

POSITION DESCRIPTION

Position Title:	Divisional Director
Division:	Women's & Children's Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 8 (HS8)
Reports To:	Deputy Chief Operating Officer (D-COO)
Date Prepared/Updated:	January 2026

Position Purpose

Reporting to the Deputy Chief Operating Officer (D-COO) aligned to this Division, the Divisional Director Women's & Children's Division will ensure the successful achievement of operational, financial, quality & safety and performance goals for the Division whilst embedding a culture of continuous improvement to meet business and organisational priorities.

The Divisional Director of the Women's & Children's Division will provide operational and strategic leadership to the Division whilst working in partnership with the Clinical Services Director (CSD) to ensure the delivery of contemporary multi-disciplinary models of care and to oversee improvements in the clinical governance systems to meet Western Health's strategic plans and the provision of Best Care for all our consumers.

The Divisional Director will lead operational and continual improvement projects across the division and the organisation where directed. This will also involve leading service developments and quality and efficiency improvements aligned to the achievement of priority outcomes and the delivery of key performance indicators and deliverables. This will be achieved through effective leadership, efficient management and visible role modelling.

The role is responsible for ensuring that each unit has high performing multidisciplinary team approach which operate professionally and collegially, to support a culture of excellence in clinical practice at Western Health.

Business Unit Overview

The Division of Women's & Children's Services at Western Health is responsible for the provision of inpatient and ambulatory care across Maternity, Gynaecology, Neonatal and Paediatric Services. The Division provides both elective and emergency Maternity, Gynaecology and Neonatal care and aims to ensure the provision of safe, coordinated, person-centred, right care through a consistent, multi-disciplinary partnership approach.

The Division of Women's & Children's Services continues to expand and develop to meet the Western region's population growth, care complexities and demand. The service has seen significant growth over the last 4-5 years across all programs, supported with the purpose-built Joan Kirner Women's and Children's (JKWC) Building at Sunshine Hospital, and the delivery of services at Bacchus Marsh Hospital following amalgamation in addition to the progression of the New Melton Hospital anticipated to be operational in 2029.

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Paediatric and Neonatal services are currently provided at Sunshine (JKWC), Bacchus Marsh, and Melton campuses encompassing both inpatient and ambulatory care.

In 2024/25 in the Women's and Children's Divisions activity included more than:

- 8,000 total babies were born: on averaging 22 babies per day
- 7,200 babies were born at Sunshine Hospital
- 784 babies were born at Bacchus Marsh Hospital
- 1,510 accessed Newborn Services
- 3,060 women accessed inpatient Gynaecology services
- 4,150 children were admitted
- 30,000 children were cared for in the Sunshine Hospital Emergency
- 160,210 episodes of ambulatory care were provided

Key Accountabilities

Our Purpose	Leading the delivery of a connected and consistent patient experience and providing the best care to save and improve the lives of those in our community most in need.
Aim 1: Growing and improving care	<p><i>We drive consistency in providing safe care and have a clear service profile that best meets the needs of our catchment. Wherever possible, our actions are evidence-based and enable us to know we are providing the right care.</i></p> <p><i>To support the achievement of this Aim, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> • Directorates identify and action areas for service growth, consolidation and/or alternative service delivery within operational constraints • Employees demonstrate an awareness of and engagement in a culture of patient safety and an obligation to report patient safety concerns • Directorates operate in a manner that effectively monitors and improves processes to safeguard against preventable patient incidents • Employees actively translate evidence to best practice to support operation within benchmarked patient outcome rates
Aim 2: Connecting care	<p><i>We connect our care with patients, their families and their health providers – so that everyone knows what's next. We provide coordinated care, working as a team to provide the best outcomes for those who need it most. We drive reform to reduce the wait for ambulatory and emergency care.</i></p> <p><i>To support the achievement of this Aim, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> • Directorates support seamless patient flow and safeguard against untimely access to patient care • Employees promote and act in a manner consistent with health equity and active engagement of patients and carers in the setting of care goals and care related decisions • Directorates support integrated care for those at risk of high acute service utilisation and safeguard against unplanned re-admissions or avoidable ED presentations • Community partners are engaged to support the application of shared care models of service delivery that promote integration and co-ordination of care
Aim 3: Communicating clearly	<p><i>We support person-centered care. We take the time to listen to our patients, their support networks and our partners. We respect what they say, are transparent in how we communicate what is happening and look for ways to improve how we engage with patients along the journey. We use technology to engage effective communication with each other and our partners, which include primary and community service providers with the ultimate goal of improving the health outcomes of our patients.</i></p>

