



# Executive Director, Investigations



**Classification**  
SES2 HIGH



**Job ad reference**  
OHO634595



**Status**  
Contract (2 year)



**Closing date**  
Sunday, 1<sup>st</sup> June 2025



**Annual remuneration**  
\$189,362 – \$206,917 per annum  
(As of 01/July/25)



**Location**  
400 George Street, Brisbane



**Contact**  
Kym Cheatham  
07 3211 0001  
[apply@windsor-group.com.au](mailto:apply@windsor-group.com.au)



**Apply online**  
[smartjobs.qld.gov.au](https://smartjobs.qld.gov.au)

## Our vision

A world class and trusted leader in Queensland's health complaints management and regulation, driving safety and quality in health services.

## Our purpose

We protect and support the community through responsive complaints processes and regulatory action, driving positive change and confidence in the health system.

## Our values

**Integrity** – We are honest, ethical, and accountable.

**Respect** – We are inclusive and uphold the dignity and diversity of people's backgrounds, experiences, and perspectives.

**Collaboration** – We value working together and with others to achieve the best outcome.

**Compassion** – We demonstrate sensitivity and empathy in everything we do.

**Courage** – We are committed in our objectives and take action to effect positive change.

We recognise, respect and value Aboriginal peoples and Torres Strait Islander peoples' cultures and are committed to providing a culturally safe and sensitive complaints management service.

## Your opportunity

The Executive Director, Investigations is, Office of the Health Ombudsman (OHO) is a member of the Office of the Health Ombudsman's Executive Leadership Committee (ELC) and works closely with the Health Ombudsman and other OHO Executive Directors.



The role is responsible for leading the Investigations Division that formally investigates complaints about practitioners, health services and systemic issues in health service delivery. These include matters that raise serious issues of public health or safety, raise questions of appropriate care, treatment, conduct or potential systemic issues in health service delivery or provide grounds for disciplinary action or immediate registration action or prohibition orders against a health service provider. The Investigations Division is also responsible for undertaking primary action/preliminary investigative activities such as witness statements, as well as covert activities and search warrants related to investigations or compliance activities, and review and monitoring of safety and quality issues arising in health services (such as through reports on Root Cause Analysis (RCAs) of incidents or other Clinical Reviews and the recommendations from systemic investigations).

The Executive Director, Investigations is required to build and maintain strong working relationships with key stakeholders, including our co-regulatory partners the Australian Health Practitioner Regulation Agency (Ahpra), and other key government entities (such as, where necessary, Queensland Health, the Queensland Police Service and/or Crime and Corruption Commission).

## Key responsibilities

- Lead and oversee the culture, strategy and operations of the Investigations Division of the OHO. This involves providing high level strategic and operational leadership and management necessary to drive a positive workplace culture and to support teams to achieve their operational and legislative performance targets.
- Provide strategic advice to the Health Ombudsman and take an active role in the implementation of the office's strategic direction through (but not limited to) -
  - leading and managing complex, high-risk practitioner conduct investigations;
  - complex clinical performance and health service/systemic investigations;
  - ensuring best practice contemporary investigative processes are identified and implemented.
- Overall day-to-day leadership responsibility for matters referred for primary action/witness statements, investigation, and reviews of safety and quality issues arising in health services (such as identified through investigations, data analysis, RCAs or other Clinical Reviews).
- Lead and oversee the delivery of business and quality improvement processes.
- Contribute positively and work collaboratively with members of the Executive Leadership Team and Risk and Audit Committee to deliver the OHO's legislative, strategic, and operational objectives.
- Actively support and promote a culture of continuous improvement and business excellence which encourages and recognises high performance and innovation.
- Lead cohesive and effective divisional management and leadership teams and embed practices which support cooperation and collaboration within the Investigations and with other teams and divisions of the OHO.



- Implement effective cross functional approaches and agile investigative models, including project management approaches, to deliver on the OHO's strategic objectives and the performance of its functions.
- Promote the values and priorities of the OHO, ensuring these values and priorities are reflected through own and team members' conduct and performance, and through system wide processes such as performance appraisal, orientation, and corporate governance
- Preparation of complex briefs, correspondence, and advice for the Health Ombudsman and Director of Proceedings, and notices/briefs to the Minister and Parliamentary Committee as required
- Ensure resources are allocated in an effective and efficient manner and within budget requirements.

