

POSITION DESCRIPTION

Position Title:	Deputy Director - Operational Performance & Transformation
Business Unit/Department:	Access & Patient Flow
Division:	Access & Patient Flow
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 5 – Level 1 to Level 5 (HS5 to HS33)
Reports To:	Director – Access & Patient Flow
Direct Reports:	N/A
Date Prepared/Updated:	November 2025

Position Purpose

The Deputy Director Operational Performance and Transformation, Access and Patient Flow will lead, implement and evaluate process and system focused improvement strategies to maximise patient access, safety, operational efficiency and experience across the organization.

The Deputy Director Operational Performance and Transformation, Access and Patient Flow is a key member of the Access and Flow leadership team. The role is responsible for analysing business and performance requirements to inform and implement new processes and improvement strategies across the division. This includes providing support and expertise in the area of timely patient access to care, discharge management processes and system and service integration. A key focus of the position is the collaborative development of responsive initiatives via engagement with key stakeholders.

The Deputy Director Operational Performance and Transformation, Access and Patient Flow, requires a deep understanding of improvement methodology and project management and a passion for building an improvement culture that supports the delivery of Best Care.

Business Unit Overview

The Directorate of Operations is charged with providing significant amounts of Western Health patient care including support services, clinical services across acute, subacute, mental health, alcohol and drug, custodial health and community-based settings. The directorate has a diverse range of portfolios that will continue to grow and expand.

The Access and Patient Flow program is responsible for the management of the resources and activities that support and improve safe and timely care across the whole of Western Health. This includes strategic planning and daily operations for patient access, patient flow, demand management and bed modelling across Western Health.

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Key Responsibilities

- Work as directed by the Director and in partnership with the Chief Operating Officer, Deputy Chief Operating Officer Team and the Directorate leadership team to target and deliver on priority strategic and improvement initiatives
- Coordinate and implement consistent methodology to support process and system improvement which drives improvements in operational process, system and efficiency
- Undertake critical analysis of information, diagnostics and work flow mapping to support evidence-based decision-making and proactively evaluate and monitor projects to identify issues and barriers, undertaking assurance and review activities to deliver improvement initiatives
- Provide a key role and work in partnership with organizational teams in the delivery of projects including New Footscray, New Melton and other key projects
- Use complex data and information, by actively reviewing and monitoring the impact of services and activity, to identify opportunities to improve population health from an effective care delivery system
- Contribute to, and take a lead role in developing, implementing and evaluating initiatives and innovations to optimise patient experiences, outcomes and safety using agreed Western Health Methodology
- Drive innovation and change management across the Directorate
- Support the Directorate's Leadership Team to foster a culture that recognises and promotes the importance of patients and community in the provision of Best Care, and the role that community providers play in health care
- Support the Directorate in the development of a performance excellence culture with clear accountability and governance structures
- Role model the Western Health values and behaviours when carrying out duties and in dealing with staff patients, consumers and colleagues
- Establish partnerships and work collaboratively with key stakeholders including but not limited to the relevant Divisional Directors, Directors, Clinical Service Directors, Heads of Unit, Operations Managers, Allied Health Professions Managers, Nurse Unit Managers and the Performance Unit team when designing, implementing and improving systems
- Attend relevant Departmental / Division meetings as directed to understand current processes, identify gaps and work collaboratively with staff to implement innovative solutions
- Actively participate in relevant committees and working parties locally and organisation wide as required
- Share information from participation in meetings, seminars and conferences with staff and colleagues. For example, via in-service presentations, education forums and team meetings
- Exchange and promote a culture of learning, innovation and research within Clinical Operations
- Work autonomously, independently, use own initiative and be self-sufficient to determine clear priorities for initiatives and self, in order to achieve the best outcomes

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:

- Chief Operating Officer
- Deputy Chief Operating Officer
- Divisional Directors/Directors
- Clinical Services Directors
- Clinical Hospital Coordinators and Bed coordinators
- Operations Managers
- Allied Health Professions Managers
- Head of Units
- N/MUMs
- Performance Unit
- Digital health / EMR project team
- Finance Team

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- Best Care Team
- Consumer Representatives
- Support Services
- People and Culture Services

External:

- Patients and their significant others
- Department of Health
- Community service providers
- Other Health services

Selection Criteria

Essential:

- Successful completion of a tertiary qualification in a healthcare discipline or management field
- Demonstrated experience in project management, program development, or service improvement initiatives including examples of innovation and/or transformational redesign work
- Development of a thorough understanding of Western Health's agreed methodology and documentation for delivering process, system and efficiency improvements
- Demonstrated and highly developed experience in data analysis, interpretation, reporting and advanced level computer skills of Microsoft packages
- Ability to be creative and flexible when approaching issues to manage conflicting priorities, take initiative, identify and manage risks to achieve objectives and meet deadlines in a challenging and changing environment
- Demonstrated ability to effectively manage complex situations using highly developed conceptual and analytical skills, including demonstrated ability to develop, implement and evaluate change management projects by relying on the application of research, best practice and risk management principles
- Effective leadership and communication skills, including proven interpersonal skills in the facilitation of effective team functioning, stakeholder engagement, conflict identification and constructive resolution
- Ability to develop, plan, promote and market new care concepts and to support system-wide planning by thinking strategically, by identifying and ensuring measurable impact on strategic issues and opportunities for Western Health
- Experience with leading, facilitating and sustaining service improvement in clinical settings using proven methodologies
- Demonstrated ability in effectively implement quality improvement initiatives, managing projects and leading change within a complex environment
- Experience, knowledge and understanding of methodologies like LEAN, Plan-Do-Study-Act cycles and other redesign technologies in Health care
- Excellent writing skills including a demonstrated ability use clear and concise language, organise information logically and include content appropriate for the purpose
- Demonstrates commitment to high quality, safe and person-centred patient care
- Demonstrated ability to think and work strategically with key organisational stakeholders
- Evidence of comprehensive communication and collaboration skills with a wide range of stakeholders
- Demonstrated ability to work within a constantly changing environment and understanding of change management

Desirable:

- Education and qualification in improvement and redesign science and methodologies
- Possesses excellent clinical skills, displaying leadership and innovation
- Relevant postgraduate qualification and/or relevant clinical experience
- Engages with others with purpose and articulates vision to empower and lead effectively
- Experience working in a large, complex organisation and experience in the development and implementation of clinical service models, systems, processes and protocols
- Demonstrated ability in the operation of various computer software packages and a willingness to learn the systems that are an integral part of patient management and improvement

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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
- 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 or 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 its employees with 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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