**Position Description**

**Chief Executive Officer**

**The International Society for Quality in Health Care (ISQua)**

**The International Society for Quality in Health Care External Evaluation Association (ISQua EEA)**

# The Organisation

ISQua is a member-based, not-for-profit community and organisation dedicated to promoting quality improvement in health care. We have been working to improve the quality, safety and sustainability of health care worldwide for over 40 years. Our primary business lines are knowledge management, education, events (including our flagship annual conference), accreditation (external evaluation), membership services, patient safety, person-centred care and quality improvement. The Board of ISQua oversees the operation of ISQua EEA.

We aim to achieve our mission by supporting health systems worldwide and connecting like-minded people through our health care communities. Our reach is considerable; we have over the years worked with, or currently work with, over 150 countries and all international health agencies including the UN, WHO, OECD, the World Bank, the major peak bodies in health care, and many others.

Our extensive network of health care professionals spans over six continents. ISQua’s members, fellows and academicians are continually working towards quality improvement in health care around the world. We all believe everyone in healthcare has two vocations – to do the best possible job, and to continually improve.

# Purpose

This position is accountable to design, develop, execute and achieve ISQua’s and ISQua EEA’s strategic plan in conjunction with the Board, building the reputation and profile of ISQua and ISQua EEA nationally and internationally, managing the external and internal operations of ISQua, and providing consistent high-level advice to the Board on operations, policy and planning. A key component of the role is business development, and to leverage the platform of success ISQua has created in order to build new services and diversify income streams.

The successful candidate should have a passion for the role, be vitally interested in enhancing the business, and will proactively develop measures to propel the growth of ISQua and ISQua EEA both at the individual and institutional level. He or she will share with staff and the Board ISQua’s mission: *To inspire and drive improvement in health and the safety and quality of healthcare worldwide*, and vision: *To be the leader of transformation in health and healthcare worldwide*.

# Key relationships and reporting structures

The CEO reports directly to the Board through the President of ISQua and the President of ISQua EEA. All staff report directly to the CEO who is responsible for facilitating efficient and effective communication and collaboration between staff and the Board.

# Position scope

The position leads a team of 13 staff located in Dublin, Ireland. Additionally, the CEO is responsive in meeting the requirements and needs of a complex network of organisational stakeholders, academicians, fellows, members and partners from around the world. International travel is integral to the responsibilities of this role and would need to work in the Dublin time zone with ISQua staff and frequently also work across time zones to meet the need of members and global partners.

# Key accountabilities

Fulfil the accountabilities of this rolein accordance with ISQua’s and ISQua EEA’smission and vision.

***In financial management and business development the CEO will:***

* develop new strategies to market ISQua’s expertise and programmes and grow both individual and institutional membership.
* have a sound knowledge of management accounts and financial reporting;
* exercise leadership in developing and maintaining effective financial practices and policies;
* work with staff and the Board in preparing an annual budget for Board approval;
* prudently manage ISQua’s financial resources within the budget allocations; and
* contribute to the growth of ISQua’s financial resources through innovative business development activities;

***In relation to strengthening operations the CEO will:***

* be responsible for the recruitment, selection, employment, and orientation of all staff;
* effectively manage staff performance, ensuring the completion of probation and performance reviews, updating of position descriptions and duty statements;
* be responsible for the provision of relevant professional development and training;
* nurture a culture that allows staff to develop and promote new skills and knowledge;
* develop a succession plan for senior and junior staff positions within the organisation;
* ensure ongoing compliance and development of Safety and Health at work; and
* maintain and develop an organisational culture that attracts, rewards and retains high calibre staff.

***In relation to communications and partnership building the CEO will:***

* ensure that the Board is provided with timely, strategically focussed reports in advance of each monthly Board meeting;
* cultivate a strong and transparent relationship with the ISQua Board, ISQua EEA Board and their Committees to meet the obligations and effective governance of the organisation as defined in the enabling constitution;
* advocate for the mission and strategy of ISQua and ISQua EEA to all relevant internal and external stakeholders in a way that enhances the reputation of the society; and
* identify and establish partnerships and educational programmes to encourage greater uptake of fellowship positions, other educational offerings and membership of ISQua;
* identify and establish productive working relationships with relevant government, private and not for profit organisations and agencies on an international scale.

***In relation to strategic vision and leadership the CEO will:***

* enable the achievement of the vision and mission in conjunction with the Board;
* ensure that ISQua’s and ISQua EEA’s strategic plan is implemented and that regular progress is monitored through agreed upon key performance indicators and other measures ;
* provide proactive and forward-looking leadership, direction and advice in the development of program, operational and financial plans;
* optimise and promote the strengths of ISQua and ISQua EEA;
* actively work to identify risks and minimise any threats to ISQua and ISQua EEA;
* maintain ISQua’s and ISQua EEA’s records and documentation in accordance with the organisation’s procedures and ensure compliance with all relevant national and European Union legislation; and
* deliver on agreed goals and objectives accurately and on-time, via a mix of key performance indicators and measures.

# Essential knowledge and skills

The essential knowledge and skills of the appointee include proven:

* strategic leadership skills;
* senior management experience;
* change management skills;
* financial management skills;
* marketing skills;
* facilitation skills;
* verbal and written communication skills;
* successful capacity in strategic planning and its implementation;
* capacity to lead in complex environments;
* business development skills; and
* ability to manage competing demands within limited timeframes.

**Attributes**

* open leadership style, actively seeking out and supporting collaborative thinking and problem solving with others in the organisation through to and including the Board;
* organised, disciplined, hands-on;
* strong business acumen, intelligence, and capacity; able to think strategically and implement tactically;
* initiative, self-confidence, good judgment, and the ability to make decisions in a timely fashion;
* highly engaged, energetic, focused, and execution oriented; and
* honest and a highly ethical team player.

# Qualifications and expertise

The appointee will hold tertiary qualifications relevant to the position, and will have developed sufficient expertise to strongly represent and lead the aspirations of ISQua’s and ISQua EEA’s members and staff.

# Remuneration and conditions

A salary package and benefits commensurate with the position will be negotiated with the successful candidate.

Tenure will be for five years, subject to appropriate performance of duties and satisfactory completion of a probationary period.