

Position Description Attachment: Operations Director – Mental Health

Position Details

Position Title:	Operations Director – Mental Health
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 Mental Health portfolio

Monash Health Mental Health is the largest mental health and wellbeing service in Victoria and provides a range of community, bed-based and specialist services covering the Casey, Cardinia, Greater Dandenong, Kingston and Monash LGAs (local government areas) for consumers, their families, and caregivers.

The Program has a number of clinical units including adult units (comprising adult and older adult services), an Early in Life Mental Health Service (comprising infant, child, and adolescent and youth services), Psychology and Specialist Services, Drug & Alcohol services and Gender Clinic.

The Operations Director Mental Health's role scope encompasses all inpatient, community and residential based mental health services across all ages located within the community and at Casey Hospital, Dandenong Hospital, Kingston Centre, Monash Medical Centre Clayton and Monash Children's Hospital.

Functions, responsibilities and accountabilities of the Operations Director Mental Health in addition to those on the overarching Operations Director position description

The Operations Director Mental Health, is responsible for the following specialities and services within this portfolio:

- Younger Persons Mental Health Operations
 - Ward Oasis Child
 - Ward Stepping Stones
 - Ward Unit 2
 - Early in Life Mental Health Services (ELMHS) Community services
 - Youth Community Mental Health Services
- Specialty Mental Health Operations
 - Community Service – Alcohol and Other Drugs (AOD)
 - Community Residential Withdrawal Unit (CRWU)
 - Wellness and Recovery Centre (WRC); eating disorders
 - Forensic Mental Health (MH FACT)
 - Forensic Community Service (FCS)
 - Sexual Safety
 - Gender Clinic
 - Adult Autism Program
 - Early Intervention Psychosocial Response (EIPS)
- Adult and Older Adult Mental Health Operations

- Clayton inpatient and community Mental Health Services
 - Ward P Block
 - Parent Infant Inpatient Unit (PIIU)
 - Perinatal infant MH team (PIMHT)
 - Community Services
- Dandenong inpatient and community Mental Health Services
 - Ward Unit 1
 - Service Manger SECU - Unit 4 and SECU Diversion
 - Community services
 - Dandenong Mental Health and Wellbeing Hub
- Casey inpatient and community Mental Health Services
 - Ward E and Ward E Extension
 - South Eastern Private Hospital (SEPH)
 - Community services
 - Transitional Support Unit (TSU) and Mental Health Intellectual Disability Initiative (MHID) - A/Stronger Together
- Older Adult inpatient, community and residential Mental Health Services
 - Ward Biala
 - Ward Unit 3
 - Community Services

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

- Provide strategic and operational leadership of Monash Health's mental health services across the care continuum (acute, community, and residential), ensuring high-quality, safe, and person-centred care aligned with legislative and policy frameworks.
- Lead service performance, planning, and reform, ensuring access, flow, and responsiveness meet clinical demand while aligning with state and national mental health reform initiatives.
- Ensure effective workforce management, including recruitment, retention, and development of the multidisciplinary team, fostering a culture of collaboration, inclusion, wellbeing, and continuous professional growth.
- Oversee financial, clinical, and operational performance, ensuring budget accountability, efficient resource utilisation, and achievement of KPIs, while driving service improvement and innovation.
- Build and maintain partnerships with consumers, carers, clinical leaders, government agencies, and community organisations to support integrated, recovery-oriented, and trauma-informed mental health care.

Specific key result areas of the Operations Director Mental Health 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

- Required: understanding of the Victorian mental health system including Mental Health and Wellbeing Act 2022, funding models, service frameworks and compliance standards.
- Refer to overarching Operational Director position description for key selection criteria.

Key Relationships:

Internal:

Direct Reports

- Operations Manager Adult and Older Adult, Mental Health
- Operations Manager Younger Persons, Mental Health
- Operations Manager Specialty Mental Health
- Director of Psychology



Monash Health

- Director of Nursing, Mental Health
- Director of Allied Health, Mental Health
- Manager, Lived and Living Experience
- Manager Legal Compliance reporting and monitoring
- Manager NDIS Interface
- Manager Mental Health and Drug & Alcohol Reporting
- Business and Service Improvement Lead
- Implementation Lead

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.

Incumbent Statement

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

Full Name: _____

Signature: _____ Date: _____