

Position Description Attachment: Operations Director – Community and Care in the Home

Position Details

Position Title:	Operations Director – Community and Care in the Home
Date:	June 2025
Division:	Medicine, Aged, Community and Mental Health
Reports to:	Divisional Director Medicine, Aged, Community and Mental Health
Site/s:	Multiple sites (including residential and community locations)
Required hours/days/shifts:	Mon – Fri business hours

Specific Position Dimensions and Relationships

Information specific to the Community and Care in the Home portfolio

The Community and Care in the Home Portfolio collaborates with clients of all ages within their communities by providing a continuum of inpatient, community, and home-based healthcare services. This in turn ensures that high-quality, patient-centred care is integrated and delivered, empowering clients to manage their health within their communities. The diverse services include:

Public Health & Priority Populations supports vulnerable groups through services like the Refugee Health and Wellbeing Service, which provides comprehensive care, and Community Youth and Family Services, which delivers health services to marginalized young people and their families.

South Eastern Centre Against Sexual Assault (SECASA) offers therapeutic interventions and crisis response for victims of sexual assault and family violence, while the **South East Public Health Unit (SEPHU)** collaborates with health departments and stakeholders to promote public health, disease prevention, and management.

Care in the Home enhances patient outcomes and promotes independence through services such as Hospital in the Home, which provides acute treatment at home to prevent hospital visits. The Community Assessment and Response Team (CART) allocates resources to those in greatest need, helping avoid emergency visits. Community Rehabilitation offers short-term rehabilitation to improve independence after medical events, and Residential in Reach supports clients and care providers in Residential Aged Care Facilities.

Community oversees and integrates areas to ensure high-quality, accessible healthcare services that support individuals to live well, stay well, and get well. This includes managing access to Monash Health's community-based services, providing specialist clinics and assessment tailored to meet the diverse needs of the community and coordinating services and support for individuals with disabilities and chronic diseases to enhance their quality of life and health outcomes.

Functions, responsibilities and accountabilities of the Operations Director Community and Care in the Home in addition to those on the overarching Operations Director position description

The Operations Director Community and Care in the Home, is responsible for the following specialities and services within this portfolio:

- South Eastern Centre Against Sexual Assault (SECASA)
- Public Health and Priority Populations

- South East Public Health Unit (SEPHU) - Communicable Diseases Prevention and Control (CDPC), Health Promotion, Prevention and Pathways
- Refugee Health
- Youth and Family
- Care in the Home
 - Adult Hospital in the Home (HITH)
 - Monash at Home
 - Community Assessment and Response Team (CART)
 - Community Rehabilitation
 - Residential in Reach
- Community
 - Access and Intake
 - Specialist Clinics
 - Aged Rehabilitation Assessment Services (ARAS)
 - Centre for Developmental Disability Health (CDDH)
 - Disability
 - Chronic Disease

In addition to the responsibilities and accountabilities required of an Operations Director position, the role will also be responsible for:

- Leading the delivery and integration of community and care-at-home services, ensuring person-centred, goal-oriented care that supports independence, ageing in place, and timely transitions across care settings.
- Driving workforce planning and service innovation building a flexible, skilled and mobile workforce that can deliver responsive care across home-based, community environments
- Overseeing financial sustainability and activity-based management, ensuring efficient use of resources, optimisation of funding streams and achievement of service targets.
- Fostering strong partnerships with consumers, carers, general practitioners (GPs), community organisations and government agencies to strengthen service integration, co-design initiatives and improve outcomes for older people and people with complex support needs.

Specific key result areas of the Operations Director Community and Care in the Home in addition to those on the overarching Operations Director position description

Refer to overarching Operational Director position description for key selection criteria.

Specific key criteria for this position in addition to those on the overarching Operations Director position description

- Refer to overarching Operational Director position description for key selection criteria.

Key Relationships:

Internal:

Direct Reports

- Operations Manager Public Health and Priority Populations
- Director SECASA
- Operations Manager Community
- Operations Manager Care in the Home

Other Internal Relationships

- Operations Directors and Program Medical Directors within the Medical, Aged, Community and Mental Health Division and across all other Divisions
- Divisional Director Medicine, Aged, Community and Mental Health
- And as per the generic / overarching Operations Director position description relationships.

External: not applicable.



Monash Health

Incumbent Statement

I have read, understand, and accept this Position Description Attachment and the generic Position Description.

Full Name: _____

Signature: _____ Date: _____