

POSITION DESCRIPTION

Position Title:	Head of Unit – Custodial Health
Business Unit/Department:	Custodial Health (Dame Phyllis Frost Centre)
Division:	Western Health at Home
Award/Agreement:	Medical Specialists (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement
Classification:	HN15 to HN59
Reports To:	Clinical Services Director Chief Medical Officer
Direct Reports:	Custodial Health General Practitioners Addiction Medicine Consultants Nurse Practitioners
Date Prepared/Updated:	8 July 2025

Position Purpose

The role of the Head of Unit in Dame Phyllis Frost Centre (DPFC) provides leadership for medical staff delivering Primary Health care to ensure that high quality clinical care is provided to the primary health care patients at DPFC. The role is part of the senior leadership group for Custodial Health, interfacing at high level with stakeholders and partners and helping support the realisation of Western Health Strategic Priorities. This role provides oversight of relevant components of the management of the Unit's financial budgets, activity targets, medical staffing and training requirements, and performance development/management.

Working within a Trauma-Informed understanding of patient needs, the Head of Unit will ensure delivery of Best Care in DPFC is culturally safe, accountable, flexible, and tailored to the complex needs of this patient cohort. This position is seeking a doctor with experience and an interest in provision of best patient care and promotion of a culture of excellence and patient safety.

It is anticipated that the Head of Unit will continue to undertake a stream of clinical work and coordinate the identification and development of research opportunities designed to support the enhancement of care for patients within the custodial setting.

Business Unit Overview

Dame Phyllis Frost Centre (DPFC) is a correctional facility for women located in Ravenhall in Melbourne's west. DPFC is operated by Corrections Victoria and provides maximum, medium and minimum-security accommodation for women on remand and those currently serving sentences. At present, the prison can accommodate 572 women, including a 20-bed specialist mental health inpatient facility operated by Forensicare.

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On 1 July 2023, the delivery of primary healthcare transitioned from the current service provider to Western Health. Western Health, though its' Custodial Health portfolio, is responsible for the provision of primary healthcare to women throughout their prison stay at DPFC. This can include:

- Primary Care e.g. General Practitioner, Women's Health
- Primary mental healthcare
- Addiction Medicine and Alcohol and Other Drug Health programs
- Population Health
- Dental services
- Advance care planning
- Medication Management
- Diagnostic services – radiology and pathology
- Allied health services
- Medical aids and equipment
- Access to specialist services in the community

The quality and standard of health care provided to patients is the equivalent standard to that provided in the community, through the public health system. Western Health's multidisciplinary workforce will work alongside service providers to provide holistic and interconnected health service delivery for patients at DPFC, including a tailored health response for priority cohorts.

The Custodial Health unit sits within the Western Health at Home Division, offering a comprehensive range of inpatient, clinic-based, and home-based services. Our multidisciplinary workforce of over 1,000 employees comprises medical, nursing, pharmacy, allied health, and administrative staff. Western Health at Home services provide care from all Western Health campuses and within patients' homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the community's needs through the delivery of innovative, integrated, and patient-centred care.

Western Health at Home services support patients across the continuum of care, with a primary objective of helping patients live healthier days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research, and clinical trials, our division supports the detection, management, and secondary prevention of chronic diseases.

The division's medical specialities include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital-level care within the comfort of a patient's home. These services include Hospital in the Home, Rehab at Home, GEM at Home, Community-Based Transition Care Program, and Dialysis at Home, which deliver healthcare that would otherwise be provided in an inpatient setting.

Western Health at Home's breadth of community-based care and speciality assessment clinics provides comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home operates a primary healthcare service within the Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's west.

Key Responsibilities

- Provide consistent and appropriate leadership and supervision to Medical Staff within DPFC
- Take an active leadership role in the ongoing enhancement of models of care relevant to the custodial health setting
- In partnership with the Director and other key stakeholders, lead clinical governance for the multidisciplinary team in the custodial health setting
- Identify, lead and actively support the development of research opportunities
- Actively contribute to Western Health's ongoing development through involvement in Western Health network-wide activities and national and/or international organisations
- Participate in service planning as requested by the Clinical Service Director, including the development and setting of targets, resource requirements and improvement priorities for the service agreement
- Actively participate in departmental or organisational wide quality and credentialing processes,

Our Vision

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Patients – Employees – Community – Environment