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	<p><i>To support the achievement of this Aim, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> • Employees promote and act in a manner consistent with supporting a positive patient experience at all times • Employees actively seek patient feedback on care and service delivery and take frontline responsibility for addressing patient concerns • Directorates support timely information flow between WH and primary and community care to support patient care • Patient information flow is enhanced by the planned application of tools and technologies
Aim 4: Being socially responsible and sustainable	<p><i>We partner with the community to develop a system-wide approach to health and wellbeing for the West. We are focused on operating sustainably in accordance with our social, environmental and economic responsibilities.</i></p> <p><i>To support the achievement of this Aim, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> • Directorates carefully control costs and maximise revenue to operate within an approved budget • Employees operate in a manner that is consistent with providing and planned for best environmental practice • Partnerships with other agencies are developed to strengthen how we address core social determinants of community health and wellbeing • Service planning and capital development opportunities are pursued to enable the delivery of care in fit for purpose facilities that can accommodate demand
Aim 5: Empowering our people	<p><i>We have a capable, accountable and high performing workforce – we have the right employees in the right job. We foster learning and development, creating a culture where everyone feels supported to succeed.</i></p> <p><i>To support the achievement of this Aim, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> • Reliance on contractors and agency staff due to staff vacancy or absenteeism is limited • Employees demonstrate the competency and capability required for their position and role and comply with WH policy and procedure • Employees promote and act in a manner consistent with WH values and positive workplace behaviours • Directorates operate in a manner that effectively monitors and safeguards against avoidable occupational health and safety incidents and hazards
Occupational Health & Safety and Other Obligations:	<p><i>Model proactive leadership, drive and commitment to ensure:</i></p> <ul style="list-style-type: none"> • Western Health's obligations for Occupational Health and Safety (OHS) and Work Cover rehabilitation are met • Compliance with OHS and Work Cover legislation • Compliance with OHS policies and procedures • A safe and healthy environment for employees, contractors, patients and visitors • The key performance targets and objectives, detailed in the Western Health strategic OHS plan, are supported, promoted and achieved • Risks are identified, assessed and controlled as far as practicable with injury prevention being a high priority • Safe work systems and controls are in place, which are regularly monitored for effectiveness • The Western Health prescribed OHS training and education sessions are attended, including all personnel responsible for managing employees • A safety and wellbeing culture is embedded into normal business activities • Organisation wide strategic responsibility for record keeping is maintained including compliance with record keeping operations and standards

