

POSITION DESCRIPTION

Position Title:	Director of Urgent Care Services
Business Unit/Department:	Western Health Urgent Care Centres
Division:	Emergency Medicine and Intensive Care Services
Award/Agreement:	Medical Specialists – VPHS-AMA Victoria Single Interest Employers Enterprise Agreement
Classification:	HM41
Reports To:	Clinical Service Director, Division of Emergency Medicine, and Intensive Care Services
Direct Reports:	Unit medical employees
Date Prepared/Updated:	12 March 2026

Position Purpose
<p>The role of the Director of Urgent Care (UCC) is to provide clinical, professional, and academic leadership of the Urgent Care Centres operating at the Bacchus Marsh, Melton, and future sites at Sunbury and Port Cook of Western Health. The Director has the responsibility for the effective management and leadership of the department and the provision of services consistent with Western Health Strategic Priorities.</p> <p>This fulltime role oversees senior and junior medical staff to ensure that high quality clinical care is provided to patients presenting to the WH Urgent Care Centres, and to supervise and train junior medical staff. The role will have clinical, administrative, educational, research and advocacy components, and will also represent Western Health in discussions with other acute paediatric services in the metropolitan area. This role, in collaboration with the Operations Manager, will oversee the management of the units' financial budgets, medical staffing requirements and Key Performance Indicators.</p>
Business Unit Overview
<p>The Division of Emergency Medicine and Intensive Care (EMIC) Services spans across 5 Western Health sites encompassing three emergency departments, two urgent care centres and two intensive care units.</p> <p>Delivering care to over 200,000 patients annually the Division is committed to innovation, the development of services and treatment of diverse population groups across Western Health to ensure Best Care for the community of Western Melbourne.</p> <p>The Divisional Director (DD) and the Clinical Services Director (CSD) function in partnership to provide leadership, clinical, operational and financial governance to the Division ensuring the efficient and effective delivery of Best Care within allocated resources.</p>

Our Vision

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Key Responsibilities

Clinical Duties

The Director of UCC will perform clinical duties in the UCC's of Western Health. This includes:

- Quality patient care via clinical assessment, appropriate investigation and development of management plans.
- Performance of required clinical procedures within scope of practise and with appropriate skill and the ability to supervise others in the performance of those procedures.
- Liaison with other team members, and communication with patients and their relatives as required.
- Liaison with retrieval services for patients requiring tertiary hospital referral
- Responsibility for communication with community providers.
- Clinical handovers.

Workforce

- Ensure medical staff are appropriately registered, credentialed and working within their scope of practice and that relevant regular clinical audits occur and are documented
- Ensure awareness of clinical experience and proficiency of junior medical staff who are delegated to deliver care, and provide supervision for, and be accountable for the care delivered
- Provide consistent and appropriate leadership and supervision to Junior Medical Staff
- Manage staff through effective recruitment, retention, recognition and development strategies
- Provide leadership and support for direct reports, appraise their performance, and ensure staff complete mandatory and required training
- Ensure staff are appropriately appointed and credentialed within their scope of practice defined according to organisational policy
- Oversee CST allocation to eligible senior medical staff and portfolio maintenance
- Ensure staff leave is appropriately managed
- Contribute to creating and maintaining a work climate which is conducive to positive morale and employee growth, development and retention
- Ensure our staff's health and well-being is prioritised and assist them to seek assistance if impairment in physical or mental health is impacting on job performance
- Ensure medical staff rosters are clinically safe, compliant with industrial agreements, promoting staff welfare and cost efficiency

Operations

- In collaboration with the Operations Manager, Clinical Services Director and Divisional Director within the respective Division, manage services to provide efficient models of care and to monitor activity, KPIs and budget performance
- Analyse and use data to guide decisions and evaluate outcomes
- Participate in service planning as requested by the Clinical Services Director and Divisional Director, including the development and setting of targets, resource requirements and improvement priorities for the service agreement.
- Participate in developing department and personal priority goals and objectives consistent with the mission, philosophy and strategic plan of the organisation
- Ensure that any dealings with the media are approved and in accordance with policy, procedure and privacy legislation
- In partnership with the Operations Manager, be involved in the management of the department's budget and strategic and financial planning
- Participate in the development and monitoring of financial risk reduction and identify and implement strategies for cost control
- Identify revenue opportunities through available funding streams, and develop business cases to optimise opportunities and business development that are consistent within current guidelines, and make recommendations to improve the latter. Be accountable for Key Performance Indicators related to the Urgent Care Centres.
- Oversee and monitor KPIs as they relate to the department, including clinical audit, morbidity and mortality as well as other access and quality indicators

