

A GUIDE FOR JOB APPLICANTS

Kaleido Health Centre is a unique, multi-disciplinary health service – the first of its kind in NSW. Our mission is to deliver high-quality, inclusive, person-centred, integrated health care specifically for sexuality and gender diverse (LGBTQ+) people in NSW.



Chief Executive Officer

An opportunity to lead a first-of-its-kind, integrated health centre designed specifically to meet the needs of LGBTQ+ communities

Full-time (3 year FTC), Gadigal/Sydney-based role

What's Kaleido Health Centre?

Kaleido Health Centre ("Kaleido") is a brand-new, unique, multi-disciplinary health service – the first of its kind in NSW. Our mission is to deliver high-quality, inclusive, person-centred, integrated health care specifically for sexuality and gender diverse (LGBTQ+) people in NSW.

Kaleido is a dynamic healthcare environment that includes both primary care and specialist services – including general practice, mental health, sexual health, gender affirming care, alcohol and other drug, child and family services, and more. The service design responds to needs expressed by our LGBTQ+ communities, ensuring informed and non-judgmental care provided by general practitioners, allied health professionals, and specialists, focusing on areas with the highest healthcare needs.

Ok, so what's the role?

The inaugural CEO will lead the organisation as it moves from start up to a sustainable part of the health system. The CEO will be a dynamic and visionary leader, committed to increasing access to high quality integrated health care designed for and by LGBTQ+ people.

This role reports directly to the Kaleido Board and will be supported by an experienced Business & Operations Manager responsible for the day-to-day operations of the health centre.

The purpose of the role is to:

- drive the vision and operations of Kaleido Health Centre during its establishment phase
- be the public face of the organisation, building Kaleido's profile and trust by both the public and the wider health system
- build strategic partnerships across the health system to extend the integrated care offered through Kaleido and secure the long-term sustainability of the organisation
- implement and grow the model of care envisaged for the service, alongside a multidisciplinary team of GPs and other health professionals; and
- work closely with the Kaleido Board on all aspects of governance

Who are we looking for?

We are looking for someone who has:

1. A deep understanding of and commitment to Kaleido's mission and values who is seeking the opportunity to empower and improve the health and well-being of LGBTQ+ people in NSW
2. The capacity to drive reform and innovation to progress the mission and purpose of Kaleido
3. A high level of commercial acumen and a proven ability to drive financial performance preferably in a regulated, fee for service environment
4. Excellent communication skills and an ability adapt communication to a wide range of audiences.
5. Demonstrated ability build strategic relationships, exercise sound judgement and negotiate outcomes that progress the mission and financial sustainability of an organisation.

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6. Demonstrated ability to lead people working in multidisciplinary teams and create a positive, client focused workplace culture.
7. Governance experience, including working with a Board or governing body and developing internal systems to monitor and manage clinical and operational risk.

What else can we tell you?

Kaleido is a brand-new health service and is the product of many years of advocacy and planning on the part of ACON. However, while we will work closely with ACON, Kaleido is a separate entity with its own Board of Directors, Mission and Values, and a unique scope of service delivery.

This role is a fantastic opportunity to build and shape the culture of a new organisation that will make a significant impact to the lives of LGBTQ+ people in NSW.

What are the remuneration and working details?

Salary: Competitive salary, commensurate with skills, qualifications, and experience.

Location: Gadigal Land/Sydney - South Eveleigh NSW 2015.

Term: 3 year fixed term contract (FTC), with the possibility of extension

How can I find out more details and apply?

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community.

We'd love someone who already has expertise in this area but people at all levels of experience are absolutely welcome to apply. We highly encourage Aboriginal and Torres Strait Islander people, people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, people with disabilities, and people of all genders and sexualities to apply.

For more information on the role, please contact Danielle French (Senior Project Manager) via email at dfrench@kaleidohealth.org.au or on 0434 809 973.

If you require assistance or adjustments to the application or interview process, please advise the contact person at the time of your application.

TO APPLY

Please send your completed application to dfrench@kaleidohealth.org.au

All applications must include:

1. Your completed [Kaleido Application Form](#)
2. Your **Cover Letter** outlining how you meet the *Selection Criteria*; and
3. Your **Resume/CV** (max. 3 pages).

Applications close: Sunday 4th May 2025

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ+ people of colour.

<https://kaleidohealth.org.au/>

APPROVED: Kaleido Board of Directors	Position: Chief Executive Officer	Apr 2025
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POSITION DESCRIPTION

Position Title:	Chief Executive Officer (CEO)
Work Level:	Top-Level Management
Reports to:	Board of Directors
Supervises:	Managers and Program Leads

Position Overview

Kaleido is a specialised LGBTQ+ health service providing person-centred, integrated and multi-disciplinary care for sexuality and gender diverse people in NSW. Kaleido Health will provide health services including primary care and general practice, sexual health services, mental health support, gender-affirming health care, drug and alcohol interventions and cancer screening.

The CEO will lead the organisation as it moves from start up to a sustainable part of the health system. The CEO will be a dynamic and visionary leader, committed to increasing access to high quality integrated health care designed for and by LGBTQ+ people.

The inaugural CEO will:

- drive the vision and operations of Kaleido Health Centre during its establishment phase
- be the public face of the organisation, building Kaleido's profile and trust by both the public and the wider health system
- need to build strategic partnerships across the health system to extend the integrated care offered through Kaleido and secure the long-term sustainability of the organisation
- work with a multidisciplinary team of GPs and other health professionals to implement and grow the model of care envisaged for the service
- work closely with the Kaleido Board on all aspects of governance

The CEO will be supported by an experienced Business & Operations Manager responsible for the day-to-day operations of the health centre.

