

## Position Description Attachment: Operations Director Patient Flow and Emergency Management

### Position Details

<b>Position Title:</b>	Operations Director Patient Flow and Emergency Management
<b>Date:</b>	June 2025
<b>Division:</b>	Hospitals and Clinics
<b>Reports to:</b>	Divisional Director Hospitals and Clinics
<b>Site/s:</b>	Multiple sites
<b>Required hours/days/shifts:</b>	Mon – Fri business hours

### Specific Position Dimensions and Relationships

#### Information specific to the Patient Flow and Emergency Management portfolio

The specific accountabilities will include the delivery of agreed service profiles, financial performance within budget and ensuring the highest levels of quality and safety. The delivery of these will be supported by managing risk, patient safety and clinical governance within the Program and ensuring that effective systems are in place to support a high standard of practice.

#### Functions, responsibilities and accountabilities of the Operations Director Patient Flow and Emergency Management in addition to those on the overarching Operations Director position description

The Operations Director Patient Flow and Emergency Management, is responsible for the following specialities and services within this portfolio:

- Patient Flow Operations
  - Nursing Coordinators
  - Bed Access
  - Patient Transport
- Infection Prevention
- Monash Immunisation
- Security Services
- Emergency Management and Business Continuity
- Customer Services and Admissions

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

- Lead high performing teams across the health service to provide comprehensive and quality care for our local community.
- to provide comprehensive and effective operational leadership across all clinical teams at Monash Health.
- Develop and implement strategies to promote and support effective and responsive communication between all services across the care continuum.

- Effective leadership, direction, decision making and communication across key health service access and flow and Daily Operating Rhythm forums.
- Ensure all Emergency Management and Business Continuity strategies are contemporary for Monash Health.
- Ensure all Infection Prevention Procedures are met across Monash Health.
- Lead Monash Health Immunisation team.

**Specific key result areas of the Operations Director Patient Flow and Emergency Management 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**

- *Desirable emergency management training certificate.*
- Refer to overarching Operational Director position description for key selection criteria.

**Key Relationships:**

**Internal:**

**Direct Reports**

- Operations Manager Patient Flow
- Manager Infection Prevention
- Nurse Manager Monash Immunisation
- Head of Security Services
- Emergency Management and Business Continuity Lead
- Customer Services & Admissions Manager (MMC, Moorabbin and VHH)
- Customer Services & Admissions Manager (Dandenong, Kingston and Casey)
- Ward Governance Partner

**Other Internal Relationships**

- Operations Directors within the Hospitals and Clinics Division and across all other Divisions
- Operations Managers
- Divisional Director Hospitals and Clinics
- 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: \_\_\_\_\_