a historical and contemporary knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people and effectively advocate and articulate their interests.

A tertiary qualification in commerce, business, human services, health or related discipline is essential to the role, as is a minimum of 5 years' experience in a senior executive role. Other specific requirements are outlined in Position Description.

**For details of the Position Description visit [www.vuca.com.au](http://www.vuca.com.au) and click on the Executive & Director Search tab. For further enquiries, contact VUCA Senior Associate Paul Bell on 0412 552 302 for a confidential discussion during business hours. Please forward your letter of application and CV in MS Word format to [ceowhs@vuca.com.au](mailto:ceowhs@vuca.com.au) by Sunday 30th April 2023.**



# POSITION DESCRIPTION

|                                |   |
|--------------------------------|---|
| <b>Position Title:</b>         | Chief Executive Officer, <i>Identified</i>              |
| <b>Position Number:</b>        | 0245  |
| <b>Classification:</b>         | Common Law Contract                                     |
| <b>Salary:</b>                 | To be negotiated based on experience and qualifications |
| <b>Location:</b>               | Manoora, Cairns   |
| <b>Reporting Relationship:</b> | Board of Directors                                      |

## About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen’s vision is Keeping Our Generations Growing Strong. Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

## Our Strategic Priorities



**Our Values and Behaviours**



**The role:**

The Chief Executive Officer (CEO) is responsible for the overall leadership, direction, coordination and management of the activities of Wuchopperen in accordance with the organisational vision, values and behaviours, objectives and policies, to ensure the highest quality of service is delivered.

The position provides a high level of strategic direction to management and staff to ensure that the organisation operates at a professional level ensuring leadership in social development and environmental sustainability and is identified as a lead organisation in the delivery of holistic primary care, wellbeing and health research to Aboriginal and Torres Strait Islander peoples at local, state and national levels.

**Reporting Relationship:**

The Chief Executive Officer reports to the Board of Directors and the position has supervisory responsibilities to the Executive Leadership Team, Director Corporate Support and Executive Assistant to the Board and CEO.

This position works closely with other members of the Senior Leadership Team and maintains regular contact with other program staff to ensure effective outcomes for clients.



## POSITION DESCRIPTION

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### Key Responsibilities:

1. Responsible for the overall leadership of the organisation working closely with the Board, Executive Leadership team and Senior Leadership team to ensure a coordinated approach to the day to day management of the organisation.
2. Preserve and enhance the professional and community standing of the organisation including leading strategic stakeholder engagement in achieving the Wuchopperen vision.
3. Provide direction to strategic planning for Wuchopperen.
4. Enhance the research agenda of the organisation and identify and establish research partnerships and opportunities.
5. Ensure that organisational activities comply with all Statutory Acts and Regulations and accreditation requirements including risk-based, efficient and effective policies and procedures, monitoring and evaluation and continuous improvement systems and processes.
6. Effective oversight of the financial sustainability and financial viability of the organisation including management of assets, budget and delivery of innovative activities that strengthen the economic base of Wuchopperen and enables economic prosperity for the community.
7. Engender robust human resource management practices that uphold the organisational vision, values and behaviours and workforce culture.
8. Lead the organisation's Workplace Health and Safety and Wellbeing culture.
9. Work within the bounds of approved policies and procedures including exercise of delegation and abide by the Code of Conduct of the organisation.
10. Gather and record statistical data relevant to measuring performance against agreed indicators and participate in review and evaluation activities.
11. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people.
12. Other duties as required, within skills, experience and capacity.

### Key Competencies Required

#### 1. Strategic Planning

Provide strategic direction to the ongoing enhancement of health and wellbeing services through effective strategic planning.

#### **Performance Criteria**

- In line with Wuchopperen's vision, identifies health and wellbeing services and client needs within the context of the current and projected external political, social and economic environment.

- Evaluates existing resources and services and prioritises current needs and projected opportunities.
- Leads the development of short and long term goals to enhance the organisation's strategic plan.
- Identifies the need for, and collaborates with relevant stakeholders in, the formulation of strategic goals and contingency plans.
- Reviews and modifies the strategic plan in line with changing internal and external climates in collaboration with and for endorsement by the Board of Directors.

## 2. Leadership

Lead the workforce to deliver on Wuchopperen's vision.

### **Performance Criteria**

- Promotes a shared vision between all team members that is underpinned by and accentuates culturally safe systems, policies, procedures and practices
- Fulfils responsibilities in a manner that displays innovation and leadership and encourages team spirit, effectiveness and professionalism in staff.
- Engenders a positive and productive performance culture throughout the organization that is based on Wuchopperen's values and behaviours.

