

POSITION DESCRIPTION

Position Title:	Clinical Services Director (CSD)
Business Unit/Department:	Operations
Division:	Women's and Children's Services
Award/Agreement:	AMA Victoria (Victorian Public Sector) Medical Specialists Enterprise Agreement 2022 -2026
Classification:	HM43
Reports To:	Deputy Chief Operating Officer (Operational) & Chief Medical Officer (Professional)
Direct Reports:	All Divisional Heads of Units
Date Prepared/Updated:	9 June 2025

Position Purpose

The Clinical Services Director of Women's and Children's Services at Western Health will work in partnership with the Divisional Director (DD) and is accountable for leading and managing the divisional units to meet Western Health's strategic plans and the provision of Best Care for our consumers.

Reporting to the Deputy Chief Operating Officer aligned to this Division, the successful applicant will ensure the successful achievement of operational, financial, safety, quality and performance goals for the Division whilst embedding a culture of continuous improvement to meet business and organisational priorities.

Key accountabilities will include:

- **Delivery of agreed annual business/operational plans.**
- **Financial performance within allocated budget.**
- **Developing and maintaining high standards of clinical governance.**
- **Promoting excellent patient experiences.**

The role is responsible for ensuring that each unit has high performing multidisciplinary teams which operate professionally and collegially, to support a culture of excellence in clinical practice at Western Health.

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<p>Business Unit Overview</p> <p>The Division of Women's & Children's Services at Western Health is responsible for the provision of inpatient and ambulatory care across Maternity, Gynaecology, Neonatal and Paediatric Services. The Division provides both elective and emergency Maternity, Gynaecology and Neonatal care and aims to ensure the provision of safe, coordinated, person-centred, right care through a consistent, multi-disciplinary partnership approach.</p> <p>The Division of Women's & Children's Services continues to expand and develop to meet the Western region's population growth, care complexities and demand. The service has seen significant growth over the last 4-5 years across all program areas in assisting to meet regional support requirements. The purpose-built Joan Kirner Women's and Children's (JKWC) Building at Sunshine Hospital, and the delivery of services at Bacchus Marsh Hospital following amalgamation continues to support the growth of the service, with planning commenced for the New Melton Hospital in 2029 providing services for women and children.</p> <p>Paediatric and Neonatal services are currently provided at Sunshine (JKWC), Bacchus Marsh, and Melton campuses encompassing both inpatient and ambulatory care.</p> <p>In 2023/ 24 in the Women's and Children's Divisions activity included more than:</p> <ul style="list-style-type: none"> - 7,205 total babies were born: on average 19-20 babies per day - 6,589 babies were born at Sunshine Hospital - 616 babies were born at Bacchus Marsh Hospital - 1,594 neonates accessed Newborn Services - 2,980 women accessed inpatient Gynaecology services - 3,542 children were admitted - 28,722 children were cared for in the Sunshine Hospital Emergency - 167,065 episodes of ambulatory care were provided. <p>The Women's & Children's Division provides care across a number of sites within the Western catchment, including Sunshine, Bacchus Marsh, Melton and Sunbury. The Division collaborates with several other Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care for our community.</p> <p>The Division will continue to innovate and develop more services and model of care options across Western Health to ensure Best Care for the community of Western Melbourne</p>
<p>Our Purpose</p> <p>Leading the delivery of a connected and consistent patient experience and providing the best care to save and improve the lives of those in our community most in need.</p>
<p>Key Responsibilities</p> <p>The CSD will provide stewardship and work collaboratively with relevant stakeholders to:</p> <ul style="list-style-type: none"> • Create a culture within the division that supports staff engagement, organisational commitment and job satisfaction. • Ensure that the division is an employer of choice that can attract and retain high performing individuals. • Provide access to educational programs for junior medical staff (JMS) and ongoing professional

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development for senior medical staff (SMS).

- Undertake medical workforce planning in conjunction with medical workforce unit as required.
- Establish clear performance expectations for SMS and provide developmental support to meet these expectations.
- Support established and emerging researchers to promote a thriving research culture within the division and the organisation more broadly.
- Facilitate effective collaboration between medical teams to provide Best Care, mitigate risk, and improve patient experience within the division.
- Act as a conduit for information flow to and between the Executive and each clinical unit within the division.
- Provide leadership for expanded collaboration with other health services and service providers to establish wider regional clinical services

Operational & Financial

- Develop with the Divisional Director a divisional operational plan in alignment with Western Health's strategic plan and the Operations Directorate business plan.
- Ensure the divisions medical workforce are operating efficiently and effectively to meet operational, clinical and financial targets annually.
- Develop fiscal responsibility, sustainability and accountability across the division.
- Delivery of outcomes identified in the Statement of Priorities as agreed between Western Health and the Department of Health.

