



Executive Director, Legal Services and General Counsel

**Classification**

SES2 HIGH

**Job ad reference**

OHO637887

**Status**

Contract

**Closing date**

Friday, 20th of June 2025

**Annual remuneration**

\$183,847 – \$200,890 per annum

**Location**

400 George Street, Brisbane

**Contact**

Kaye Jeffers

apply@windsor-group.com.au

07 3211 0001

**Apply online**

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 Executive Director Legal Services and General Counsel is a member of the Office of the Health Ombudsman's Executive Management Team and oversees the legal advice and prosecutorial functions (unregistered practitioners) of the organisation.



The position provides expert legal counsel to the Health Ombudsman on the interpretation and application of the Health Ombudsman Act 2013, Health Practitioner Regulation National Law 2009 (Queensland) and other applicable legislation.

Key responsibilities

- Lead and oversee the culture, strategy and operations of the Legal Services 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.
- Manage the performance of the team of legal and administrative officers (including Release of Information function) in the Division.
- 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.
- Implement effective cross functional approaches, including project management approaches, to deliver on the OHO's strategic objectives and the performance of its function
- Provide expert quality and timely legal services on complex matters across a broad range of legal areas affecting or likely to affect the performance of the Health Ombudsman's functions. These include statutory interpretation, administrative law, release of information and information privacy, evidence, employment law, health law and contract law.
- Act as general legal counsel for the Health Ombudsman, providing strategic advice and taking an active role in the implementation of the Office's strategic direction through leading and managing legal, prosecutorial, and legislative functions of the organisation.
- Provide instructions and direction to external legal service providers regarding the management of the major legal issues affecting the Office of the Health Ombudsman. This includes monitoring and managing the external legal brief out budget for the DoP and the OHO including the recovery of OHO costs and practitioner fines. Monitor and manage all internal expenditure for legal recruitment and legal divisional costs for training.
- Be an active member of cross divisional governance committees and attend other consulting meetings as required to provide legal advice in relation to systemic or other complex or serious matters.
- Lead the prosecution of unregistered complaints and other matters that are referred to magistrate court. This includes oversight of staff responsible for drafting of referrals, presenting evidence and prosecuting matters before magistrate court, and may involve undertaking these tasks in person subject to the severity of a matter.
- Manage the legal team with conduct of immediate action reviews prohibition order reviews or judicial review applications for matters not referred to the DoP.



- Participate in the conduct quality assurance reviews of the OHO and actively support and promote a culture of continuous improvement and business excellence, recognising achievement and innovation.
- 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 legal advice for the Health Ombudsman 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:

- Experience in the management of complex litigation or prosecutions involving sensitive matters and risks of harm and previously practiced in a court or tribunal setting. **(Accountability)**
- High level leadership management and mentoring of high-performance teams by developing and motivating employees to align with organisational strategic and operational goals. **(Results)**
- Knowledge in complaints and regulatory systems, specifically complaints regarding health services and 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 practicing sound corporate governance, resolving issues independently and maintaining political impartiality **(Accountability)**
- High function-level leadership, strategic thinking, and management skills to deliver outcomes within a complex health complaints environment. **(Vision)**
- Ability to manage and prioritise a high volume of complex matters **(Results)**
- Demonstrated high quality analytical and communication skills enabling provision of high-level strategic advice reporting to the Ministerial and senior executive levels and engaging with a broad range of stakeholders. **(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: 2 (current)

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.

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.