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Quality and Safety

- Assume responsibility for the quality of patient care provided within the Urgent Care Centres, in conjunction with the relevant department Nurse Unit Managers, in accordance with the model of care of the department, and ensure that clinical procedures are performed in accordance with the relevant Western Health policies and procedures
- Ensure that consultations, treatment, care plans and other clinical management are delivered and documented to support ongoing care and communication, and meet medico-legal requirements in accordance with relevant Western Health policies and procedures
- Participate in resolving problems in care delivery, utilising a multidisciplinary approach
- Ensure that the provision of discharge summaries by UCC medical staff of patients discharged to the community from the UCC are undertaken in a prompt manner, thereby supporting the ability of community providers, including GPs, to continue appropriate care
- Ensure that procedures are in place so that continuity of care for patients occurs by communicating appropriately with other practitioners including community general practitioners
- Ensure that procedures are in place so that the care of all patients is handed over to the appropriate delegate, or that other suitable arrangements for follow up, including management of patient results, are in place
- Oversee, and lead by example, in the delivery, management and promotion of high quality clinical care to all patients of Western Health
- Ensure timely and appropriate clinical incident & complaints management occurs
- Participates in developing and monitoring clinical governance, reviewing and evaluating the quality and timeliness of clinical services delivered within the UCC environment
- Participate in the development, implementation and revision of treatment protocols and ensure adherence to best practice standards appropriate to each department through the utilisation and development of clinical guidelines
- Provide leadership and advice regarding relevant National Standards accreditation
- Actively contribute to Western Health's ongoing development, i.e. through involvement in hospital wide activities, national and/or international organisations
- Actively participate in departmental or organisational wide quality and credentialing processes, including clinical work review groups
- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums, team meetings, etc.
- Establish and maintain professional relationships with employees, other professional groups, units/departments and/or community agencies
- Build networks and participate in benchmarking to seek and share information to assist in developing best practices
- Demonstrate a caring and empathetic approach towards patients at all times
- Participate in the improvement of policies, procedures and protocols, and identify areas for improvement in clinical practice.
- Participate in professional development activities provided by the health service, and keep up to date with relevant developments in clinical and hospital practice and policies

Research and Education

- Develop a research agenda within the department, including literature reviews, development of evidence-based practices and the collation of data to publish or present results of this work each year
- Participate in clinical teaching and professional development of junior medical staff, medical students and students of all health professions and disciplines, including the involvement of students in clinical care
- Coordination / delegation of medical education within the UCC
- Development of simulation education including necessary staff and equipment

Other

- Maintain personal qualifications in accordance with continuing certification requirements of the relevant medical college or other body

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- Comply with Western Health financial systems, policies and processes
- Maintain a high and accurate level of clinical and financial recording
- Ensure that appropriate medical documentation audits occur regularly
- Manage and operate in accordance with Western Health Human Resource policy and practice in all matters relating to recruitment and employment
- Receive and return organisational relevant information and communication through phone, and/or voicemail and email within time limits set by the organisation
- Acquire and maintain sufficient relevant computer/technology skills and utilise these to participate in services and communication offered by Western Health
- Other duties as delegated by the Chief Medical Officer

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:

- Other Senior Medical Staff
- Junior Medical Staff
- Nursing and Allied Health Staff
- Patient Support and Administrative Staff
- Operations Managers
- Medical workforce Unit Management
- Unit/Department Heads
- Access Managers/Clinical Hospital Coordinators
- Clinical Services Directors
- Divisional Directors
- Chief Medical Officer
- Director of Medical Services
- Best Care Governance and Support Division

External:

- GP's
- Community Health Agencies
- Ambulance Victoria
- Victoria Police
- Universities

Selection Criteria

Essential

- Full-time commitment to working in an Urgent Care service and leadership role
- Current registration with the Australian Health Practitioners Regulation Agency
- Fellowship of one or more of:
 - Australasian College of Emergency Medicine (ACEM)
 - Australian College of Rural and Remote Medicine (ACRRM)
 - Royal Australian College of General Practitioners (RACGP)
 - Other College recognized by AMC
- Demonstrable relevant knowledge and experience in Urgent Care /Emergency Medicine and Management.
- Working with Children's Check
- Proven clinical skills and experience.
- Relevant management experience
- Experience in the support and supervision of junior medical staff

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- Well-developed communication skills in interactions with relevant clinical, administrative, and executive staff, patients and carers
- Ability to inspire and lead service change with clinical UCC staff
- A high level of ethics in regards to patients, colleagues and the organisation
- Skill and maturity in problem solving, negotiation and conflict resolution
- A high level ability to make decisions and support rationale, and to clearly communicate decisions to relevant parties
- Understanding of activity settings and budget management
- Maintenance of confidentiality of patient, institutional and staff information
- A commitment to professional development
- The ability to analyse own performance in accordance with position expectations.
- The ability to develop goals and implement plans to meet those goals.
- The continuing development of their own knowledge and skills
- Participation in and contribution in organisational committees, teams and projects in keeping with the organisation's strategic goals
- Seeks out and is receptive to feedback from co-workers at all levels for the purpose of growth in the role

Desirable

- Demonstrated Research Skills
- Knowledge of health issues related to the population within Western Health's Catchment
- Acknowledgment of Western Health strategic themes
- Management qualification

Leadership Capabilities

Leadership Capability	Definition
Customer focus	Building strong customer relationships and delivering customer-centric solutions
Decision quality	Making good and timely decisions that keep the organisation moving forward
Directs work	Providing direction, delegating, and removing obstacles to get work done
Ensures accountability	Holding self and others accountable to meet commitments
Collaborates	Builds partnerships and works collaboratively with others to meet shared objectives
Interpersonal savvy	Relates openly and comfortably with diverse groups of people
Builds effective teams	Builds strong-identity teams that apply their diverse skills and perspectives to achieve common goals
Communicates effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
Courage	Steps up to address difficult issues, saying what needs to be said
Situational adaptability	Adapts approach and demeanour in real time to match the shifting demands of different situations

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

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- 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 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 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.](#)

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