



**Position title:** Operations Director

**Reports to:** Divisional Director

**Classification:** HEER contract (Health Executive Employment and Remuneration)

## About Monash Health

Monash Health is Victoria's largest and most comprehensive health service. For more than 170 years, Monash Health and its predecessors have provided safe, high-quality healthcare for people at every life stage.

With more than 24,000 employees, we provide care to south-eastern metropolitan Melbourne and rural Victoria from over 40 locations, via telehealth, within local communities and in people's homes. Each year:

- We provide more than 3.8 million episodes of care to our community,
- More than 310,000 people are admitted to our hospitals,
- Close to 269,000 people receive care at our four emergency departments,
- We respond to more than 65,000 ambulance arrivals,
- We perform more than 82,000 surgical operations, and
- We birth more than 10,500 babies.

As an equal opportunity employer, we are committed to a fair, non-discriminatory workplace that maximises the talent, potential and contribution of all.

Monash Health is committed to the safety and wellbeing of all children, including those under the care and supervision of its services. Monash Health recognises the importance of, and its responsibility for, ensuring a safe and supportive environment which respects the rights of children and fosters their enrichment and wellbeing.

Monash Health's approach to creating and maintaining a child safe environment is guided by the core belief that every child has access to world class care and support. Applicants must familiarise themselves with Monash Health's Code of Conduct and Child Safety Policy available on our website.

## Job Summary

### Purpose

Reporting to the Divisional Director, the Operations Director is accountable for leading and managing the operations of their site or program. The specific accountabilities will include

- Ensuring the highest levels of quality and safety
- Promoting a positive workplace culture
- The delivery of agreed service profiles
- The promotion and facilitation of education, training and research and
- Financial performance within budget

The delivery of these will be supported by managing risk, patient safety and clinical governance within the site or program and ensuring that effective systems are in place to ensure a high standard of practice.

This role will be integral in setting the behavioural framework and culture development whilst supporting the workforce to identify opportunities for new services, contemporary models of care and innovation.

### Key Outcomes

The key outcomes for this role will be identified in the incumbent's performance plan and aligned with the Monash Health strategic priorities.

### Key Result Areas

- Development and implementation of an operational plan that supports the organisational strategy and priorities.
- Leading performance improvement in quality and safety, patient outcomes, patient and family satisfaction and staff engagement.
- Delivering excellence in clinical practice, education, and research across the site or program
- Deliver the operational plan on budget and lead implementation of efficiency savings and initiatives
- Develop leadership enhancement initiatives at all levels of the Program/site
- Build relationships across the health service, Monash University, and other academic partners to strengthen teaching and translational research.
- Implement and embed National Standards across services

### Key relationships

- Chief Operating Officer
- Divisional Directors
- Operations Directors
- Program Medical Directors
- Operations Managers
- Clinical Service Directors
- Heads of Unit
- Deputy Program Medical Directors
- Nurse & Midwifery Managers
- Allied Health Managers
- Operations Director Pharmacy

## Responsibilities

### **Strategic / Operational**

- The Program has a strategic and operational plan aligned with the organisation's strategic priorities and there are effective governance structures in place within the Program with clear lines of accountabilities.
- This role will oversee the operational activity of the Program/site to ensure that it is operating efficiently and effectively and that Operational and Financial targets for the Program are met.
- Ensure that there is a quality culture embedded in the Program aligned with the organisational quality plan and the Site/Program has structures in place to support organisational quality initiatives.
- Provide regular reporting against business plans, manage adverse variation, and implement initiatives to address same.
- Ensure there is a workplace health and safety culture that is aligned with the organisational Occupational Health and Safety (OHS) plan, as well as structures in place to support organisational OHS initiatives.
- Foster research across the program
- Build productive relationships with other Programs/sites and portfolios and leverage those relationships to implement positive change initiatives.
- This role may be required to participate in an afterhours on-call roster, depending on the requirements of their role

### **Governance**

- Develop an appropriate governance structure and processes to discharge responsibilities effectively within their Program/site

### **Financial Management**

- Ensure there is fiscal responsibility and accountability across the Program/site and implement financial strategies that will ensure budgetary targets and key performance indicators are achieved.
- Initiate and implement actions to improve financial effectiveness as part of ongoing organisational initiatives.
- Contribute to and deliver financial outcomes as agreed as part of the annual budget process.