## 3. Strategic Engagement

Collaborate and sustain valued relationships with key internal and external stakeholders including community, clients, staff, government and non-government sectors

### **Performance Criteria**

- Connects with all key stakeholders to ensure that the priorities, goals and plans of Wuchopperen align with fundamental community and client needs
- Ensures superior standards of engagement, communication and dealings with all key stakeholders that maximise opportunities for achieving Wuchopperen's objectives and goals
- Maintains targeted, informative, engaging internal staff relationships at all levels of the organisation

## 4. Management Strategies

Achieve optimal outcomes and relevant organisational objectives through the use of effective management and change management strategies.

### **Performance Criteria**

- Ensures safe, sustainable, high quality health and wellbeing services through accreditation, quality improvement and risk management processes.
- Develops and maintains an organisational structure to achieve Wuchopperen's vision
- Provides expert advice and information to the Board of Directors and other key stakeholders on issues relating to achieving Wuchopperen's vision.
- Identifies and validates a need for organisational change and determines specific outcome goals that are monitored and evaluated to determine the effectiveness of the change.

### Core Capabilities

Assessment of merit for this role will be based on the knowledge, skills and experience, potential for development and personal qualities. The competencies listed below are considered to the most critical for success in this role.

#### For applicants to be successful in this role, they must demonstrate:

1. Tertiary qualification (minimum bachelor level) in commerce, business, human services, health or related discipline **and** a minimum of five (5) years' experience in a senior executive role, preferably in an Aboriginal and Torres Strait Islander Community Controlled Service environment.
2. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people and advocate and articulate their interests.
3. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.
4. A proven track record of extensive senior executive leadership experience and proficiency to develop strategy and deliver successful outcomes, including risk-based compliance with statutory requirements, accreditation and financial obligations to achieve organizational vision.
5. Superior interpersonal, communication and leadership abilities with the capacity to effectively relate and interact with community, Board members, staff and other key stakeholders.
6. Demonstrated ability to work independently and in a multi-disciplinary team environment, prioritise and meet deadlines, deal with matters of a sensitive and confidential nature.

#### Other Requirements

- It is a condition of employment in this role for the employee to be, and remain, vaccinated against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and hepatitis B
- It's a mandatory condition of employment for the employee to be vaccinated against COVID-19. Evidence of initial two vaccinations plus at least one booster must be provided before employment is confirmed.
- Proof of qualifications is required to be provided prior to the commencement of duty
- CPR and First Aid Certificate to be obtained within the first six weeks of employment at Wuchopperen's cost.

## POSITION DESCRIPTION

- It is a mandatory condition of employment for the employee to undergo a broader criminal/police Check at Wuchopperen's cost.
- The Chief Executive Officer role is an **Identified** position. It is a genuine occupational requirement that an position be filled by an Aboriginal person or Torres Strait Islander person, as permitted by and arguable under section 25, 104 and 105 of the *Queensland Anti-Discrimination Act (1991)*.
- Please provide **one (Aboriginal and/or Torres Strait Islander) written reference from a referee** who can confirm that you are of Aboriginal and/or Torres Strait Islander descent, you identify as Aboriginal and/or Torres Strait Islander person and an Aboriginal and/or Torres Strait Islander community accepts you as an Aboriginal and/or Torres Strait Islander person.
- It is a condition of employment that all employees are holders of a current and valid 'blue card'. This is at your cost. Employment cannot continue or commence if you do not have a 'blue card' or if your 'blue card' is withdrawn, expires or is disqualified.
- It is a condition of employment for the holder of this role to undergo a Child Safety and Personal History Screening Check (LCS-2) conducted by the Department of Children, Youth Justice and Multicultural Affairs (Child Safety). There is no fee for this check. Employment cannot continue where your LCS-2 is not approved, expires, is disqualified, or is withdrawn.
- Possession of a current Queensland "CA" class driver's licence is essential.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.
- **How to apply:**

Please submit the following for the panel to assess your suitability. Applications which do not meet these requirements will not be considered.

- Your resume, including a comprehensive employment history, your qualifications and the contact details for at least two referees (one should be your current supervisor)
- A supporting written application outlining your experience, skills and knowledge that are relevant to the advertised role. Your written response must reflect the competencies outlined in core capabilities.
- Evidence of at least three Covid-19 vaccinations (ie. Immunisation History Statement).
- Identified reference with application



## POSITION DESCRIPTION

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### Additional information:

- A non-smoking policy is effective in Wuchopperen’s buildings, offices and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a minimum six (6) month probationary period for new employees. A longer probationary period may be negotiated for this position
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.

Employee Signature: .....