Governance

- Support organisational quality improvement initiatives within the division, including regular audits and mortality & morbidity meetings.
- Develop appropriate governance structures and processes within the division for the provision of Best Care.
- Support the appropriate appointment and credentialling of medical staff within the division.
- Participate in the Medical Executive on call roster to support functions such as Organ donation, Needle Stick Injury and complex clinical decision making.
- Ensure JMS training, work experience and supervision meets regulatory standards set out by the Australian Medical Council (AMC), Postgraduate Medical Council of Victoria (PMCV) and relevant Speciality Colleges.

Culture

- Create an environment within the division where all staff are nurtured and supported to achieve their full potential.
- Promote a culture of quality and safety.
- Provide leadership support for all direct reports, appraise their performance and provide appropriate professional training and development opportunities.
- Build relationships across other divisions to drive positive change initiatives that will improve staff engagement and patient experiences.

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- Lead and promote a culture of wellbeing in alignment with Western Health Values and related Programs eg Empower.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Outcomes:

The key challenge/outcomes for this role will be identified in the incumbent's performance plan and should align with Western Health's Strategic goals, organisational business plan and directorial business plan.

A key focus is the delivery of outcomes as identified in the Statement of Priorities as agreed between Western Health and the Department of Health.

Key Challenges of the Position:

Key challenges and priorities for this role include the following;

- Ensure the Division achieves its key quality, performance, fiscal and operational deliverables.
- Lead the Division to meet organisational priorities, strategic and business plan objectives.
- Ensure delivery of "Best Care" across the Division.

Key Working Relationships:

Internal:

- Chief Executive
- Executive Directors
- Chief Operating Officer
- Deputy COOs
- Divisional Directors
- Clinical Service Directors
- Deputy EDONs
- Deputy CMOs
- Director Medical Workforce Unit
- Director Office for Research
- Director Medical Education
- Directors of Training
- Educational Supervisors
- Director Simulation Program
- Director Employee Relations, Business Partnerships and Injury Management
- Director, People and Culture Operations and Workforce Systems
- Director Digital Health
- CMIO
- Operational Managers
- Finance Business Analysts

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- Senior Medical Staff
- Junior Medical Staff
- Nursing and Allied Health Staff
- Academic Staff

External:

- Department of Health
- Postgraduate Medical Council of Victoria
- Safer Care Victoria
- Universities
- Specialty Colleges
- Other health services

Key Selection Criteria

Qualifications

Essential:

- Specialist Medical Registration with AHPRA and appointable as a SMS member at Western Health.
- Fellowship of a relevant Australian medical specialty College.

Technical Skills/ Experience

Essential:

- Relevant clinical and management experience in a tertiary health service.
- Proven leadership of large multi-disciplinary teams.
- Proven leadership skills with the ability to shape future direction of a division within a large organisation.
- Demonstrated experience in the development and implementation of clinical service improvement initiatives.
- Financial management skills with ability to review cost structures and deliver services within budget.
- An understanding of clinical governance, accreditation and clinical risk management processes and the ability to integrate these into a quality and safety program.
- Demonstrated commitment to research, education and training.

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- A good understanding of best practice Human Resources and Industrial Relations approaches as related to public hospital medical practitioners, and well-developed negotiation and conflict resolution skills.
- Well-developed communication, interpersonal and teamwork skills, including the ability to foster effective working relationships with a wide range of stakeholders.
- Demonstrated record of valuing, motivating and mentoring staff as a leader and manager.
- Ability to be an effective leader, peer and valued member of Western Health's senior medical leadership by stimulating constructive debate and supporting colleagues to meet organisational objectives.
- Proven ability in building and maintain high performance teams focused on achieving strategic outcomes.
- Ability to translate Western Health's strategic plan into practical outcomes at a divisional level.

Desirable:

- Postgraduate qualifications in health service management, management or business (desirable)
- Higher research degree (desirable)

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

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- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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