

## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Manager
<b>Business Unit/Department:</b>	Operations
<b>Division:</b>	Women's & Children's Services
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 5 – Level 1 to Level 5 (HS5 to HS33)
<b>Reports To:</b>	Operations Manager
<b>Direct Reports:</b>	Administration Team Leaders
<b>Date Prepared/Updated:</b>	1 April 2026

### Position Purpose

The Women's and Children's (W&C) Services Administration Manager is an integral member of the Division's leadership team.

This role will work collaboratively with the Operations Manager and Performance and Data Management Team and the team more broadly across maternity, gynaecology, neonatal and paediatric services to ensure all specialist clinics administrative workforce, functions, systems and processes are delivered in an efficient and effective manner.

Agreed Key Performance Indicators (KPIs) will drive accountability and role deliverables. The position ensures data integrity for all ambulatory services within the division aligning to the Department of Health (DH) Specialist Clinics in Victorian public hospitals – Access Policy and Victorian Integrated Non-Admitted Health (VINAH) data set.

This role provides high level support to all internal and external stakeholders, whilst also working closely with the Performance Unit, EMR PAS Team and Service Management Stream Leads of 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, multidisciplinary 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 program areas in assisting to meet regional support requirements. The

### Our Vision

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

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 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

### Leadership and Service Delivery

- Provide leadership of administrative service delivery across the division, ensuring high quality, client-centred services aligned to the "Best Care" Framework.
- Lead and deliver strategic priorities and service improvement initiatives, in partnership with the Operations Manager and relevant stakeholders.
- Act as the primary escalation point for complex operational and administrative issues, ensuring timely resolution with minimal disruption to service delivery.
- Promote a positive, high-performing workplace culture focused on accountability, safety, continuous improvement, and staff wellbeing.

### Workforce Management and Performance

- Provide operational leadership and oversight of a large administrative workforce, including workforce planning, rostering, workload distribution, and service continuity.
- Ensure workforce targets are achieved, including:
  - Unplanned leave maintained below 4.5%
  - Annual leave and ADO liability proactively managed and prevented from entering excess
- Lead performance management processes, ensuring:
  - Performance Development Plans are completed at >95%
  - Performance issues are managed promptly and in accordance with policy
- Ensure mandatory training compliance is achieved in a timely manner.
- Ensure appropriate orientation and onboarding of new staff.
- Provide regular supervision, coaching and mentoring to direct reports, and ensure supervision frameworks are in place across reporting teams.

### Financial Governance and Revenue Integrity

- Provide leadership and oversight of administrative financial processes, including billing accuracy, NWAU/MBS-related workflows, and revenue integrity.
- Work closely with the Operations Manager to ensure accurate reporting of financial results, EFT allocation, budget monitoring, and achievement of allocated budgets.
- Identify, monitor and mitigate operational and financial risks related to administrative workflows and service delivery.
- Lead continuous improvement initiatives that strengthen compliance, efficiency, and financial sustainability.

## Our Vision

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

### **Systems, Data Quality and Reporting**

- Provide subject matter expertise and leadership in the use and optimisation of key systems, including EMR, PAS, and administrative financial processes.
- Work closely with the Information Management Lead to ensure:
  - Accurate reporting of activity and performance indicators
  - Data errors and system issues are identified, escalated, and resolved within 30 days
- Lead standardisation and improvement of administrative processes to ensure consistency, compliance, and efficiency across sites and teams.

### **Stakeholder Engagement and Communication**

- Build and maintain effective relationships with key internal and external stakeholders, including clinicians, consumers, service providers, finance, digital health, and operational leaders.
- Demonstrate high-level communication (verbal, written and electronic), ensuring messaging is clear, professional, and supports service delivery outcomes.
- Represent the administrative function in meetings, working groups and operational forums, contributing to service planning, improvement and change implementation.

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
- Deputy Director of Operational Performance and Transformation
- Operations Managers
- Business Analyst
- Performance Unit
- Digital Health/ICT
- Business Partner - People and Culture
- Heads of Units/Directors of services
- Unit Managers
- Clinical and management staff from other Divisions in Western Health
- Members of the multidisciplinary care team
- GP Liaisons

#### **External:**

- Department of Health
- Patients and their significant others
- Community service providers
- Other healthcare networks and service providers

### **Selection Criteria**

#### **Essential:**

- A relevant business/office qualification and/or substantial relevant experience in health administration leadership
- Extensive experience in health service administration within a complex clinical environment
- Demonstrated ability to lead, supervise and hold staff accountable, including performance and capability development
- Sound understanding of rostering principles, workforce planning, and service continuity requirements
- High level proficiency in EMR and PAS, including experience in system optimisation and troubleshooting
- Demonstrated understanding of healthcare workflows and departmental interdependencies

### **Our Vision**

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

- Experience in data management and reporting, including producing routine reports and resolving data errors
- Proven ability to engage autonomously with senior stakeholders (clinicians, finance, digital health and executives) to resolve complex, high-impact issues
- Strong organisational skills, including ability to work under pressure, manage competing priorities, and work both independently and collaboratively
- Demonstrates a can-do attitude, adaptability, and openness to learning

**Desirable:**

- Experience managing large multidisciplinary administrative workforces across multiple service streams and/or campuses
- Demonstrated experience in change management and embedding service improvements
- Advanced knowledge of healthcare funding and revenue systems, including compliance and financial risk management
- Knowledge of DH/DHHS data guidelines and reporting requirements
- Experience delivering and implementing strategic plans

**Leadership Capabilities**

Leadership Capability	Definition
<b>Manages complexity</b>	Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
<b>Decision quality</b>	Making good and timely decisions that keep the organisation moving forward
<b>Plans and aligns</b>	Planning and prioritising work to meet commitments aligned with organisational goals
<b>Optimises work processes</b>	Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
<b>Ensures accountability</b>	Holding self and others accountable to meet commitments
<b>Values differences</b>	Recognising the value that different perspectives and cultures bring to an organisation
<b>Communicates effectively</b>	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
<b>Persuades</b>	Using compelling arguments to gain the support and commitment of others
<b>Manages ambiguity</b>	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

**Our Vision**

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

- 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 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: \_\_\_\_\_

### Our Vision

Together, Caring for the West

Patients – Employees – Community – Environment