- including clinical work review groups
- Participate in developing department and personal priority goals and objectives consistent with the mission, philosophy and strategic plan of the organisation
- Assume responsibility for quality patient care in accordance with the care model of the ward/unit, ensuring that clinical procedures are performed in accordance with Western Health policy and procedure
- Accurately reflect the patient's treatment plan, requirements, outcomes or events within prescribed documentation to support ongoing care, communication and to ensure that all legal requirements are met in regard to legibility of content and identity of reporter in accordance with Western Health policies and procedures
- Analyse and use data to guide decisions and evaluate outcomes
- Participate in resolving problems in care and to ensure that the Clinical Services Director is aware of relevant issues and problems
- Participate in the development of discharge plans that reflects the needs of patients and their significant others and demonstrates understanding of the role of community providers
- Ensure continuity of care by communicating appropriately with other practitioners including community general practitioners
- Ensure that the care of all patients is handed over or other suitable arrangements for follow up, including follow up of results is in place when not on call
- Lead by example in the delivery and promotion of high-quality clinical care to all patients
- Participate in the development, implementation and revision of treatment protocols and clinical guidelines to promote and ensure best practice standards
- Ensure that any deadlines with the media are approved and in accordance with policy, procedure and privacy legislation
- Contribute to creating and maintaining a work climate which is conducive to positive morale and employee growth, development and retention
- Ensure own health and well-being and seek assistance if impairment in physical or mental health is impacting on job performance
- Work collaboratively and respectfully with multi-disciplinary team members to achieve desired outcomes for patients through effective communication and attendance and participation in unit and site clinical meetings
- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums, team meetings, etc.
- Build networks and participate in benchmarking to seek and share information to assist in developing best practices
- Participate in hospital provided professional development activities and keep up to date with relevant developments in clinical and hospital practice.
- Maintain personal qualifications in accordance with continuing certification requirements of relevant medical college or other body
- Comply with Western Health financial systems, policies and processes
- Maintain a high and accurate level of clinical and financial recording and ensure involvement in medical document audits
- Participate in departmental strategic and financial planning
- Participate in the development and monitoring of financial risk reduction and identify and implement strategies for cost control
- Identify business opportunities through available funding streams and develop and prepare business cases to optimise funding opportunities and business development
- Manage and operate in accordance with Western Health Human Resource policy and practise in all matters relating to recruitment and employment
- Ensure the ability to receive and return organisational relevant information and communication through phone, and/ or voicemail and email within time limits set by the organisation
- Acquire and maintain sufficient relevant computer/technology skills and utilise these to participate in services and communication offered by Western Health
- Undertake other duties and instructions as provided by the Clinical Services Director

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.

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Key Working Relationships

Internal:

- Other Senior Medical Staff
- Nursing and Allied Health Staff
- Patient Support and Administrative Staff
- Medical Workforce Unit Management
- Unit/Department Heads
- General Practitioner Custodial Health Clinical Lead
- Operations Managers
- Clinical Services Directors
- Director of Operations, Custodial Health
- Divisional Directors
- Executive Director Medical Services

External:

- General Practitioners
- Department of Justice and Community Safety
- Corrections Victoria
- DPFC Management and Operational Staff
- Patients within DPFC
- Community Health Agencies
- Other Service Providers within DPFC
- External Health Services
- Other Senior Medical Staff

Selection Criteria

Essential:

- Fellowship of an Australian medical speciality college
- Current Australian medical registration
- Relevant clinical experience and clinical competence required for level of position
- Demonstrated ability to practice collaboratively as part of a multi-disciplinary health care team
- Effective organisational skills, with respect to time management and delegation
- Demonstrated ability to navigate complex stakeholder and reporting environments
- Well-developed written and verbal communication skills
- Displays and expresses a high level of ethics in regard to patients, colleagues and the organisation
- Demonstrates skill and maturity in problem solving, negotiation and conflict resolution
- Demonstrates ability to make decisions and support rationale, clearly communicate decisions to relevant parties
- Maintains confidentiality of patient, institutional and employee information
- Commitment to professional development
- Analyses own performance in accordance with position expectations. Develops goals and implements a plan to meet those goals. Maintains and own knowledge and skills
- Participates in and contributes to committees, teams and projects in keeping with the organisation's strategic goals
- Seeks out and is receptive to feedback from co-workers at all levels for the purpose of growth in the role

Desirable:

- Demonstrated research skills
- Knowledge of health issues in relation to Western Health's catchments
- Acknowledgement of Western Health strategic themes
- Knowledge of health issues specific to women and other marginalised populations in custodial settings

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Leadership Capabilities	
Leadership Capability	Definition
Customer focus	Building strong customer relationships and delivering customer-centric solutions
Decision quality	Making good and timely decisions that keep the organisation moving forward
Directs work	Providing direction, delegating, and removing obstacles to get work done
Ensures accountability	Holding self and others accountable to meet commitments
Collaborates	Builds partnerships and works collaboratively with others to meet shared objectives
Interpersonal savvy	Relates openly and comfortably with diverse groups of people
Builds effective teams	Builds strong-identity teams that apply their diverse skills and perspectives to achieve common goals
Communicates effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
Courage	Steps up to address difficult issues, saying what needs to be said
Situational adaptability	Adapts approach and demeanour in real time to match the shifting demands of different situations
Additional Requirements	
All employees are required to:	
<ul style="list-style-type: none"> • 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. • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines. 	
General Information	
<ul style="list-style-type: none"> • Redeployment to other services and sites within Western Health may be required. • Employment terms and conditions are provided according to relevant award/agreement. 	

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- 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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