

Eastern Health

POSITION DESCRIPTION

Position Title:	Director Operations
Award Classification:	Managers and Administrative Workers
Award / Agreement Name:	Administrative Officers (Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025)
Position Reports to:	Executive Director Clinical Operations

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

Reporting to the Executive Director Clinical Operations and operating in accordance with Eastern Health's values, the Director Operations will provide a strategic and collaborative approach to ongoing transformation and sustainable growth for the organisation. They will lead and manage the Program to deliver on strategic and business plans and key performance metrics. Future challenges will include transforming to a post pandemic organisation including adapting to an ever-changing environment to optimise the experience of our people, the people we care for and the experience of our community.

Key capabilities for success include a strong business acumen, a strategic mindset and exceptional communication and influencing skills. The Director Operations will build and sustain a high performing team and promote a safe and welcoming workplace culture that drives positive change to enable and empower our people to deliver a high standard of healthcare to our community.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

In collaboration with the Executive Director Clinical Operations and in partnership with the Clinical Program Director, the Director Operations will:

- Provide leadership and direction to high performing individuals and teams within the Program's workforce and embed a culture of organisational trust, innovation, continuous improvement and standardised high quality care.
- Provide leadership and direction on clinical service delivery and business models (including implementation strategies) for the Program on major strategic initiatives, such as the Quality Care Together program.
- Ensure that the highest professional standards are met and maintained across the Program and that all staff fulfil their professional and operational responsibilities, are aware of scope of practice and boundaries
- Embed and continuously enhance a culture of multi-disciplinary, patient-centred care and ensure that patients and staff are at all times treated with dignity, courtesy, respect and kindness
- Develop, implement and monitor annual Improvement and Innovation Plans (IIPs) for the Directorate and Program, including achievement of Key Performance Indicators in line with the Eastern Health Strategic Plan, Eastern Health Clinical Services Plan and Statement of Priorities
- Actively contribute to the Clinical Operations strategic programs such as Quality Care Together by promoting and resourcing operational engagement across programs of work
- In partnership with the Clinical Program Director, provide leadership across operational and clinical workforce to support multidisciplinary teams delivering appropriate care in the most appropriate, supported setting and enable system wide flow.
- Provide evidence based analysis underpinning organisational and program performance metrics with actions to drive sustainable execution of program improvement.
- Ensure that all service, quality, activity and budget targets are achieved for the Program on a monthly, quarterly and annual basis
- Develop service plans to enhance clinical coordination and integration of clinical program services in an effective and efficient manner across Eastern Health
- Collaborate with other Clinical Operation programs and Eastern Health directorates to develop consistent, evidence-based, standardised clinical standards and practice guidelines across Eastern Health

- Liaise with other Clinical Operation programs and Eastern Health directorates and external stakeholders as appropriate to ensure the Program operates in a safe, collaborative, integrated, efficient and effective manner
- Represent Eastern Health as required with external agencies and internal committees/departments
- Chair Eastern Health and program committees as required
- Prepare business cases, proposals and briefing papers for the Executive and Board of Directors
- Represent and promote Eastern Health and the Program at internal and external forums, conferences and events and share knowledge and achievements for the betterment of the health industry generally
- Be responsible for occupational health, wellbeing and safety performance within the Program
- Ensure a system is in place regarding the identification of medical equipment requirements for the Program
- **Note** that the Director Operations role **includes** Emergency Management campus site duties
- **Note** that the Director Operations role **excludes** Site Director campus duties.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of

adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Key Selection Criteria

- Excellent communication and interpersonal skills, both written and verbal
- Demonstrated high-level leadership and change management skills
- Clinical qualification and registration where relevant

- Demonstrated experience managing multiple health professions and a commitment to excellence in the provision of health services
- Post-graduate qualifications at Masters level in management or other appropriate field desirable
- Demonstrated ability to develop and successfully implement creative solutions to complex systemic and organisational problems
- Strong record of experience within a large, complex healthcare organisation
- Demonstrated clinical and management experience in acute and subacute services as well as multi-disciplinary models of care
- Demonstrated expertise in healthcare financing and budgetary management
- Demonstrated expertise in health industry workforce and industrial systems
- Experience in successfully working with health care professionals and executive staff at a senior organisational level
- Demonstrated ability to lead high performing teams and individuals and address underperformance issues as they arise
- Current driver's licence

Key Capabilities & Attributes

- Exemplifies the Eastern Health values
- Effective communication including motivation, negotiation and conflict resolution skills
- Develops self and others
- Optimism and positivity
- Resilience and self-care
- Adaptability and continuous improvement focus
- Demonstrated understanding of organisational change concepts and practices
- Teamwork and collaboration
- Sense of humour
- Strategic perspective with a keen ability to also consider the detail

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au