

POSITION DESCRIPTION

| | |
|----------------------------------|--|
| Position Title: | Deputy Director Operational Performance and Transformation |
| Business Unit/Department: | Women's & Children's |
| Division: | Women's & Children's Services |
| Award/Agreement: | VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) |
| Classification: | HS7 |
| Reports To: | Divisional Director, Women's & Children's Services |
| Direct Reports: | W&C Data Performance Manager |

Date Prepared/Updated: 14th March 2025

Position Purpose

The Deputy Director Operational Performance and Transformation will lead, implement, and evaluate service development and improvement initiatives that enhance service access, safety and quality, operational efficiency, and consumer experience across Women's and Children's Services.

The role will collaborate with the Divisional Director and other stakeholders to develop, monitor, and review divisional business plans, improvement and service development activities, divisional and organisational strategic and operational priorities, and key performance indicators.

The Deputy Director Operational Performance and Transformation will use data analysis, operational and business knowledge, skills and expertise, improvement methodology, and project management skills to develop and assess efficient care models and performance processes that align with divisional, directorate, and organisational goals.

Business Unit Overview

The Women's & Children's Division continues to expand and develop to meet the Western region's population growth, care complexities and demand. The division has seen significant growth over the last 4-5 years across all program areas in assisting to meet regional support requirements.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

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 continues to support the growth of the service, with planning commenced for the New Melton Hospital in 2029 providing services for women and children.

In 2022/23 in the Women's and Children's Division provided care for:

- More than 6900 babies born, at Sunshine, Bacchus Marsh Hospital, and at home.
- More than 2,020 neonates in our Newborn Services
- More than 3,140 women who accessed inpatient Gynaecology services
- More than 13,840 women booked appointments in outpatient Gynaecology services
- More than 3,830 children admitted to hospital and supported Sunshine Hospital Emergency Department who saw more than 30,250 children.

The Women's & Children's Division provides care across a number of sites within the Western catchment, including Sunshine, Bacchus Marsh, Melton and Sunbury. The Division collaborates with several other Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care for our community.

The Division will continue to innovate and develop more services and model of care options across Western Health to ensure Best Care for the community of Western Melbourne

Key Responsibilities

- Work as directed and in collaboration with the Divisional Director and in partnership with the Chief Operating Officer, Deputy Chief Operating Officer Team, and the Divisional / Directorate leadership team to target and deliver on priority strategic, business and improvement initiatives
- Coordinate and implement consistent methodology to support process and system improvement which drives improvements in operational processes, systems, and efficiency
- Undertake critical analysis of information, diagnostics and workflow 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 organisational teams in the delivery of projects including New Melton Hospital, Local Health Service Network Planning 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 consumer experience, outcomes, and safety and quality using agreed Western Health methodology
- Drive innovation and change management across the Division and Directorate
- Support the Division and Directorate's Leadership Team to foster a culture that recognises and promotes the importance of consumers and community in the provision of Best Care, and the role that community providers play in health care
- Support the Division and 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 consumers, consumers, and colleagues

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- 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 / Midwife 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.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Key Working Relationships

Internal:

- Chief Operating Officer
- Deputy Chief Operating Officer
- Divisional Director
- Clinical Services Director
- Heads of Unit
- Deputy Executive Director Nursing & Midwifery
- Operations Managers
- Directors of Nursing & Midwifery
- Director/s Best Care Governance and Support
- Assistant Director/s Nursing & Midwifery
- Nurse / Midwifery Unit Managers
- Senior Medical Staff
- Business Analyst
- Finance Team
- People and Culture Business Partner
- Best Care Coordinator/s / Team Lead
- Patient Safety Lead
- Patient Feedback Lead
- Directorate Administrative teams
- Operational and professional staff from other Divisions in Western Health
- Members of the multidisciplinary care team

External:

- Department of Health
- Safer Care Victoria
- Western Division of General Practice
- Consumers and their significant others
- Community service providers
- Other healthcare networks and service providers

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Selection Criteria

Essential:

- Successful completion of a tertiary qualification in a healthcare discipline or management field
- Demonstrated significant operational experience in a complex health care environment
- Demonstrated experience in project management, program development, or service improvement initiatives including examples of innovation and/or transformational redesign work
- Demonstrates thorough understanding of Western Health's agreed improvement 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, 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
- Demonstrated ability to work within a constantly changing environment and understanding of change management

Desirable:

- Relevant postgraduate qualification and/or relevant clinical experience in Women's and Children's service delivery
- 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 consumer management and improvement

Leadership Capabilities

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

| Leadership Capability | Definition |
|-----------------------|---|
| Manages complexity | Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems |
| Decision quality | Making good and timely decisions that keep the organisation moving forward |

| | |
|--------------------------|--|
| Plans and aligns | Planning and prioritising work to meet commitments aligned with organisational goals |
| Optimises work processes | Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement |
| Ensures accountability | Holding self and others accountable to meet commitments |
| Values differences | Recognising the value that different perspectives and cultures bring to an organisation |
| Communicates effectively | Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences |
| Persuades | Using compelling arguments to gain the support and commitment of others |
| Manages ambiguity | Operates effectively, even when things are not certain, or the way forward is not clear |

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 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

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- 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 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: | Click here to enter the Employee's name. | | |
| Employee's Signature: | | Date: | Click here to enter a date. |
| | | | |

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Our Vision
Together, Caring for the West
Patients – Employees – Community – Environment