### **People**

- Employees in the Site/Program are appropriately appointed.
- Ensure all employees are aware of the Program's strategy, plans and accountabilities.
- Provide leadership and support for direct reports, appraise their performance, and ensure that employees receive appropriate performance management, professional training, and development opportunities.
- Observe safe working practices and as far as you are able, protect your own and others' health and safety.
- Manage employees through effective recruitment, retention recognition and development strategies, ensure there are effective consultation and communication processes in place.

- Participate in and monitor the operations and continuous improvement of the Monash Health Occupational Health and Safety Management System and ensure that safe working practices are in place as far as reasonably practical.

## Quality and Safety

The following responsibilities and accountabilities exist to ensure we deliver our National Standards. Refer to Monash Health's Clinical Governance Framework for more information.

- Set strategic direction for high-quality care. Develop plans and organisational support to achieve them.
- Lead the development and implementation of strategies that support the organisation's Strategic Plan.
- Provide expert advice to the Divisional Director, Executive Management Team and key stakeholders on issues relating to the Program.
- Lead and manage the Site/Program to ensure we are pursuing excellence and performance improvement in quality and safety, patient outcomes, patient satisfaction and employee engagement.

## Person specification

The following selection criteria listed below are essential.

### Qualifications/registrations/licenses (*italics indicate desirable*)

- Tertiary qualification in nursing/midwifery, medicine or allied health related field.
- Be registered or demonstrate eligibility for registration with the Australian Health Practitioner Regulation Agency (AHPRA) or eligibility for membership with the peak professional body for self regulated professionals
- Experience working professionally in a health service environment and field related to the area of work.
- Current and ongoing employment screening, including but not limited to, National Police Check, employee Working with Children Check (WWC) and where relevant Aged Care Worker Screening, and as required National Disability Insurance Scheme (NDIS) Worker Screening
- Proven leadership and management experience in a large multi-disciplinary environment.
- Master's Degree (or higher) or working towards a Master's level qualification (or higher)
- Extensive experience in a senior management role
- Current Victorian Drivers Licence

### Technical skills/knowledge/experience

- Extensive experience in a clinical leadership role with a demonstrated understanding of health service operations.
- Proven high level leadership skills with the ability to shape the future direction, exercise leadership behaviours, and provide sound judgment and professional standards.
- Demonstrated management experience and proven ability to develop and meet strategic and operational objectives.

- Financial management skills with the ability to review cost structures and deliver services within a budget.
- A demonstrated commitment to quality and safety, together with strategies to address service access.
- A record of valuing, motivating, and developing employees through effective leadership and management.
- Well-developed written and oral communication skills particularly in relation to influencing consultation and negotiation.
- Capacity to stimulate constructive debate and support colleagues in the achievement of strategic objectives.
- Ability to present, engage and influence at Board level

## Other position requirements

- Current and satisfactory Police Check (must also comply with Aged Care Act 1997 Accountability Amendment Principles 2012 if working in Aged Care setting)
- Current and satisfactory Working with Children Check.
- Applicants who are new to Monash Health must provide evidence of immunisation before they can receive an offer of employment
- This role may require the incumbent to work from all Monash Health sites and locations and therefore requires a current driver's licence
- Flexibility in working hours is required to meet work commitments, including on call

## Our values

**Integrity:** Honesty, open and transparent, admit mistakes, maintains confidentiality, fairness, builds trust.

**Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs

**Accountability:** Understands roles, uses resources wisely, delivers on time, timely decision making, achieves stretch goals, takes responsibility for performance

**Respect:** Builds relationships, courteous, listens and understands, gives, and receives feedback, sensitivity and understanding, values difference and individual worth

**Excellence:** Supports creativity and innovation, proactive and solution-focused, seeks out opportunities, embraces quality improvement, professionalism

## Our guiding principles

1. We consistently provide safe, high quality and timely care
2. We provide experiences that exceed expectations
3. We work with humility, respect, kindness, and compassion in high performing teams
4. We integrate teaching, research, and innovation to continuously learn and improve
5. We orientate care towards our community to optimise access, independence, and wellbeing

6. We manage our resources wisely and sustainably to provide value for our community

### Document approval

Approved by: Chief Operating Officer

Department: Operations

Date: June 2025