Main Activities

The primary duties include, but are not limited to, the following:

- **Executive Leadership**
 - Lead and implement Kaleido's strategic vision in partnership with the Board of Directors.
 - Implement routine processes for business planning, service development and evaluation, and budgeting.
 - Lead a client-focused organisational culture that is seen as a highly desirable place to work for staff and contracted health professionals.
- **Revenue Generation and Fundraising**
 - Optimise Kaleido's use of available funding streams including MBS, NDIS and private fees.
 - Secure government grants or funding to support elements of Kaleido's model of care that are beyond standard primary health care.
 - Lead Kaleido's philanthropy strategy, including building strong relationships with donors.

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- **Stakeholder Engagement, Media and Public Relations**
 - Be Kaleido's primary media spokesperson and represent Kaleido in public settings
 - Build Kaleido's reputation as a trusted and innovative leader in best practice LGBTQ+ health care in NSW and across Australia.
 - Maintain excellent relationships with all levels of government including health care providers and policy makers.
 - Lead all aspects of Kaleido's marketing and communication, including client attraction, brand awareness and reputation.

- **Partnerships**
 - Identify and pursue partnerships across the health system to deliver on Kaleido's mission of delivering high quality integrated care.
 - Develop collaborative relationships with ACON and other LGBTQ+ service organisations and community organisations.
 - Develop partnerships with research and educational organisations to build the evidence and clinical practice underpinning the service model.
 - Explore innovative models for service delivery, including digital health solutions.

- **Governance**
 - Implement effective systems to manage service quality, client satisfaction, clinical governance and accreditation requirements.
 - Implement effective systems for corporate and financial governance.
 - Support the effective operation of Board meetings, including the development of papers and reporting.
 - Manage strategic and operational risks.
 - Perform the role of Company Secretary for Kaleido Health

- **Financial Performance**
 - Establish clear systems to monitor and optimise the financial performance of Kaleido
 - Lead clear processes for budgeting and managing cost in line with the Strategic Plan.
 - Implement a medium-term financial strategy to support Kaleido's long term sustainability.

Selection Criteria

Essential

1. Capacity to drive reform and innovation to progress the mission and purpose of Kaleido.
2. High level of commercial acumen and a proven ability to drive financial performance preferably in a regulated, fee for service environment
3. Excellent communication skills and an ability adapt communication to a wide range of audiences.
4. Demonstrated ability build strategic relationships, exercise sound judgement and negotiate outcomes that progress the mission and financial sustainability of an organisation.
5. Demonstrated ability to lead people working in multidisciplinary teams and create a positive, client focused workplace culture.
6. Governance experience, including working with a Board or governing body and developing internal systems to monitor and manage clinical and operational risk.

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Desirable

1. Lived experience of the LGBTQ+ community and an understanding of the diverse health needs of LGBTQ+ people.
2. Experience leading a fee for service health or community service organisation.
3. Proven experience in securing government grants and/or philanthropic fundraising.

Additional Information

- Equal Opportunity Statement

Kaleido Health Centre is an equal opportunity employer committed to creating a work environment where all employees are respected, connected, and can contribute, regardless of age, culture, disability, family and caring responsibilities, gender identity, Indigeneity, religion, or sexuality.

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people, LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, LGBTQ+ people of colour, unemployed job seekers, and people with disability.

- How do I apply?

You must email the following three documents in MS Word or PDF format to dfrench@kaleidohealth.org.au

- 1) **Your completed [Kaleido Application Form](#)**
- 2) **Your Cover Letter outlining how you meet the Selection Criteria**

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

Tell us how your skills and experience relate to the requirements of the role and how you'd use them to excel in this job.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area.

Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.

3) **Your Resume/CV**

Tell us about your current and previous employment and your education. Be sure to include:

- Your **Name, Contact Details** and preferred **Pronouns**.
- Your **Education** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
- Your **Work Experience** including jobs, internships, and volunteer work.
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- How does recruitment work?

There are five main steps in the process:

1) **Application**

Kaleido receives your application, cover letter and resume. You will receive an email acknowledging receipt of your documents.

2) **Shortlisting**

A selection panel of 2-4 qualified persons will review all the applications and offer interviews to those applicants whose applications best address the requirements of the position.

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3) Interview

If you are shortlisted for interview, you will be contacted by the Recruiting Manager and invited to an interview. Your interview may take the form of a question-and-answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The Recruiting Manager will let you know the format of the interview and any documents, presentations, or examples of previous work that you might need to bring with you.

4) Offer

Appointments to positions with Kaleido are based on merit. This means that the applicant who is judged to be the most qualified and capable of carrying out the duties of the position will be offered the role. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks, Proof of Vaccination and Working with Children Checks (if applicable).

5) Acceptance and Commencement

Once a salary and start date have been agreed, you will receive a commencement pack which includes your contract and other documents (E.g., Code of Conduct, Tax File Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned, you are ready to start work on your agreed date.

- How long does it take to hear back on my application?

If you have applied via email, you will receive an email within 1-3 business days acknowledging receipt of your application, and informing you of the date by which all successful applicants will be notified they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately your application has not been successful.

If you are successful in gaining an interview, the Recruiting Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role.

We appreciate the time you took to respond to our advertisement, and for your interest in Kaleido Health, and encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.