

POSITION DESCRIPTION

Position Title:	Director – Access & Patient Flow
Business Unit/Division:	Access & Patient Flow
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 7 (HS7)
Reports To:	Chief Operating Officer
Date Prepared/Updated:	July 2026

Position Purpose	
The Director - Access and Patient Flow provides strategic leadership and organisation-wide oversight of access, patient flow and bed utilisation across Western Health to support of Best Care. The role leads the design, implementation and evaluation of systems, governance frameworks, performance monitoring and improvement strategies that support timely, safe and coordinated patient movement across all campuses. The position is focused on strategic oversight, service improvement, governance, collaboration and system level performance, rather than day-to-day operational bed management. It works in partnership with divisional and operational leaders to establish consistent processes, strengthen capacity planning and enable effective decision-making across the health service.	
Business Unit Overview	
The Directorate of Patient Access and Flow has a workforce of approximately 35FTE and an expenditure budget of \$8M, spanning across all Western Health campuses. The Access and Patient Flow Division provides organisation-wide leadership, governance and coordination of access, patient flow and capacity utilisation across Western Health. The Directorate includes both strategic access and flow functions and operational access roles, including Central Hospital Coordinator (CHC) and Bed Manager functions, which support day-to-day coordination of patient movement across all campuses. Working in partnership with clinical, operational and divisional leaders, the Directorate supports effective demand and capacity management, consistent access practices, service improvement, and data-informed decision-making. Through this integrated model, the Division enables Western Health to maximise available capacity including the utilisation and function of Transit Lounge services and flex capacity, improving access and flow performance and the delivery of Best Care for the community of Melbourne's west.	
Key Accountabilities	
Our Purpose	Providing the Best Care for the people of the West, in the right place and the right time.

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Direction 1: We partner with patients and families	<i>Our patients and families are actively involved in their care and connected to the right services.</i> <i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i> • Directorates consistently engage with our patients, carers and community to learn about their needs • Employees consistently tailor care to suit all cultures, identities and abilities • Employees continue to empower patients prior to, during and after their care, so they can manage their condition, advance their recovery and feel supported in making decisions
Direction 2: We care for our people	<i>Our employees and volunteers are supported, engaged and equipped to embrace a dynamic future.</i> <i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i> • Directorates support our people to be their best, by promoting a safe and inclusive workplace • Directorates foster a culture that empowers all, encourages innovation and respects wellbeing • Employees are equipped to continue their great work and embrace new opportunities
Direction 3: We deliver services for the future	<i>Our services are expanding within and beyond hospital walls, advancing high-quality and connected care. To meet the needs of our communities, we are expanding our services, locations and technology options.</i> <i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i> • Directorates strengthen our profile with personalised care options within and beyond hospital walls • Employees provide equitable and timely access to our services, delivered in a socially responsible way • Employees provide a range of care options to give patients greater choice around how and when they receive care • Directorates enable digital services that are pro-active, smart, and inclusive ensuring more people can benefit irrespective of place
Direction 4: We are better together	<i>Our respectful relationships with our community, system-wide partners and each other drive collaboration and better outcomes.</i> <i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i> • Directorates engage and collaborate to improve the health and wellbeing of our communities • Employees listen, learn and act, so that patients can benefit from our collective worth to achieve their health goals • Directorates drive system reform through our relationships with healthcare providers, academic partners, and health colleagues • Directorates innovate across clinical and non-clinical teams to live and deliver Best Care for people of the West
Direction 5: We discover and learn	<i>Our innovation, research and education inspires and benefits our patients, employees and communities, to deliver a better future.</i> <i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i>