## Success criteria

To be successful in this role you will have:

- Demonstrated ability to engage with a broad range of stakeholders effectively and impartially with the ability to represent and promote the organisation both internally and externally. **(Results)**
- Demonstrated high quality leadership and management skills and the ability to effectively motivate people to achieve quality outcomes within tight timeframes. **(Results)**
- Demonstrated extensive knowledge of, and proven experience in, leading and co-ordinating teams in a dynamic, complex, and sensitive environment. **(Results)**
- Demonstrated extensive knowledge of legislative requirements in the context of managing high volume, high risk, complex and sensitive complaints, and knowledge of, or the ability to quickly acquire knowledge of, the *Health Ombudsman Act 2013* and the *National Law*. **(Accountability)**
- Demonstrated extensive knowledge of, or ability to quickly acquire knowledge of, the health sector, patient safety and quality issues and what constitutes professional, safe, and situation-appropriate healthcare practices to determine the appropriateness of a health service provider's conduct, performance, and provision of health care. **(Accountability)**
- Experience providing advice and reporting to Ministerial and senior executive levels. **(Results)**
- Demonstrated track record in practicing sound corporate governance, political impartiality, and independence **(Accountability)**
- An understanding of the Queensland healthcare environment **(Vision)**.

## Sensitivities of the role

Our work involves regular exposure to personal and private information, which may be confronting. Sensitive management of this information is critical. The successful candidate will have personal qualities that include well developed resilience and tact, and strategies for managing what may be stressful and distressing situations.



## Working relationships

**Reports to:** The Health Ombudsman

**Direct reports:** 2 direct reports with 41 Officers reporting to the direct reports (see below)

**Team size:** 43 (may be expanded with additional positions to meet workload demands)

This role has been identified as an **executive** as per the Queensland Public Service Commission Building Leadership and Management Capability strategy. To find out more refer to the [Leadership competencies for Queensland](#).

## Core capabilities

Suitability for this role will be assessed by considering your knowledge, skills, experience, potential for development and personal qualities. The below competencies are most critical for success in this role.

### Vision

**Leads strategically** - Thinks critically and acts on the broader purpose of the system.

**Stimulates ideas and innovation**– Gathers insights and embraces new ideas and innovation to inform future practice.

**Leads change in complex environments**– Embraces change and leads with focus and optimism in an environment of complexity and ambiguity.

**Makes insightful decisions** - Makes considered, ethical and courageous decisions based on insight into the broader context.

### Results

**Develops and mobilises talent**– Strengthens and mobilises the unique talents and capabilities of the workforce.

**Builds enduring relationships** - Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.

**Inspires others** - Inspires others by driving clarity, engagement and a sense of purpose.

**Drives accountability and outcomes** - Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency.

### Accountability

**Fosters healthy and inclusive workplaces** – Fosters an inclusive workplace where diversity, health, safety, and wellbeing are promoted and prioritised.

**Pursues continuous growth** - Pursues opportunities for growth through agile learning, and development of self-awareness.

**Demonstrated sound governance** – Maintains a high standard of practice through governance and risk management.



## Role requirements

### Qualifications technical/educational

- A detailed understanding of the Queensland health environment is desirable but not essential.
- While there are no mandatory qualifications for the role, relevant tertiary qualifications, accreditation with a recognised professional body or postgraduate studies would be highly regarded.

### How to apply

Apply online through the Queensland Government Smart Jobs website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au).

For us to assess your suitability, please include in your application:

- your current resume
- a brief written summary (two pages maximum) telling us:
  - why you are interested in the role
  - how your experiences demonstrate your ability to deliver on the points listed under the '*Key responsibilities*' section, while aligning with the points listed in the '*Success criteria*' section, citing specific examples where appropriate.

**For further information about the OHO and how to apply refer to our candidate information pack.**

