

Position Description Attachment: Operations Director Specialist Consulting

Position Details

Position Title:	Operations Director Specialist Consulting
Date:	June 2025
Division:	Hospitals and Clinics
Reports to:	Divisional Director Hospitals and Clinics
Site/s:	Multiple sites
Required hours/days/shifts:	Mon – Fri business hours

Specific Position Dimensions and Relationships

Information specific to the Specialist Consulting portfolio

The Specialist Consulting service at Monash Health delivers over half a million outpatient consultations each year across the complete range of clinical specialties. Consultations are provided at all the Monash Health sites. Face-to-face, as well as virtual telehealth consultations are provided depending on each patient's care needs. Telehealth consultations are predicted to continue to comprise 30% of all consultations.

Demand for Specialist Consulting continues to rise with population growth in Monash Health catchment, and population ageing associated with increasing rates of complex chronic diseases. In addition to referrals from the community, 20-30% of referrals to Specialist Consulting arise from internal sources as our specialists cross-refer to other specialists for advice. In addition, the Specialist Consulting services support the inpatient teams by providing timely outpatient appointments to facilitate early discharge of patients and by providing an alternative pathway to acute inpatient admission in suitable patients.

The Program has been undertaking a substantial program of transformation, redesign, and process improvement work which will continue into the coming years.

The Program interfaces with a broad and complex range of other services; stakeholders include community-based clinicians especially general practitioners, Monash health inpatient and outpatient-based clinicians, Monash Health Emergency Departments, Monash Health radiology and pathology services and Monash Health information technology services.

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 Specialist Consulting in addition to those on the overarching Operations Director position description

The Operations Director Specialist Consulting, is responsible for the following specialties and services within this portfolio:

- Specialist Clinics at Monash Health (excluding Victorian Heart Hospital and Community specialist clinics)

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

- Partnering with Operations Director / Directors of Nursing, Operations Directors and Program Directors to:
 - lead high performing teams within the Specialist Consulting program to provide consistent, comprehensive, collaborative care for our local community,
 - to provide comprehensive and effective operational leadership across all clinical teams in Specialist Consulting.
 - Facilitate effective collaboration between medical specialty units, their medical leadership teams, and the Specialist Consulting operational, nursing, and administrative teams to further contemporise the way we work.
 - Develop innovative models of care to deliver timely, effective, safe, and efficient health care.
 - Oversee the transformation specialist consulting work across Monash Health including future service expansion opportunities to meet increasing community demand.

Specific key result areas of the Operations Director Specialist Consulting 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

- Tertiary qualification in nursing/midwifery, medicine, allied health or health management related field,
- refer to overarching Operational Director position description for key selection criteria.

Key Relationships:

Internal:

Direct Reports

- Operations Manager Specialist Consulting – Technical and Performance
- Operations Manager Specialist Consulting – MMC, Moorabbin and MCH | Special Medicine & Cancer
- Operations Manager Specialist Consulting – Dandenong, Casey and Cranbourne | Surgery

Other Internal Relationships

- Operations Directors and Operations Directors / Directors of Nursing within the Hospitals and Clinics Division and across all other Divisions,
- Operations Managers
- Program Medical Directors
- Service Medical Directors and Heads of Unit
- 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: _____