

POSITION DESCRIPTION

Position Title:	Operations Manager – Newborn & Children's Services
Business Unit/Department:	Women's & Children's - Newborn Services, Paediatrics
Division:	Women's & Children's Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 6 (HS6)
Reports To:	Divisional Director – Women's & Children's Services
Direct Reports:	Unit Managers – Newborn & Children's Services Newborn & Children's Ambulatory Manager Newborn & Children's Research, Improvement & Development roles
Date Prepared/Updated:	1 September 2025

Position Purpose

As a key member of the leadership team in the Division of Women's & Children's Services, the Newborn and Children's Services Operations Manager plays an integral role in leading, developing and innovating across Newborn Services and Paediatric Services.

The Newborn and Children's Services Operations Manager will collaborate with Newborn Services and Paediatric Heads of Unit, Nursing Unit Managers, and the broader Women's and Children's teams, assisting the Divisional Director and Clinical Services Director in providing effective and efficient leadership.

The role assumes responsibility and accountability for all operational systems and processes supporting the delivery of safe and effective care, including, but not limited to, workforce, safety and quality, activity, access, improvement, patient experience and finance.

The Newborn and Children's Services Operations Manager, in partnership with the respective program Head of Unit is responsible and accountable for ensuring safe and high-quality care within the designated program in alignment with the Western Health Best Care framework.

This will be achieved through strong, visible leadership, collaboration, and clear role modelling.

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, multidisciplinary partnership approach.

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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 program areas in assisting to meet regional support requirements. 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.

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:

- 7,983 total babies were born: on average 21-22 babies per day
- 7,199 babies were born at Sunshine Hospital
- 784 babies were born at Bacchus Marsh Hospital
- 1,512 neonates accessed Newborn Services
- 3,062 women accessed inpatient Gynaecology services
- 4,149 children were admitted
- 29,985 children were cared for in the Sunshine Hospital Emergency
- 160,208 episodes of ambulatory care were provided

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

Quality of Care and Clinical Safety:

- Ensure provision of high-quality patient care by facilitating the coordination and management of the clinical areas across inpatient and outpatient services.
- Monitor and evaluate the performance of the designated program using qualitative and quantitative methods, including indicators such as patient experience, finance and activity, adverse patient safety events, program and organisational KPIs and compliance with clinical standards.
- In conjunction with each program, unit or clinical area determine and monitor appropriate KPI's in line with state, national and/or international clinical practice guidelines.
- Lead the development of a service stream clinical governance plan in collaboration with Divisional Director, Clinical Services Director/Heads of Unit/Unit Managers/Department Heads and Best Care Coordinators to effectively contribute to achievement of Best Care at Western Health.
- Promote and foster a culture of patient safety, continuous improvement, and innovation within the designated programs.
- Facilitate and support nursing and midwifery interventions in accordance with the standards prescribed (as appropriate) and departmental policies, procedures and guidelines and ensure adherence to the same standards.
- Promote evidence-based practice and research within program areas in addition to developing a culture of continuous improvement activity within the programs..
- Monitor and review adverse patient safety events within the service program and develop and implement strategies to address any emerging themes.
- Participate in review and management of serious adverse patient safety events (SAPSEs), with ongoing implementation and monitoring of recommendations.
- Participate in organisational committees/working groups as required.
- Participate in external committees/working groups as required.

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Managing and Developing People:

- Support Unit Managers and Heads of Units in all aspects of employee management including recruitment, selection and performance development.
- Support Unit Managers and Heads of Units in acquiring, maintaining, and utilising the skills required to effectively meet KPIs for financial performance of wards and Units/Departments
- Ensure that recruitment, negotiation of contracts, leave, rostering and occupational health and safety responsibilities are delivered in compliance with legislation and Western Health policies and procedures.
- Be responsible for ensuring monitoring of staff utilisation and adjustment to optimal staffing levels is undertaken.
- Foster increased flexibility in work patterns and support recruitment practice changes where indicated.
- Ensure the development and implementation of a succession plan for staff at senior management level, including medicine and nursing.
- Ensure the development of mentorship and support programs for new employees, including medical and nursing and midwifery staff, unit managers and unit heads.
- Be responsible for ensuring attendance at educational and professional development activities is monitored via educational training database.
- Conduct annual performance development of direct reports, provide ongoing feedback on performance, identify opportunities for development and develop individual plans of action.

Financial Responsibility and Sustainability:

- Develop a Program Business Plan in partnership with Divisional Director, Clinical Services Director in consultation with Heads of Unit, Unit Managers/Department Heads.
- Facilitate service development, operational planning, and plan implementation.
- Prepare and submit business cases to support program growth in line with Program, Divisional, and Organisational priorities.
- Ensure any development of the clinical service is congruent with the organisational strategic directions.
- Coordinate formulation of service budget in liaison with the Divisional Director, Clinical Services Director, Divisional Business Analyst, and relevant staff from within the division.
- Be responsible for achievement of activity, KPI's and financial targets on a monthly, quarterly, and annual basis.
- Develop and implement strategies to manage budget variances in both operating and special purpose funds budgets.
- Proactively review, initiate and implement actions to improve the financial effectiveness and performance in respective areas.
- Monitor service activity and growth against projections and identify and address variances.
- Monitor program area occupancy against available workforce and identify and address variances.
- Monitor consumables ordering and usage against patient activity and identify and address variances.
- In conjunction with contracts manager, monitor and manage contractual arrangement and obligations for the provision of equipment and consumables in the service stream.

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:

- Divisional Director
- Clinical Services Director
- Performance & Redesign Manager
- Head of Unit – Newborn Services
- Head of Unit - Paediatrics

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- Deputy Executive Director Nursing & Midwifery
- Directors of Nursing & Midwifery
- Assistant Director/s Nursing & Midwifery
- Nurse/Midwifery Unit Managers
- Senior Medical Staff
- Business Analyst
- People and Culture Business Partner
- Best Care Coordinator/s
- Patient Safety Lead
- Patient Feedback Lead
- Directorate Administrative teams
- Operational and professional staff from other Divisions in Western Health
- Clinical Hospital Coordinators
- Members of the multidisciplinary care team

External:

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

Selection Criteria

Essential:

- Relevant registration with the Australian Health Practitioner Regulation Agency
- Relevant postgraduate management or leadership qualification, preferably at a Masters level or working towards.
- Extensive clinical, leadership and management experience within a large, complex healthcare environment or other relevant organisation at a senior level
- Demonstrated ability to manage and lead people, including a highly educated workforce
- Demonstrated ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes
- Demonstrated ability to work at both a strategic and operational level within a complex organisation
- Excellent communication and interpersonal skills, both written and verbal
- Effective negotiation skills
- Demonstrated high-level analytical skills, including data interpretation and planning
- Demonstrated change management skills
- Capability to innovate

Desirable:

- Experience leading a large medical service
- Experience in a clinical role
- Experience leading an inpatient medical service
- Experience in ambulatory care
- Experience in service development and improvement

Leadership Capabilities

Leadership Capability	Definition
Manages complexity	Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems

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Decision quality	Making good and timely decisions that keep the organisation moving forward
Plans and aligns	Planning and prioritizing 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	Recognizing 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

- 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

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- 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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