

Position title	Director of Medical Services
Position number	P11111
Directorate	Canberra Health Services
Division	North Canberra Hospital
Business unit	L1201
Classification	Staff Specialist/Senior Staff Specialist
Location	North Canberra Hospital
Reporting relationships	Direct Manager: General Manager, North Canberra Hospital
Last reviewed	August 2025

Canberra Health Services

Canberra Health Services (CHS) is focused on the delivery of high quality, effective, person-centred care. We provide acute, sub-acute, primary, and community-based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the CHS website.

We are committed to workforce diversity and creating an inclusive workplace.

Our Vision: creating exceptional health care together.

Our Role: to be a health service that is trusted by our community.

Our Values: Reliable, Progressive, Respectful and Kind.



Position overview

North Canberra Hospital is a general level 4 facility offering medical, surgical, maternity and palliative care services. The Director of Medical Services (DMS) is a key position within the senior/executive leadership team, responsible for providing operational, professional and strategic leadership, governance and directions for medical and support services for North Canberra Hospital.

The DMS is directly responsible for a range of administration activities and requires skills and understanding sufficient to provide advice on the strategic priorities in the planning and delivery of health services, resulting in the provision of efficient, high quality and safe patient care.

The DMS has a professional reporting line to the Executive Director of Medical Services, CHS and will work collaboratively with other DMS (or equivalent positions) across the CHS Network. The DMS will provide input into the development of frameworks, plans and standards for the medical workforce and is accountable for the implementation and reporting against these to ensure that quality, safety and professional standards for the workforce are met within the DMS portfolio.

The DMS is appointed for a period of three years with the possibility of extending it to five years. The holder of this role is supported to maintain clinical duties in their specialty area and FTE is negotiable. This role attracts a management allowance level 3.

Key responsibilities

Specific responsibilities include, but are not limited to, the following.

Under limited direction of the General Manager North Canberra Hospital, you will provide high level operational management and governance of the Medical Services portfolio. You will:

- Provide strong, visible and professional leadership acting as a role model for the application of CHS' role, vision and values whilst fostering a culture of continued professional development and professional accountability.
- Operational management of Medical Services including, but not limited to the management of:
 - Operational budgets
 - Human resource related matters
 - Clinical governance and quality and safety
 - Work health and safety
 - Reporting.
- Implement reforms to increase effectiveness and efficiency in the delivery of the Medical Service portfolio for North Canberra Hospital
- Lead work on strategy, planning and policy development in Medical Services, including providing advice on critical issues, opportunities and risks, and ensuring processes and documentation are well developed, robust and future focused.
- Exercise relevant financial and human resources delegations to achieve favourable budgetary and workforce outcomes.
- Oversee the maintenance of safe facilities appropriate for the delivery of high-quality person and family-centred, safe care, including maintenance of healthcare technology to ensure safe environments.
- Work collaboratively and in partnership with executives, internal stakeholders and external stakeholders to support operational business, governance and strategic deliverables of North Canberra Hospital.

- Work collaboratively with the other members of the Executive team and Canberra Health Services across the network to develop workforce strategies to recruit, retain and develop highly skilled medical workforce in alignment with professional standards and training requirements.
- Have a high level of expertise in and provide advice on industrial matters including involvement in the Medical Practitioner Enterprise Agreement negotiations
- Consistent with the principles of the National Safety and Quality Health Service Standards, in collaboration with other stakeholders across the CHS network, lead the clinical workforce at NCH to enhance contemporary safe practice, innovative models of care, mentor support, professional development and service growth.
- Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

Capabilities

Specific capabilities include but are not limited to the following.

- Demonstrated ability to inspire and motivate others to achieve goals, identify and develop the potential in others, and assess and mitigate future work and capability requirements.
- High level critical thinking ability and extensive process, resource and budget management skills to implement operational efficiencies in healthcare.
- A commitment and the ability to lead the delivery of person and family centred, safe and high-quality care in a sustainable health system.
- High level interpersonal skills to influence and provide key information to support decisions made by a diverse stakeholder group.
- Political sensitivity and astuteness with a sophisticated understanding of the demands of public sector accountability.
- Knowledge and understanding of work, health and safety (WH&S) and the positive patient experience and displays behaviours consistent with CHS' values.

Qualifications

Essential	Desirable
• Eligible to be appointed as a Staff Specialist / Senior Staff Specialist including being registered or eligible to be registered with AHPRA • Not be the subject of an unresolved scope of clinical practice review by Medical Dental Appointments Advisory Committee or under a current inquiry by AHPRA.	• Tertiary Qualification in Health or Business Administration • AFRACMA

Experience

Essential

- Experience working professionally in a leadership position within a health environment.
- Demonstrated experience or knowledge of how the [National Safety and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Demonstrated experience or knowledge of the [CHS Exceptional Care Framework](#) and other related Frameworks.

Desirable

- Highly developed interpersonal and strong leadership skills with the ability to apply critical thinking.
- Motivated, enthusiastic and a strong communicator to effectively liaise with internal and external stakeholders.
- Adaptability and flexibility to accommodate change and provide responsive services to meet patient and staff needs.
- Academic affiliation and/or co-joint appointments.

Prior to commencement

Appointment to this position is conditional on being granted and retaining appropriate clearances.

- Pre-employment National Police Check.
- Comply with Canberra Health Services Occupational Assessment, Screening and Vaccination policy.
- Comply with Canberra Health Services Credentialing and scope of clinical practice requirements for medical professionals.

Important information

All employees are required to:

- adhere to the Canberra Health Services Values and the ACT Public Service Code of Conduct
- act in accordance and comply with all relevant Safety and Quality policies and procedures.
- Comply with all relevant clinical and/or competency standards.
- Be available for weekend and/or after-hours work.

CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide Digital Health Record. Computer literacy skills are required and once proficient, you will need to remain current with changes, updates, and contingencies.

Key selection criteria

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience.

1. Demonstrated experience and achievement in a leadership and operational management role with a positive track record of delivering quality outcomes in a complex healthcare environment.
2. Proven extensive experience in workforce planning, development, recruitment, retention to ensure that the skill mix and capability of the workforce meet professional standards and provide safe high-quality care across a health service.
3. Demonstrated interpersonal and communication skills with strong verbal and written skills, high-level liaison, representation and negotiation skills with the ability to be influential with stakeholders at all levels.
4. Demonstrated ability to exercise a high degree of judgement with a proactive approach to problem solving and risk mitigation, including the ability to make decisions and reprioritise quickly.
5. Demonstrated understanding of, and adherence to, safety and quality standards, Work Health and Safety and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful, and kind.



Acknowledgement of Country

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.

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canberrahealthservices.act.gov.au/accessibility



Work environment description

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

Administrative	Frequency
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally

Travel	Frequency
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally

Physical demands	Frequency
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Never

Psychosocial demands	Frequency
Distressed People e.g. Emergency or grief situations	Occasionally
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Occasionally
Unpredictable People e.g. Dementia, mental illness, head injuries	Occasionally
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Occasionally

Specific hazards	Frequency
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Occasionally

Manual handling	Frequency
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Occasionally
Lifting 16kg+	Never
Climbing	Never
Running	Never
Reaching	Occasionally
Kneeling	Occasionally
Foot and leg movement	Occasionally
Hand, arm and grasping movements	Occasionally
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally