

## POSITION DESCRIPTION – executives and senior managers

<b>Position Title:</b>	<b>Director of General Medicine</b>
<b>Business Unit/Division:</b>	<b>General Medicine Unit</b> <b>Aged, General Medicine and Subacute Services Division</b>
<b>Classification:</b>	<b>HM 42 (Full-time)</b>
<b>Reports To:</b>	<b>Clinical Services Director, AGMS</b>
<b>Date Prepared/Updated:</b>	<b>1 July 2025</b>

### Position Purpose

The Director of General Medicine is responsible for supporting the Clinical Services Director and Divisional Director to ensure the delivery of high-quality, safe and timely care, including overseeing clinical governance, workforce development, and service improvement in alignment with division and organisational goals. This senior leadership role is responsible for the provision of effective and efficient leadership, strategic direction, operational, and financial performance for the General Medicine Unit.

The Director is accountable for ensuring effective management of access and flow, optimising inpatient capacity, and facilitating timely admissions, discharges, and follow-up in collaboration with key hospital departments and external partners.

In addition, the role is responsible for fostering a strong, engaged multidisciplinary team culture through sound staff management, including recruitment, supervision, performance development, and wellbeing support for both senior and junior medical staff. The Director will lead continuous quality improvement initiatives, ensure compliance with accreditation and safety standards, and support innovation in models of care.

The position also holds responsibility for the financial performance of the unit, including budget planning, resource allocation, and identification of cost-effective practices that maintain or improve service delivery.

This position will be supported by Site Directors at both Sunshine and Footscray Hospitals and will also oversee the expansion of General Medicine to the new Melton Hospital by 2029. The Director will ensure standardised, equitable care for patients across all WH sites.

### Business Unit Overview

#### Division of Aged, General Medicine, and Subacute Services

The Division of Aged, General Medicine, and Subacute Services delivers high-quality healthcare to patients across various acute and subacute inpatient units, including General Medicine, Acute Aged Care, Geriatric Evaluation Medicine, Rehabilitation, Transition Care, and Residential Aged Care at multiple Western Health locations.

With a diverse workforce comprising 650 equivalent full-time positions and an annual operating

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budget of \$110 million, the Division plays a crucial role in the healthcare continuum, offering acute care in emergency departments and inpatient wards through to subacute care and community support. Timely access to care is ensured through its Subacute and Non-acute Assessment and Pathways (SNAP) service, facilitating smooth transitions between care settings for individuals.

The service goals include:

- To provide high quality and safe care
- To involve the patient in their care and provide a positive patient experience
- To enable people to achieve their best health outcomes
- To minimise long term care needs
- To support people requiring end-of-life care
- To improve patient flow by supporting clinically appropriate and timely transfer and where possible through direct admissions to subacute inpatient services

The care we deliver is underpinned by the following principles:

- Place the patient and their family at the centre of their care
- Ensure care is based on the best available evidence
- Embed an inter-professional approach to care
- Deliver care in the most appropriate setting
- Coordinate and integrate care across all settings
- Promote health independence and positive ageing
- Facilitate Advanced Care Planning
- Support end-of-life care where clinically indicated

The Division will continue to innovate and develop services across the Western Health campuses to ensure Best Care for the community of Western Melbourne. Critical strategic and operational projects include the move into the new Footscray Hospital in early 2026, and the development of the new Melton Hospital, planned to open in 2029.

### **General Medicine Unit**

The General Medicine Unit is one of the largest and busiest inpatient units at Western Health. It is comprised of 11.9 FTE of SMS, 18 Advanced Trainees, and has approximately 60 basic physician trainees and interns rotating through the unit. These staff work within 10 teams, 6 at Sunshine and 4 at Footscray, as well as within a supportive consultative capacity for other units in the hospital, and in outpatient clinics at both sites. Our specialists are passionate about the management of complex and acute care and manage the wide variety of complex patient presentations for the vulnerable population of Western Health's catchment. Our staff have dual specialty appointments and wide-ranging subspecialty interests, including perioperative medicine, medical education and complex disability, which complement the unit. The changing landscape of general medicine and population needs since the Covid-19 pandemic have ensured that our clinicians are adaptable, capable of working at surge capacity, and ongoingly review clinical processes to ensure optimal patient care.

