



Position title: Operations Director / Director of Nursing or Director of Nursing and Midwifery

Reports to: Divisional Director (Operational report)
Chief Nursing and Midwifery Officer (Professional report)

Classification: HEER contract (Health Executive Employment and Remuneration)

About Monash Health

Monash Health is Victoria's largest and most comprehensive health service. For more than 170 years, Monash Health and its predecessors have provided safe, high-quality healthcare for people at every life stage.

With more than 24,000 employees, we provide care to south-eastern metropolitan Melbourne and rural Victoria from over 40 locations, via telehealth, within local communities and in people's homes. Each year:

- We provide more than 3.8 million episodes of care to our community,
- More than 310,000 people are admitted to our hospitals,
- Close to 269,000 people receive care at our four emergency departments,
- We respond to more than 65,000 ambulance arrivals,
- We perform more than 82,000 surgical operations, and
- We birth more than 10,500 babies.

As an equal opportunity employer, we are committed to a fair, non-discriminatory workplace that maximises the talent, potential and contribution of all.

Monash Health is committed to the safety and wellbeing of all children, including those under the care and supervision of its services. Monash Health recognises the importance of, and its responsibility for, ensuring a safe and supportive environment which respects the rights of children and fosters their enrichment and wellbeing.

Monash Health's approach to creating and maintaining a child safe environment is guided by the core belief that every child has access to world class care and support. Applicants must familiarise themselves with Monash Health's Code of Conduct and Child Safety Policy available on our website.

Job Summary

Purpose

Reporting operationally to the Divisional Director and professionally to the Chief Nursing and Midwifery Officer the Director of Nursing is accountable for the overall operations and nursing professional governance of their site or program. In addition, the Director of Nursing and Midwifery Women's and Newborn, professionally leads the midwifery workforce.

This position is the most senior nurse or midwife for the site/program and as such is a member of the Monash Health Nursing and Midwifery Leadership Council. The specific accountabilities will include

- Ensuring the highest levels of quality and safety
- Promoting a positive workplace culture
- Delivery of agreed service profiles
- Promotion and facilitation of education, training and research
- Leadership on site/program industrial matters pertaining to nurses and midwives
- Professional and clinical governance of nurses and midwives within site/program and
- Financial performance within budget

This role will be integral in the setting the behavioural framework and developing a positive culture as well as supporting the workforce to identify opportunities for new services, contemporary models of care and innovation.

Key Outcomes

The key outcomes for this role will be identified in the incumbent's performance plan and aligned with the Monash Health strategic priorities.

Key Result Areas

- Development and implementation of an operational plan that supports the organisational strategy and priorities
- Leading performance improvement in quality and safety, patient outcomes, patient and family satisfaction and staff engagement
- Leading clinical and professional governance of nurses and midwives within site/program
- Active contribution to Nursing and Midwifery Leadership Council
- Fostering clinical excellence across the site/ program
- In partnership with relevant organisational departments and external stakeholders, support leadership, education and research activities Deliver the operational plan on budget and lead implementation of efficiency savings and initiatives
- Ensure the site/program remains 'always ready' for short notice accreditation assessment and has a program of work to further embed National Standards across services

Key relationships

- Chief Operating Officer
- Chief Nursing and Midwifery Officer
- Divisional Directors

- Operations Directors and Directors of Nursing/Midwifery
- Program Medical Directors
- Operations Managers
- Service Medical Directors
- Heads of Unit
- Deputy Program Medical Directors
- Director Quality and Clinical Governance
- Director Patient Experience and Consumer Partnerships
- Director Nursing and Midwifery Workforce
- Director Nursing and Midwifery Education and Practice Improvement
- Nurse & Midwifery Managers
- Allied Health Managers
- Director Pharmacy

Responsibilities

Strategic / Operational

- Ensure the site/program has an operational plan aligned with the organisation's strategic priorities
- Ensure effective governance structures are in place within the site/program with clear lines of accountabilities.
- Oversee operational activity of the program/site ensuring operational efficiency and effectiveness including meeting operational and financial targets.
- Ensure a quality culture is embedded in the program/site, inclusive of structures to support organisational quality initiatives.
- Provide regular reporting against business plans, manage adverse variation, and implement initiatives to address same.
- Ensure there is a workplace health and safety culture that is aligned with the organisational Occupational Health and Safety (OHS) plan, as well as structures in place to support organisational OHS initiatives.
- Foster education and research across the site/program
- Build productive relationships with other programs/sites and portfolios and leverage those relationships to implement positive change initiatives.
- This role may be required to participate in an afterhours on-call roster, depending on the requirements of their role

Governance

- In line with Monash Health clinical and professional governance frameworks, implement, monitor and evaluate site/program governance structure and processes to discharge responsibilities effectively.

