

POSITION DESCRIPTION

Position Title:	Service Manager – Renal Services
Business Unit/Department:	Renal Services
Division:	Western Health at Home
Award/Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise 2016-2020
Classification:	HS6
Reports To:	Operations Manager – Renal Services, Western Health at Home
Direct Reports:	Renal Nurse Practitioners Renal Clinical Nurse Consultants
Date Prepared/Updated:	08 April 2025

Position Purpose

The Renal Service Manager is an integral member of the leadership team in the Division of Western Health at Home. This role will actively promote and facilitate standardisation of evidence-based practices service-wide where this optimises quality, safety and patient experience and will guide, facilitate, monitor and evaluate targeted quality improvement initiatives that align with Western Health strategic plans.

As a senior member of the Nephrology Leadership Team, this position will enrich team performances and support strategic direction, budget management, business activities and workforce planning. The role will also assist with the design, implementation, and evaluation of innovative and best practice models of care.

Renal services are a significant part of the Division, encompassing all aspects of a patient's renal health, partnerships exist with Melbourne Health for the provision of renal transplantation, Monash Health for kidney and pancreas transplantation and affiliation with all renal services across Victoria as part of the renal HUB reference group.

This role will actively promote and facilitate standardisation of evidence-based practices service-wide where this optimises quality, safety and patient experience and will guide, facilitate, monitor and evaluate targeted quality improvement initiatives that align with Western Health and Nephrology strategic and business plans.

This will be achieved through effective leadership, efficient management, and visible role modeling.

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Business Unit Overview

The Division of Western Health at Home provides a comprehensive range of inpatient, clinic based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health, and administration staff. Western Health at Home services provide care from all Western Health campuses and within patient's homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated, and patient centred care. Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research, and clinical trials our division supports the detection, management, and secondary prevention of chronic disease. The division's medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine, and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient's home. These services include Hospital in the Home, Rehab at Home, GEM at Home, Community Based Transition Care Program and Dialysis at Home, which deliver healthcare that would otherwise be provided within an inpatient setting. Western Health at Home's breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's West.

Key Responsibilities

Quality of Care and Clinical Safety:

- Ensure provision of high-quality patient care by overseeing the coordination and management of the clinical areas.
- In conjunction with each unit or clinical area determine and monitor appropriate KPI's in line with national and/or international clinical practice guidelines.
- Lead the development of a service stream quality plan in collaboration with Divisional Director, Clinical Services Director / Renal Operations Manager / Unit Managers / Department Heads and Quality Coordinators to effectively contribute to achievement of Best Care at Western Health.
- Promote and foster a culture of clinical safety, continuous improvement, and innovation within the designated service stream.
- Facilitate and support nursing interventions in accordance with the standards prescribed (as appropriate) and departmental policies and procedures, and ensure staff adhere to the same standards.
- Promote evidence-based practice and research within the service Quality Management and Continuous Improvement.
- Monitor and evaluate the performance of the designated service stream using qualitative and quantitative methods, including indicators such as client satisfaction, cost, usage, clinical incidents, KPIs and compliance with clinical standards.
- Monitor and review incidents within the service stream and develop and implement strategies to address any emerging themes.
- Participate in organisational committees/working groups as required.

Managing and Developing People:

- Support Renal Operations Manager / Unit Managers / Department Heads in all aspects of staff management including recruitment and selection, performance appraisal and staff development.
- Support Renal Operations Manager, Unit Managers and Department Heads 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.

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- 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 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 appraisal of direct reports, provide feedback on their performance, identify skill gaps and develop individual plans of action.

Financial Responsibility and Sustainability:

- Develop a Service Operational Plan in partnership with Divisional Director, Clinical Services Director, Renal Operations Manager and in consultation with Heads of Unit, Unit Managers/Department Heads.
- Facilitate service development, operational planning, and plan implementation.
- 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, Renal Operations Manager, Divisional Business Analyst, and relevant staff from within the division.
- Be responsible for achievement of activity, KPI's and financial targets on a monthly and annual basis.
- Develop and implement strategies to manage budget variances in both operating and SPF 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 facility occupancy against staffing levels and identify and address variances.
- Monitor consumables ordering and usage against patient activity and identify and addresses 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
- Director of Operations
- Renal Operations Manager
- Directors of Nursing & Midwifery
- Nurse Practitioners
- Business Analyst
- Business Partner - People and Culture
- Quality Coordinators
- Heads of Units/Directors of services
- Nurse Unit Managers
- Clinical and management staff from other Divisions in Western Health
- After Hours Coordinators
- Members of the multidisciplinary care team
- Integrated Learning Centre

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External:

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

Leadership Capabilities

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 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

Selection Criteria**Essential:**

- Current relevant registration with AHPRA
- Extensive clinical and management experience within a large, complex healthcare or other relevant organisation, preferably at a senior level
- Hold a post graduate qualification in relevant field
- Ability to manage and lead people, including a highly educated workforce
- Ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes
- Ability to work at both a strategic and operational level within a complex organisation
- Excellent interpersonal skills
- Excellent communication skills, both written and verbal
- Effective negotiation skills
- High-level analytical skills
- Effective change management skills
- Capability to innovate
- Capacity and capability to provide a professional role model for staff

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Desirable:

- Relevant postgraduate management qualification, preferably at a Masters level or working towards.

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: _____

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