The unit provides strong medical training experience for both Basic Physician Training and Advanced Trainees and General and Acute Care Medicine. As a key stakeholder in BPT, the General Medicine Unit works closely with the Director of Physician Education and the Medical Education Unit to offer a strong, practical teaching program and well-supported preparation for the RACP written and clinical examinations. The comprehensive Advanced Physician Training program in General and Acute Care Medicine provides an excellent backbone for consultant practice, with a good grounding in core general medicine, as well as a breadth of subspecialty options and core general medicine related rotations (senior medical registrar and HITH roles). An in-house education program, coordinated by the General Medicine Education Leads, assists in strengthening general medicine learning across all levels of training.

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The unit is closely associated with the University of Melbourne Western Clinical School and has an active research program and consultants with experience in supporting productive advanced training projects. There are also opportunities for future higher degree research training projects/PhD.	
<b>Key Accountabilities</b>	
<b>Our Purpose</b>	Providing the Best Care for the people of the West, in the right place and the right time.
<b>Direction 1: We partner with patients and families</b>	<p><i>Our patients and families are actively involved in their care and connected to the right services.</i></p> <p><i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> <li>• Directorates consistently engage with our patients, carers and community to learn about their needs</li> <li>• Employees consistently tailor care to suit all cultures, identities and abilities</li> <li>• 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</li> </ul>
<b>Direction 2: We care for our people</b>	<p><i>Our employees and volunteers are supported, engaged and equipped to embrace a dynamic future.</i></p> <p><i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> <li>• Directorates support our people to be their best, by promoting a safe and inclusive workplace</li> <li>• Directorates foster a culture that empowers all, encourages innovation and respects wellbeing</li> <li>• Employees are equipped to continue their great work and embrace new opportunities</li> </ul>
<b>Direction 3: We deliver services for the future</b>	<p><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></p> <p><i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> <li>• Directorates strengthen our profile with personalised care options within and beyond hospital walls</li> <li>• Employees provide equitable and timely access to our services, delivered in a socially responsible way</li> <li>• Employees provide a range of care options to give patients greater choice around how and when they receive care</li> <li>• Directorates enable digital services that are pro-active, smart, and inclusive ensuring more people can benefit irrespective of place</li> </ul>
<b>Direction 4: We are better together</b>	<p><i>Our respectful relationships with our community, system-wide partners and each other drive collaboration and better outcomes.</i></p> <p><i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> <li>• Directorates engage and collaborate to improve the health and wellbeing of our communities</li> </ul>

