

POSITION DESCRIPTION – Executives & Senior Managers

Position Title:	Divisional Director - Mental Health & Wellbeing Services
Business Unit/Division:	Operations
Classification:	TBA
Reports To:	Chief Operating Officer (COO)
Date Prepared/Updated:	March 2025

Position Purpose

The Divisional Director (DD) of Mental Health and Wellbeing Services in partnership with the Clinical Services Director (CSD) of Mental Health and Wellbeing Services, is accountable for leading and managing divisional units to meet Western Health's strategic plans and the provision of Best Care for our consumers.

Reporting to the Chief Operating Officer, the successful applicant will ensure the successful achievement of operational, financial, safety, quality and performance goals for the Division whilst embedding a culture of continuous improvement to meet business and organisational priorities.

Key accountabilities will include:

- Delivery of agreed annual business/operational plans.
- Financial performance within allocated budget.
- Developing and maintaining high standards of clinical governance.
- Promoting excellent patient experiences.

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

Business Unit Overview

The Division of Mental Health and Wellbeing Services provides adult based services for the municipality of Brimbank, Melton and the Sunbury community.

The Mental Health and Wellbeing Services is responsible for the care of people with a significant level of disturbance, psychosocial need, or concern regarding a risk to themselves or others as a result of mental ill-health.

Western Health delivers community mental health services (which includes Hospital Outreach Post-Suicidal Engagement), prevention and community care services (including women's only services), residential based support services, and home-based services (referred to as intensive community treatment).

The Mental Health program works with the emergency department and alcohol and other drug, and maternity services to provide supports for people with mental health conditions. It is noted that Western Health's Alcohol and other Drug services are operationally distinct from the mental health program.

Western Health collaborates with other private and not-for-profit providers of mental health services across the region. Western Health offers clinical consultation services for primary care providers, including provision of shared care with other health professionals, namely through the Behavioural Assessment and Specialist Intervention Service and Child and Adolescent Psychiatry Services.

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The summary of services include:

- Acute bed capacity is located at the Sunshine and Footscray Hospital sites with subacute beds located in Deer Park and St Albans. Orygen mental health services provide oversight for youth beds at Footscray Hospital.
- Secure Extended Care Unit (SECU) is located at Sunshine Hospital. This is a supra-regional service for the Mid West, Southwest and Inner West Area Mental Health areas.

The Mental Health and Wellbeing Services functions within the Operations Directorate, which is charged with providing a significant portion of Western Health's patient care. To support good governance and collaboration, the Operations Directorate is split into several Divisions through which clinical and supporting programs are delivered.

Role Specific Responsibilities

The DD will provide stewardship and work collaboratively with relevant stakeholders to:

- Create a culture within the division that supports staff engagement, organisational commitment, and job satisfaction.
- Ensure that the division is an employer of choice that can attract and retain high performing individuals.
- Provide access to educational programs and ongoing professional development for staff.
- Establish clear performance expectations for staff and provide developmental support to meet these expectations.
- Undertake workforce planning in conjunction with People and Culture Team as required.
- Support established and emerging researchers to promote a thriving research culture within the division.
- Facilitate effective collaboration between medical teams to provide Best Care, mitigate risk, and improve patient experience for all accessing services within the division.
- Act as a conduit for information flow to and between the Executive and each clinical unit within the division.
- Provide leadership for expanded collaboration with other health services and service providers to establish wider regional clinical services.

Operational & Financial

- In partnership with the CSD develop a divisional operational plan in alignment with Western Health's strategic plan and the Operations Directorate business plan.
- Ensure division is operating efficiently and effectively to meet operational, clinical, and financial targets annually.
- Develop fiscal responsibility, sustainability, and accountability across the division.
- Implement financial strategies to meet budgetary targets and key performance indicators.
- Delivery of outcomes identified in the Statement of Priorities as agreed between Western Health and the Department of Health.

Governance

- Support organisational quality improvement initiatives within the division, including regular audits and mortality & morbidity meetings.
- Develop appropriate governance structures and processes within the division for the provision of Best Care.
- Participate in the Director on call roster.

Culture

- Create an environment within the division where all staff are nurtured and supported to achieve their full potential.
- Promote a culture of quality and safety.
- Provide leadership support for all direct reports, appraise their performance, and provide appropriate professional training and development opportunities.
- Build relationships across other divisions to drive positive change initiatives that will improve staff engagement and patient experiences.
- Lead and promote a culture of wellbeing in alignment with Western Health Values and related Programs e.g. Empower.

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<p>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.</p>		
<p>Key Outcomes:</p>	<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>	
<p>Key Challenges of the Position:</p>	<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 "Best Care" across the Division. 	
<p>Financial Management:</p>	<p>Annual Operating Expenditure:</p>	<p>\$ 100M</p>
<p>People Management:</p>	<p>Positions reporting to this role:</p>	<ul style="list-style-type: none"> • Operations manager – Mental Health and Wellbeing Services • Operations manager- community • Operations manager - specialist • Operational Performance and Redesign Manager • Personal Assistant
<p>Key Working Relationships:</p>	<p>Internal:</p> <ul style="list-style-type: none"> • Chief Operating Officer (COO) • Deputy COOs • Divisional Directors • Chief Medical Officer • Directors of Nursing and Midwifery • Clinical Services Directors • Clinical Leaders • Service Managers • Business Analysts • Director Employee Relations, Business Partnerships and Injury Management • Director People and Culture Operations and Workforce Systems <p>External:</p> <ul style="list-style-type: none"> • Department of Health • Other Health Services • Universities • Safer Care Victoria • Office of Chief Psychiatrist (OCP) <p>Lead:</p> <ul style="list-style-type: none"> • Divisional Director representative on various organisational committees 	
<p>Key Selection Criteria:</p>	<p>Essential:</p> <p>Technical Skills/Experience</p> <ul style="list-style-type: none"> • Relevant clinical and management experience in a tertiary health service. • Proven leadership of large multi-disciplinary teams. • Proven leadership skills with the ability to shape future direction of a division within a large organisation. • Demonstrated experience in the development and implementation of clinical service improvement initiatives. • Financial management skills with ability to reviews cost structures and deliver services within budget. 	

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	<ul style="list-style-type: none"> • An understanding of clinical governance, accreditation and clinical risk management processes and the ability to integrate these into a quality and safety program. • Demonstrated commitment to research, education and training. • A good understanding of best practice Human Resources and Industrial Relations approaches as related to public hospital medical practitioners, and well-developed negotiation and conflict resolution skills. • Well-developed communication, interpersonal and teamwork skills, including the ability to foster effective working relationships with a wide range of stakeholders. • Demonstrated record of valuing, motivating and mentoring staff as a leader and manager. • Ability to be an effective leader, peer and valued member of Western Health's senior medical leadership by stimulating constructive debate and supporting colleagues to meet organisational objectives. • Proven ability in building and maintain high performance teams focused on achieving strategic outcomes. • Ability to translate Western Health's strategic plan into practical outcomes at a divisional level. <p>Desirable:</p> <ul style="list-style-type: none"> • Postgraduate qualifications in health service management, management or business (desirable)
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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 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

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- 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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