Chair of Board Signature: .....

Date: .....

## LIVING & WORKING IN CAIRNS, QUEENSLAND

The gateway to Queensland's tropical north, Cairns is a laid-back city best enjoyed outdoors.

### LIFESTYLE

Cairns (population 160,000) is a modern, clean, safe and friendly tropical city with a relaxed atmosphere.

Cairns is the only place in Australia where two UNESCO World Heritage Sites are located side-by-side. It's the gateway to the Great Barrier Reef, Daintree and Wet Tropics rainforest, Atherton Tablelands and the outback Savannah region. It's a truly inspiring place for students who want to make a difference and spend time with like-minded eco-aware people.

The city is located on the waterfront, with grassy lawns, restaurants, bars, sport and recreation areas and a 4800m<sup>2</sup> lagoon along the Esplanade. A chain of relaxed seaside villages with sandy shores sprinkled with palm trees and lifeguard patrolled swimming areas are located north of Cairns CBD, close to the JCU Cairns, Nguma-bada campus, Smithfield.

Industries that drive Cairns are diverse, ranging from tourism and health through to agriculture and education.

### WEATHER AND SEASONS

[Cairns](#), in northern [Queensland](#), experiences hot and humid summers and mild, dry winters. The average annual maximum temperature is 29°C (84.2°F), with 62 per cent humidity. Plan ahead with our information on temperature and rainfall.

#### Summer (December - February)

During [summer](#) in Cairns, average temperatures range from 23.6 - 31.4°C (74.5 - 88.5°F). The wet season begins building up around December, and most of the region's annual rainfall (around 2000mm / 78.7 inches) occurs in the summer months.

#### Autumn (March - May)

It is still very warm in [autumn](#), both day and night, with temperatures averaging between 21.5 - 29°C (70.7 - 84.2°F). The rain subsides from April, however the weather can be windy until August. Prevailing south easterly winds continue until around October.

#### Winter (June - August)

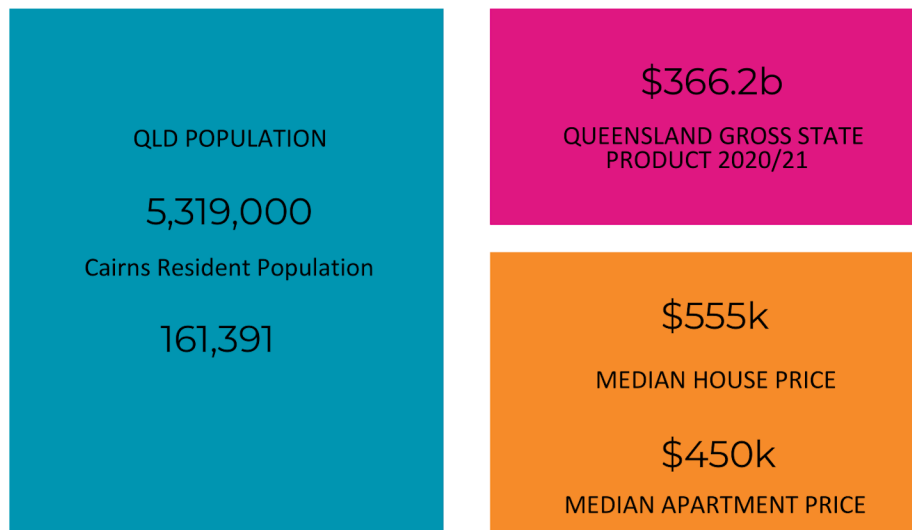
[Winter](#) in Cairns brings slightly cooler temperatures and lower humidity, making it the peak tourist season. Average temperatures range from 17.5 - 26°C (63.5 - 78.8°F) and there is low rainfall.

#### Spring (September - November)

In [spring](#) average temperatures range from 20.5 - 29°C (68.9 - 84.2°F). This is the end of the dry season when humidity starts to build with the onset of the wet season from December. In November the reef comes alive with the annual coral spawning.



## QUEENSLAND & CAIRNS, FAST FACTS



### Contact Information

For a confidential discussion regarding the Chief Executive Officer position, please contact VUCA Senior Associate, Mr Paul Bell on 0412 552 302 during business hours.

Applications, including your current CV and a letter of introduction are to be forwarded in Word format to [ceowhs@vuca.com.au](mailto:ceowhs@vuca.com.au).

*Applications close Sunday 30th April 2023.*

### Important Information

Please note that VUCA Trusted Advisors believes that while the information contained in this document is true to the best of the Company's knowledge at the time of writing, such information may change without notice. Further, the information herein is the property of the Company and must not be published or attributed unless explicitly agreed.