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	<ul style="list-style-type: none"> <li>• Employees listen, learn and act, so that patients can benefit from our collective worth to achieve their health goals</li> <li>• Directorates drive system reform through our relationships with healthcare providers, academic partners, and health colleagues</li> <li>• Directorates innovate across clinical and non-clinical teams to live and deliver Best Care for people of the West</li> </ul>
<b>Direction 5: We discover and learn</b>	<p><i>Our innovation, research and education inspires and benefits our patients, employees and communities, to deliver a better future.</i></p> <p><i>To support the achievement of this Direction, all Executive and Senior Managers are required to ensure:</i></p> <ul style="list-style-type: none"> <li>• Employees question, investigate, evaluate, adapt and innovate as we share, mentor, encourage and learn</li> <li>• Directorates drive continuous improvement of the quality and sustainability of our services and facilities to ensure accessible care for future generations</li> <li>• 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</li> </ul>
<b>Occupational Health &amp; Safety and Other Obligations:</b>	<p><i>Model proactive leadership, drive and commitment to ensure:</i></p> <ul style="list-style-type: none"> <li>• Western Health's obligations for Occupational Health and Safety (OHS) and Work Cover rehabilitation are met</li> <li>• Compliance with OHS and Work Cover legislation</li> <li>• Compliance with OHS policies and procedures</li> <li>• A safe and healthy environment for employees, contractors, patients and visitors</li> <li>• The key performance targets and objectives, detailed in the Western Health strategic OHS plan, are supported, promoted and achieved</li> <li>• Risks are identified, assessed and controlled as far as practicable with injury prevention being a high priority</li> <li>• Safe work systems and controls are in place, which are regularly monitored for effectiveness</li> <li>• The Western Health prescribed OHS training and education sessions are attended, including all personnel responsible for managing employees</li> <li>• Health and Safety initiatives are developed and delivered to continually improve Western Health's safety maturity (culture)</li> <li>• Organisation wide strategic responsibility for record keeping is maintained including compliance with record keeping operations and standards</li> </ul>
<b>Role Specific Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Ensure standardised, equitable care and consistent departmental processes across all sites, underpinned by a strong quality and safety culture.</li> <li>• Review and optimise models of care and clinical workflows to meet patient needs and organisational priorities, with a focus on timely access and patient flow.</li> <li>• Lead strategic workforce planning for senior and junior medical staff, aligned with EBA provisions and RACP training requirements, to support high-quality care and staff well-being.</li> <li>• Oversee service delivery with sound financial stewardship, ensuring efficient and sustainable use of resources.</li> </ul>	
<b>Key Outcomes:</b>	<ul style="list-style-type: none"> <li>• The key outcomes for this role will be identified in the performance plan and should align with Western Health's Strategic goals, organisational business plan and directorial business plan.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Delivery of outcomes as identified in the Statement of Priorities as agreed between Western Health and the Department of Health.</li> <li>• Ensure medical staff are appropriately registered, credentialed and working within their scope of practice</li> <li>• 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</li> <li>• Provide leadership and support for direct reports, appraise their performance, and ensure staff complete mandatory and required training, leave is appropriately managed</li> <li>• Timely follow up with any staff clinical or behavioural performance concerns with relevant business partner and Clinical Services Director</li> <li>• Manage and operate in accordance with Western Health Human Resource policy and practice in all matters relating to recruitment and employment</li> <li>• In collaboration with the Clinical Services Director and Divisional Director, manage services to provide efficient models of care and to monitor activity, KPIs and budget performance</li> <li>• Analyse and use data to guide decisions and evaluate outcomes</li> <li>• In partnership with the Divisional leadership, be involved in the management of the department's budget, development and monitoring of financial risk reduction and identify and implement strategies for cost control</li> <li>• Assume responsibility for the quality of patient care provided within the unit, and ensure that clinical procedures are performed in accordance with the relevant Western Health policies and procedures</li> <li>• Ensure that procedures are in place so that continuity of care and follow-up for patients occurs by communicating appropriately with other practitioners including community general practitioners</li> <li>• 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</li> <li>• Identify and report service risk in a timely manner to the Clinical Services Director and Divisional Director</li> <li>• Support the Director of Advanced Physician Training in General and Acute Care Medicine to maintain, deliver and develop a high-quality training program at Western Health, particularly by supporting the initiation, conduct and completion of advanced training research projects</li> <li>• Grow the research agenda and output within the unit</li> <li>• Actively contribute to Western Health's ongoing development, i.e. through involvement in hospital wide activities, national and/or international organisations</li> </ul>	
<b>Key Challenges of the Position:</b>	<ul style="list-style-type: none"> <li>• Strategic planning for the current activity and expected growth for General Medicine at Sunshine and Footscray Hospitals, for the move to the new Footscray Hospital and the expansion to the new Melton Hospital.</li> <li>• Provision of standardised, equitable care for patients across all sites, with continued collaboration with other sub-specialty units and further development of non-admitted pathways to support admitted activity.</li> </ul>	
<b>Financial Management:</b>	<b>Annual Budget:</b>	<b>\$ 12.7m</b>

