

Position Description

Position title:	Chief Operating Officer
Department:	Executive
Classification:	HEER Executive Contract
Reporting to:	Chief Executive Officer

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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Position purpose

The Chief Operating Officer (COO) is a key member of the Executive Leadership Team and is responsible for the safe, effective, efficient, and sustainable operational delivery of services across the Hospital.

As a tertiary and state-flagship Women's Hospital, the organisation delivers highly specialised, complex care, leads statewide services, and plays a critical role in education, research, innovation, and system leadership. The COO ensures operational excellence while enabling clinical quality, workforce wellbeing, and person-centred care for women, babies, and families.

This a key leadership role and must foster collaborative working relationships across the Executive team, and with other key stakeholders including the Department of Health (DH), relevant professional and industrial bodies and other Health Services including the Parkville Local Health Services Network partners.

Key responsibilities

Leadership and people management

- Lead multidisciplinary teams, fostering respect, inclusion, and psychological safety.
- Support workforce planning, capability development, and staff wellbeing.
- » Mentor Directors ensure performance feedback and development opportunities.
- Promote systems that engage employees and improve people-related performance indicators.

Innovation and improvement

- Drive a culture of excellence, innovation, and continuous improvement.
- Champion redesign and lean principles to enhance patient care and resource use.
- Lead major change initiatives and communicate effectively with stakeholders.
- » Partner with leaders to enable technology-driven care and operational analytics.

Operational Management

- Translate strategy into operational plans and performance targets.
- Optimise patient flow, access, and capacity management.
- Drive improvements in elective surgery, maternity, neonatal, and outpatient services.
- Support innovative workforce models and efficient discharge planning.

Governance, Quality and Safety

- Ensure high-quality, safe, and person-centred care across all services.
- Ensure compliance with clinical governance, safety standards, and risk management.
- Promote accountability and performance measurement across services.

Financial Management

- » Support the development of and provide leadership in the implementation of the hospital's Finance Strategy.
- » Maintain financial accountability and deliver budgetary targets.
- » Implement strategies for financial effectiveness and break-even results.

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System Leadership

- Represent the Hospital in system-wide forums and contribute to statewide service planning and reform.
- Build strong partnerships with government, local health networks, primary care, academic partners, and community organisations.
- Support the Hospital's role as a leader in women's health across the state.

Key performance indicators (KPIs)

KPIs are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Essential:

- » Postgraduate qualifications in health or management (Nurse/Midwife/Allied Health desirable).
- Extensive senior leadership experience in complex tertiary healthcare settings.
- Proven ability to lead large-scale clinical operations with strong safety and quality outcomes.
- Financial and strategic management expertise with a record of delivering results.
- Ability to influence and engage diverse stakeholders and lead multidisciplinary teams.
- Strong strategic thinking, planning, and change management skills.
- Knowledge of health funding, regulatory, and legislative frameworks.
- Demonstrated commitment to diversity, inclusion, and workforce development.

Organisational relationships

Key Internal relationships

- Chief Executive
- Executive Team Members
- Directors
- After Hours Managers
- Senior Medical Staff
- RWH Board Directors

External relationships

- Department of Health
- Safer Care Victoria
- External Partners and key stakeholders including members of the Parkville Local Health Service Network
- Frances Perry House
- Victorian Comprehensive Cancer Centre

Direct reports:	11
Indirect reports:	74 Managers & Unit Heads
Budget responsibility:	\$200 million

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Constant
Standing - remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Not applicable
Squatting/crouching – adopting these postures to complete tasks	Not applicable
Leg/foot movement to operate equipment	Not applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Not applicable
– Heavy lifting and carrying – 10 – 20 kilos.	Not applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not applicable
– heavy push / pull forces over 20 kg	Not applicable
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Constant
Hearing – use of hearing is an integral part of work performance	Constant
Touch – use of touch is integral to most tasks completed each shift	Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Constant
Problem solving issues associated with clinical and non-clinical care	Constant
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Job demands – high workload, tight deadlines, and competing priorities	Frequent
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Occasional
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our aspiration is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: January 2026

Developed by: Sue Matthews, CEO

Date of next review: January 2027

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