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Role Specific Responsibilities	
<ul style="list-style-type: none"> • Ensure the Division achieves its key quality, performance, fiscal and operational deliverables. • Lead the Division to meet organisational priorities and business plan objectives relevant to the Division. • Ensure that the Division has visibility of its performance against clinical and operational key performance indicators, monitor performance and identify areas for review and analysis, and lead implementation of such strategies. <p>Systematically review models of care and service delivery within the Division and oversee the development and implementation of services which are safe, effective, coordinated, and responsive and ensure that the patient is at the centre of their care.</p> <ul style="list-style-type: none"> • Lead the development, monitoring and delivery of the Division's Business Plan and the achievement of significant standards of performance benefiting the entire organisation. • Develop a sustainable and proactive approach to engaging patients, families, carers and the wider Western Health community in providing feedback to inform the development and successful delivery of the Division's Quality Plan. • Utilise 'Best Care' principles to assist in developing strategies that support quality assurance for the Division. • Oversee the implementation of a Divisional communication strategy, aligned with Western Health's overarching communication framework, to assist in the successful delivery of 'Best Care' across the Division. • Provide leadership and advice to planning initiatives that consider health care across the care continuum and address the health needs of the local population. • Benchmarking and linking best practice with performance in quality to ensure provision of appropriate services and continuous improvement across Western Health. • Contribute to the articulation of strategic direction of Western Health and provide leadership in organisational issues across Western Health as delegated by the Deputy Chief Operating Officer. • Act as a role model and mentor and model the Western Health values in leadership behaviours. • Promote and cultivate a culture that is conducive to facilitating evidence-based research and process improvements and drive innovation and change management across the Division. • Provide leadership and support for direct reports and ensure they receive appropriate professional training and development opportunities and appraise their performance at least annually. • Develop workforce capacity and capability to achieve agreed standards of performance and ensure succession plans are in place for leadership positions in area of responsibility. • Ensure staff awareness of relevant legislative and Western Health policy and procedures. • Provide leadership and support to improve key HR performance indicators. • Ensure succession plans are in place for leadership positions in area of responsibility. • Cultivate a culture of evidenced based research and represent and support research grant submissions. • Provide a supportive learning culture for employees that encourage new ideas and initiatives. • Ensure there is financial responsibility and accountability within functional areas and develop and implement financial strategies that will ensure budgetary targets and key performance indicators are met. • Manage staff through effective recruitment, retention, recognition and development strategies. 	
Key Outcomes:	<p>The key challenge/outcomes for this role will be identified in the incumbent's performance plan and should align with Western Health's Strategic goals, organisational business plan and directorial business plan.</p> <p>A key focus is the delivery of outcomes as identified in the Statement of Priorities as agreed between Western Health and the Department of Health.</p>
Key Challenges of the Position:	<p>Key challenges and priorities for this role include the following;</p> <ul style="list-style-type: none"> • Ensure the Division achieves its key quality, performance, fiscal and operational deliverables. • Lead the Division to meet organisational priorities, strategic and business plan objectives. • Ensure delivery of person centered "Best Care" across the Division.

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Financial Management:	Annual Budget:	\$ TBC
People Management:	Positions reporting to this role:	<ul style="list-style-type: none"> Operations Managers Deputy Director Operational Performance and Transformation Personal Assistant
	Total employee management (EFT):	TBC
Key Working Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> Deputy Executive Director Operations Chief Operating Officer Divisional Directors Chief Executive Executive Directors Chief Medical Officer Directors of Nursing and Midwifery Clinical Services Directors Clinical Leaders Service Managers Business Analysts Quality Manager Director Employee Relations, Business Partnerships & Injury Management Director People & Culture Operations & Workforce Systems <p>External:</p> <ul style="list-style-type: none"> Department of Health Other Health Services Community interest groups Professional Associations and Colleges Melbourne University Victoria University <p>Lead:</p> <ul style="list-style-type: none"> Divisional Director representative on various organisational committees 	
Key Selection Criteria:	<p>Essential:</p> <ul style="list-style-type: none"> Senior Leadership role in Health Management of a large health division Extensive clinical and management experience within a large, complex healthcare or other relevant organisation at a senior level Post graduate management qualification or working towards <p>Desirable:</p> <ul style="list-style-type: none"> A clinical background is preferred Advanced ability to manage and lead professional groups of staff Sophisticated critical analysis and strategic thought processes Ability to consult and collaborate with others and lead a team to deliver organisational outcomes Ability to work at both a strategic and operational level within a complex organisation Excellent interpersonal skills Excellent communication skills, both written and verbal Effective negotiation skills High-level analytical skills Effective change management skills Capability to innovate Capacity and capability to provide a professional role model for staff 	

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	<ul style="list-style-type: none"> • A commitment to contribute at a strategic level within the Health Service <p>Someone well-suited to the role will be able to demonstrate:</p> <ul style="list-style-type: none"> • Integrity • Openness • Valuing others • Pro-active management to achieve outcomes • A commitment to contribute at a strategic level within the Health Service • Advanced ability to manage and lead professional groups of staff • Sophisticated critical analysis and strategic thought processes • Ability to consult and collaborate with others and lead a team to deliver organisational outcomes • Ability to work at both a strategic and operational level within a complex organization • Excellent interpersonal skills • Excellent communication skills, both written and verbal
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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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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 2022
- 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

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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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