Financial Management

- Ensure there is fiscal responsibility and accountability across the program/site and implement financial strategies that will ensure budgetary targets and key performance indicators are achieved.

- Initiate and implement actions to improve financial effectiveness as part of ongoing organisational initiatives.
- Contribute to and deliver financial outcomes as agreed as part of the annual budget process.

People

- Employees in the program/site are appropriately appointed.
- Employees are aware of the Monash Health strategy and site/program plans and accountabilities.
- Lead and support direct reports, appraise their performance, and ensure employees receive appropriate performance management, professional training, and development opportunities.
- Observe safe working practices and as far as you are able, protect your own and others' health and safety.
- Manage employees through effective recruitment, retention recognition and development strategies, ensure there are effective consultation and communication processes in place.
- Participate in and monitor the operations and continuous improvement of the Monash Health Occupational Health and Safety Management System and ensure safe working practices are in place as far as reasonably practical.

Quality and Safety

The following responsibilities and accountabilities exist to ensure we deliver on Australia's National Safety and Quality Healthcare Standards and other relevant accreditation standards as they apply to the program/site. Refer to Monash Health's Clinical Governance Framework for more information.

- Monitor and carry out compliance and improvement activities against the key elements of quality and safety
- Demonstrate commitment to developing, promoting and progressing continuous quality improvement initiatives
- Be responsible for the quality of Nursing and Midwifery care for the site/program
- Provide expert advice to the Divisional Director, Executive Management Team and key stakeholders on issues relating to the program/site.
- Manage all site infrastructure issues with the site engineering leadership team.
- Lead and manage the program/site to ensure continuous performance improvement in quality and safety, patient outcomes, patient satisfaction and employee engagement.
- Recognise and manage risk, and ensure that actions are taken to prevent and minimise harm to consumers and the healthcare workforce
- Identify and manage clinical risk issues and areas for improved clinical outcomes
- Ensure that relevant data is collected, analysed and used to improve clinical care outcomes
- Ensure adherence to organisational standards and complete all mandatory and targeted education

Person specification

The following selection criteria listed below are essential.

Qualifications/registrations/licenses (*italics indicate desirable*)

- Registered Nurse or Nurse Practitioner and for Director of Nursing and Midwifery role, Registered Midwife with the Nursing and Midwifery Board of Australia

- Experience working professionally in a health service environment and field related to the area of work.
- Current and ongoing employment screening, including but not limited to, National Police Check, employee Working with Children Check (WWC) and where relevant Aged Care Worker Screening, and as required National Disability Insurance Scheme (NDIS) Worker Screening
- Proven leadership and management experience in a large multi-disciplinary environment.
- Master's Degree (or higher) or working towards a Master's level qualification (or higher)
- Extensive experience in a senior management role
- Current Victorian Drivers Licence

Technical skills/knowledge/experience

- Proven leadership and management experience in a large multi-disciplinary environment.
- Extensive experience in a clinical leadership role with a demonstrated understanding of health service operations.
- Proven high level leadership skills with the ability to shape the future direction, exercise leadership behaviours, and provide sound judgment and professional standards.
- Demonstrated management experience and proven ability to develop and meet strategic and operational objectives.
- Financial management skills with the ability to review cost structures and deliver services within a budget.
- A demonstrated commitment to quality and safety, together with strategies to address service access.
- A record of valuing, motivating, and developing employees through effective leadership and management.
- Well-developed written and oral communication skills particularly in relation to influencing consultation and negotiation.
- Capacity to stimulate constructive debate and support colleagues in the achievement of strategic objectives.
- Ability to present, engage and influence at Board level

Other position requirements

- Current and satisfactory Police Check (must also comply with Aged Care Act 1997 Accountability Amendment Principles 2012 if working in Aged Care setting)
- Current and satisfactory Working with Children Check.
- Applicants who are new to Monash Health must provide evidence of immunisation before they can receive an offer of employment
- This role may require the incumbent to work from all Monash Health sites and locations and therefore requires a current driver's licence
- Flexibility in working hours is required to meet work commitments, including on call where required

Our values

Integrity: Honesty, open and transparent, admit mistakes, maintains confidentiality, fairness, builds trust.

Compassion: Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs

Accountability: Understands roles, uses resources wisely, delivers on time, timely decision making, achieves stretch goals, takes responsibility for performance

Respect: Builds relationships, courteous, listens and understands, gives, and receives feedback, sensitivity and understanding, values difference and individual worth

Excellence: Supports creativity and innovation, proactive and solution-focused, seeks out opportunities, embraces quality improvement, professionalism

Document approval

Approved by: Chief Operating Officer / Chief Nursing and Midwifery Officer

Department: Operations / Office of the Chief Nurse and Midwife

Date: June 2025