

POSITION DESCRIPTION

Position Title:	Operations Manager – Maternity Services
Business Unit/Department:	Maternity Services
Division:	Women’s and Children’s
Award/Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT
Classification:	HS6
Reports To:	Divisional Director, Women’s and Children’s
Direct Reports:	Unit Managers, Maternity Support Roles
Date Prepared/Updated:	08/05/2026

Position Purpose
<p>The Women’s & Children’s Maternity Services Operations Manager, is an integral member of the leadership team in the Division of Women’s & Children’s Services (W&Cs) at Western Health.</p> <p>The Women’s & Children’s Maternity Services Operations Manager will work collaboratively with Heads of Unit and the multidisciplinary team to support the Director Maternity Service and Director Obstetrics and Gynaecology to facilitate effective and efficient leadership and operational, financial and clinical governance within the maternity service.</p> <p>This role is responsible and accountable for the promotion of safety and high-quality care within the designated business unit in keeping with the Best Care framework and the Western Health Strategic Plan. This role is accountable for the following areas/services: Inpatient Maternity Care, Birthing, Maternity Assessment Centre, Maternity at Home, Lactation Services, Midwifery Group Practice and the Maternity Service at Bacchus Marsh.</p> <p>This will be achieved through effective leadership, efficient management and visible role modelling.</p>

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Business Unit Overview

The Maternity Services Operations Manager, is an integral member of the leadership team in the Division of Women's & Children's Services at Western Health.

The Women's & Children's Maternity Services Operations Manager will work collaboratively with Heads of Unit and the multidisciplinary team to support the Director Maternity Service and Director Obstetrics and Gynaecology to facilitate effective and efficient leadership and operational, financial and clinical governance within the maternity service.

The Operations Manager is responsible and accountable for the promotion of safety and high-quality care within the designated program in keeping with the Best Care framework and the Western Health Strategic Plan.

This will be achieved through effective leadership, efficient management and visible role modelling within the service and the division.

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 Division of Women's & Children's Services provides care across a number of sites within the Western catchment, predominantly at the Joan Kirner Women's and Children's' at Sunshine, but also at Bacchus Marsh, Sunbury and within the local community.

The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care. The Division will continue to innovate and develop services and 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 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 Best Care Action Plan in collaboration with Best Care Governance & Support Division.
- Promote and foster a culture of clinical safety, continuous improvement and innovation within the designated service stream.
- Facilitate and support midwifery and/or 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.

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Managing and Developing People:

- Support Unit Managers/Department Heads in all aspects of staff management including recruitment and selection, performance appraisal and staff development.
- Support 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.
- 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, midwifery and/or nursing.
- Ensure the development of mentorship and support programs for new employees, including medical, midwifery 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 Director Maternity Services, Director Obstetrics and Gynaecology, Divisional Director, Clinical Services Director 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 Director Maternity Services, Director Obstetrics and Gynaecology, 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 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:

- Director Maternity Services
- Director Obstetrics and Gynaecology,
- Divisional Director
- Clinical Services Director
- Operations Managers – within Women's and Children's
- Operations Managers – across the organization
- Directors of Nursing and Midwifery

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- Business Analyst
- Business Partner - People and Culture
- Best Care Team
- Maternity Services Project Manager
- Clinical Practice Improvement Specialists
- Heads of Units/Directors of services
- Midwifery Unit Managers
- 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

External:

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

Selection Criteria

Essential:

- Eligible for registration as a midwife with the Australian Health Practitioner Regulation Agency or equivalent professional body
- Extensive clinical and management experience within a large, complex healthcare or other relevant organisation, preferably at a senior level
- 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

Desirable:

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

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

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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 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 and sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement

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- 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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