

# Executive Director, Director of Proceedings

**Classification**

SES2 HIGH

**Job ad reference**

OHO637875

**Status**

Contract

**Closing date**

Friday, 20<sup>th</sup> of June 2025

**Annual remuneration**

\$183,847 – \$200,890 per annum

**Location**

400 George Street, Brisbane

**Contact**

Kym Cheatham

[apply@windsor-group.com.au](mailto:apply@windsor-group.com.au)

07 3211 0001

**Apply online**

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

## Our vision

A world class and trusted leader in 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 Director of Proceedings is a member of the Office of the Health Ombudsman's Executive Management Team and oversees the conduct of proceedings against practitioners in the



Queensland Civil and Administrative Tribunal (QCAT). The position forms part of the Office of the Health Ombudsman but requires the independent exercise of functions under the *Health Ombudsman Act 2013*.

The position is appointed by the Health Ombudsman and is an employee of the Office of the Health Ombudsman. The position makes independent decisions about matters referred from the Health Ombudsman. The position is not subject to the direction of the Health Ombudsman or anyone else about a decision whether to refer a matter to QCAT or about the conduct of proceedings before QCAT.

## Key responsibilities

- Perform the functions of the 'Director of Proceedings' (**the Director**) as prescribed by the *Health Ombudsman Act 2013*.
- Lead and oversee the culture, strategy and operations of the Director of Proceedings Division of the OHO by providing high level strategic and operational leadership and management necessary to drive a positive workplace culture and to support teams achieve their operational and performance targets
- Contribute positively and work collaboratively with members of the Executive Leadership Team to deliver the OHO's legislative, strategic, and operational objectives.
- Lead the review of matters referred to the Director by the Health Ombudsman and make independent decisions on whether the matters should be referred to QCAT or if not, what other action may be required to ensure the protection of the public.
- Manage a team and oversee all aspects of the conduct of disciplinary proceedings filed in QCAT, allocated to internal legal staff or external legal providers, including from the drafting of pleadings, presentation of evidence, submissions on sanction, and progressing to a final hearing and determination. The Director may appear in the proceedings in person, as may be necessary/required.
- Manage the conduct of appeals or judicial review applications as they relate to QCAT disciplinary proceedings, allocated to internal legal staff or external legal providers.
- Provide instructions and direction to external legal service providers. This includes monitoring and managing the Director's external legal brief out budget.
- Actively support and promote a culture of continuous improvement and business excellence which encourages and recognises high performance and innovation.
- Promote the values and priorities of the OHO, ensuring these values and priorities are reflected through own and staff members' conduct and performance, and through system wide processes such as performance appraisal, orientation, and corporate governance.
- Preparation of expert advice, briefs and correspondence for the Health Ombudsman and notices/briefs to the Minister and Parliamentary Committee as required, insofar as it relates to the Director's functions.
- 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:

- Experience in the management of complex litigation or prosecutions, involving sensitive matters and risks of harm, and to have previously practiced in a court or tribunal setting. **(Accountability)**
- High level leadership management and mentoring of high-performance staff by developing and motivating employees to align with organisational performance, strategic and operational goals. **(Results)**
- Knowledge in complaints and regulatory systems and the application of professional standards and codes of conduct in a sensitive and complex regulatory environment. **(Accountability)**
- Sound knowledge and/or ability to apply the Health Ombudsman Act 2013, the Health Practitioner Regulation National Law, and the co-regulatory scheme in relation to health practitioner regulation. **(Accountability)**
- Demonstrated track record in practising sound corporate governance, political impartiality, and independence. **(Accountability)**
- High function-level leadership, strategic thinking, and management skills to deliver outcomes within a complex health complaints and regulatory environment. **(Vision)**
- Demonstrated high quality analytical and communication skills and ability to manage and prioritise a high volume of complex matters. **(Results)**
- Demonstrated ability to effectively manage and impartially engage with a broad range of stakeholders with the ability to represent and promote the organisation both internally and externally. **(Results)**

## 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:** 1

**Team size:** TBA

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

**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

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

### Accountability

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

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

## Role requirements

### Qualifications technical/educational

The appointee must be a lawyer, solicitor, barrister or otherwise appropriately qualified to practice law in Queensland.

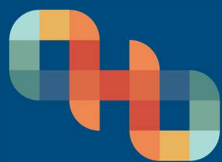
A detailed understanding of the Queensland healthcare environment is desirable but not essential.

### 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.



OFFICE OF THE  
**HEALTH**  
OMBUDSMAN

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