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<b>People Management:</b>	<b>Positions reporting to this role:</b>	Site Director Footscray Hospital, Site Director Sunshine Hospital, Director of Advanced Training.
	<b>Total employee management (EFT):</b>	11 FTE SMS
<b>Key Working Relationships:</b>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Clinical Services Director, AGMS</li> <li>• Divisional Director, AGMS</li> <li>• Operations Managers for General Medicine</li> <li>• Deputy Director Operational Performance &amp; Transformation, AGMS</li> <li>• Site Directors for General Medicine at Sunshine and Footscray Hospitals</li> <li>• Director of Advanced Physician Training in General and Acute Care Medicine</li> <li>• General Medicine Senior and Junior Medical Staff</li> <li>• Nursing and Allied Health Staff</li> <li>• Patient Support and Administrative Staff</li> <li>• Medical Workforce Unit</li> <li>• Director of Physician Education</li> <li>• Medical Education Unit</li> <li>• Other Department HOU/Directors</li> <li>• Chief Medical Officer</li> <li>• Office of Research</li> <li>• Best Care Governance and Support Division</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• GP's</li> <li>• Community Health Agencies</li> <li>• Other Senior Medical Staff</li> <li>• Ambulance Victoria</li> <li>• Victoria Police</li> </ul>	
<b>Key Selection Criteria:</b>	<ul style="list-style-type: none"> <li>• Current registration with the Australian Health Practitioners Regulation Agency as a specialist medical practitioner Fellowship of the Royal Australasian College of Physicians</li> <li>• Approved for adult general medicine scope of practice at Western Health</li> <li>• Proven clinical skills and experience</li> <li>• Relevant management experience</li> <li>• Experience in the support and supervision of senior and junior medical staff</li> <li>• Well developed communication skills in interactions with relevant clinical, administrative and executive staff as well as patients and carers</li> <li>• A highly ethical approach to patients, colleagues and the organisation</li> <li>• Skill and maturity in problem solving, negotiation and conflict resolution</li> <li>• A high-level ability to make decisions and support rationale, clearly communicate decisions to relevant parties</li> <li>• Understanding of activity settings and budget management</li> <li>• Maintain confidentiality of patient, institutional and staff information</li> <li>• Commitment to continuous professional development</li> <li>• The ability to analyse own performance in accordance with position expectations</li> <li>• The ability to develop goals and implement plans to meet those goals</li> <li>• Participation in and contribution in organisational committees, teams and projects in keeping with the organisation's strategic goals</li> <li>• Seeks out and is receptive to feedback from colleagues at all levels for the purpose of growth in the role</li> <li>• Knowledge of health issues in relation to Western Health's catchments</li> </ul>	

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	<ul style="list-style-type: none"> <li>Acknowledgement of Western Health strategic themes</li> </ul>		
<b>Additional Requirements</b>			
<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>Obtain a police / criminal history check prior to employment</li> <li>Obtain a working with children check prior to employment (if requested)</li> <li>Obtain an Immunisation Health Clearance prior to employment</li> <li>Report to management any criminal charges or convictions you receive during the course of your employment</li> <li>Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures</li> <li>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</li> <li>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</li> <li>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</li> <li>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</li> <li>Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines</li> </ul>			
<b>General Information</b>			
<ul style="list-style-type: none"> <li>Redeployment to other services and sites within Western Health may be required</li> <li>Employment terms and conditions are provided according to relevant award/agreement</li> <li>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</li> <li>Western Health is committed to Gender Equity</li> <li>Western Health provides support to all personnel experiencing family and domestic violence</li> <li>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</li> <li>Western Health is a smoke free environment</li> </ul>			
<p><i>I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.</i></p>			
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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