



Western Health

POSITION DESCRIPTION

Position Title:	Operations Manager
Business Unit/Department:	Community Services
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Registered Psychiatric Nurse: Grade 6; Allied Health Professionals: Chief Grade 5
Reports To:	Divisional Director - Mental Health & Wellbeing Services
Date Prepared/Updated:	July 2025

Position Purpose

The purpose of the Operations Manager in the Mental Health and Wellbeing Division is to provide high level leadership to ensure the delivery of Best Care to support and improve the lives of those in our community most in need. The role will ensure a commitment to the delivery of high quality, safe, person centred and coordinated patient care, ensuring that services are streamlined, readily accessible and integrated across the system.

The role requires a dynamic and result- oriented leader who works collaboratively to deliver continuous improvements and execute strategic and operational plans across the clinical services relevant to Community Services at the Mental Health and Wellbeing Services. The role is responsible for the operations of the Community Services portfolio including the operational management of Community Mental Health Services including Community Care Units and Prevention and Recovery Care Units

The role will work interdependently with the wider organization and our strategic partners in the development and delivery of contemporary multidisciplinary models of care that support the growing needs of our consumers. The role will support the Divisional Director and will be accountable for the performance and quality of the operating activities of assigned teams and staff and will be responsible for ensuring service deliverables are met on time and within budget according to strategic and operational plans.

Business Unit Overview

The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.

The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System. The Western Health catchment includes the local government municipalities and growth areas of Brimbank, part of Sunbury, Maribyrnong and Melton.

Our recovery-oriented approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, consumers and carers. These services include hospital based, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.

The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care. The Division aims to innovate

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and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

Key Responsibilities

- Leading sustainable improvements that will enhance consumer experience and deliver Best Care
- To ensure quality assurances systems and procedure are maintained/updated
- To ensure staff and clinical programs are compliant with the reporting requirements of the Mental Health and Wellbeing Act 2022
- Responsible for achieving monthly reportable activity targets for teams reporting to the role. Where targets are not achieved the role is responsible for developing and implementing quality improvement activities to remediate results in a timely manner.
- Meeting timeframe to care targets for the MHWS service and where variance occurs develops plans to remediate issues.
- Leadership and governance to ensure the delivery of quality clinical care is delivered within guidelines, policy and within scope of practice
- Development of the Divisions culture the promotion of a positive workplace, ensuring a safe and positive workplace where staff can be their best
- Budgetary and financial management working in partnership with the MHWS Business Analyst
- Monitor the monthly MHWS EFT/HEWS report to ensure vacancies are actioned and recruitment undertaken in a timely and appropriate manner
- Monitor the clinical programs actual income and expenses against budget, identifying variances and recommending corrective action as necessary to limit overrun and under expenditure
- Identify and build effective relationships with all stakeholders involved in the provision of care and work constructively with individuals and teams to ensure that the goals and priorities of service improvement are clearly understood.
- Work closely with Health Information Managers to identify non-compliance with reporting requirements and to remediate actions
- Work closely with the MHWS Business Partners to ensure performance and or employment issues are resolved in a timely manner
- Support the development of content for the monthly performance reports as required
- Performance Development Plan completion for teams reporting to role meets expected KPI of 95% Mandatory training indicators are achieved each month.
- Contribution and leadership of the delivery of the MHWS business plan, ensuring this plan aligns to Western Health's Strategic Priorities and Statement of Priorities.
- Support direct reports with the formal processes of performance and behavioural management
- Demonstrate an understanding of the current Mental Health and Medical EBA's, agreements and awards.
- Exchange and share information gained from participation in meetings, seminars and conferences via in-services, presentations, education forums and team meetings
- Participate and contribute to improvement of policies, procedures and protocols and identify potential issues in nursing practice and areas of improvement in clinical standards.
- Participate in the identification funding sources and development of projects, business cases, project funding where required
- Participate in the analysis and management of annual budget and review, analyse and monitor expenditure and remediate variance
- Participate in the Oncall Roster for MHWS
- Perform other duties as required

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Divisional Director - MHWS
- Clinical Services Director - MHWS
- Directors of Nursing - MHWS

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- Deputy Director Operational Performance and Transformation - MHWS
- Divisional Directors and Directors
- Business Analyst partner
- Information Manager Lead
- Health Information Managers
- Quality Partner
- Operational Managers Western Health
- Allied Health Managers
- Managers across Western Health
- Clinical Directors
- People and Culture
- Heads of Clinical Units
- Nurse Unit Managers

External:

- Department of Health
- PHN
- Department of Families, Fairness and Housing
- Community partners and organisations
- Philanthropy organisations
- Local Government agencies
- Peak bodies and stakeholders
- Mental Health and Wellbeing Commission
- Regional Mental Health Boards
- Mental and Wellbeing Services

Selection Criteria

Essential:

- Tertiary qualification in Healthcare (Nursing/Allied Health)
- Post Graduate Qualifications
- Sound knowledge of the Mental Health and Wellbeing Act 2022
- Sound knowledge and experience with mental health service delivery
- Demonstrated focus on human-centred consumer and family needs and expectations
- Demonstrated capacity to effectively lead, motivate and develop staff to provide a high standard of patient care
- Knowledge of the internal and external drivers affecting service delivery including Hospital Demand Management key performance indicators
- Proven business track record in operations management and the implementation and successful delivery of operational and financial goals and objectives and KPIs
- Highly developed written and verbal communication skills
- Demonstrated understanding complex care issues and care coordination role
- Evidence of comprehensive communication and collaboration skills with a wide range of stakeholders
- Demonstrated commitment to the development of integrated services and evidence of promoting integrated practices
- Knowledge of and experience in continuous quality improvement processes
- Demonstrated ability to think and work strategically with key organisational stakeholders
- Demonstrated ability to work within a constantly changing environment and understanding of change management
- Excellent organisational and time management skills
- Knowledge of the relevant legislation and how it relates to service provision
- Demonstrated computer literacy skills
- Current Victorian driver's licence
- Experience and expertise in project management
- Capacity to develop innovative approaches to systems change

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Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services and sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____

Date: _____

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