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	• Employees question, investigate, evaluate, adapt and innovate as we share, mentor, encourage and learn • Directorates drive continuous improvement of the quality and sustainability of our services and facilities to ensure accessible care for future generations • The encouragement of life-long learning; fostering curiosity and supporting employees to lead and participate in research and education, and to be recognised as specialists in their fields
Occupational Health & Safety and Other Obligations:	<i>Model proactive leadership, drive and commitment to ensure:</i> • Western Health's obligations for Occupational Health and Safety (OHS) and Work Cover rehabilitation are met • Compliance with OHS and Work Cover legislation • Compliance with OHS policies and procedures • A safe and healthy environment for employees, contractors, patients and visitors • The key performance targets and objectives, detailed in the Western Health strategic OHS plan, are supported, promoted and achieved • Risks are identified, assessed and controlled as far as practicable with injury prevention being a high priority • Safe work systems and controls are in place, which are regularly monitored for effectiveness • The Western Health prescribed OHS training and education sessions are attended, including all personnel responsible for managing employees • Health and Safety initiatives are developed and delivered to continually improve Western Health's safety maturity (culture) • Organisation wide strategic responsibility for record keeping is maintained including compliance with record keeping operations and standards
Role Specific Responsibilities	
	• Provide strategic leadership for organisation-wide access, patient flow and capacity optimisation across Western Health, ensuring alignment with organisational priorities, Statement of Priorities commitments and Best Care. Lead the development, implementation and evaluation of access and flow governance frameworks, business rules, escalation pathways and decision-making processes across all campuses. • Partner with Divisional Directors, operational leaders, Access Managers, CHC/Bed Manager functions and other stakeholders to strengthen consistent admission, transfer, discharge and capacity management processes. • Lead system-level redesign and improvement of access and flow models, including people, process, technology, data and reporting enablers. This work should improve bed utilisation, patient movement, organisational performance and alignment with Department of Health-led service improvement and sector-wide access initiatives. • Lead system-level redesign and improvement of access and flow models, including people, process, technology, data and reporting enablers. This work should improve bed utilisation, patient movement, organisational performance and alignment with Department of Health-led service improvement and sector-wide access initiatives. Establish and oversee demand and capacity forecasting, performance monitoring and analytics to provide visibility of access pressures, inform proactive planning and support achievement of access, flow and activity targets.
Key Outcomes:	The key challenge/outcomes for this role will be identified in the incumbent's performance plan and should align with Western Health's Strategic goals, organisational business plan and directorial business plan. A key focus is the delivery of outcomes as identified in the Statement of Priorities as agreed between Western Health and the Department of Health.

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Key Challenges of the Position:	The key challenges of this position include leading organisation-wide improvement in access and patient flow across multiple campuses, while balancing constrained bed capacity, increasing demand, and competing operational priorities. The role must bring clinical and operational teams together to establish consistent admission, transfer and discharge processes, strengthen real-time visibility of access pressures, and drive timely decision-making to reduce delays and bottlenecks. A further challenge is embedding sustainable systems, governance and behaviours that support optimal bed utilisation, achievement of access and activity targets, and delivery of Best Care for the community.	
Financial Management:	Annual Budget:	\$ 8 million
People Management:	Positions reporting to this role:	4
	Total employee management (EFT):	35
Key Working Relationships:	Internal: • Divisional Directors • Clinical Services Directors • Directors of Nursing & Midwifery • Operations Managers • Heads of Units/Directors of services • Nurse Unit Managers • Clinical and management staff across Western Health • CHC's • Members of the multidisciplinary team External: • Ambulance Victoria (AV) • Ambulance Retrieval Victoria (ARV) • Paediatric Infant Perinatal Emergency Retrieval (PIPER) • Victoria Police • Department of Health • Community service providers • Other healthcare networks and service providers Member of: • Timely Care Committee • Emergency Planning Committee Lead: • AV and Emergency Department Liaison Meeting	
Key Selection Criteria:	• Extensive senior leadership experience within a large, complex health service, with demonstrated capability in strategic planning, governance, service improvement, logistics and queuing systems knowledge and system-level performance management. • Demonstrated understanding of patient access, patient flow, demand and capacity management, and the contemporary challenges impacting acute health services. • Proven ability to lead organisation-wide change, service redesign and improvement initiatives that strengthen access, flow, capacity utilisation and patient outcomes. • Highly developed stakeholder engagement, negotiation and influencing skills, with the ability to work effectively across clinical, operational, executive and external partner groups.	

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	• Demonstrated capability in using data, analytics and performance reporting to inform decision-making, monitor outcomes and drive sustainable improvement. • Experience developing and implementing governance frameworks, escalation pathways and consistent decision-making processes in a complex service environment. • Understanding of Department of Health priorities, performance expectations and sector-wide initiatives relating to access, timely care and health service improvement. • Relevant tertiary qualification in health management, business, nursing, allied health, medicine or a related discipline; postgraduate qualifications in health management, leadership or a related field are desirable.
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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), 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, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- 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

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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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