

POSITION DESCRIPTION

Position Title:	Program Manager – Enhanced Recovery After Surgery (ERAS)
Business Unit/Department:	SEAS Management
Division:	Surgery, Endoscopy & Anaesthesia Services (SEAS)
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 5
Reports To:	Surgical Reform Manager
Direct Reports:	Waitlist Coordinator
Date Prepared/Updated:	30 October 2025

Position Purpose

The ERAS Program Manager is responsible for leading the systematic implementation and sustainable adoption of Enhanced Recovery after Surgery (ERAS) pathways across Western Health. This role will partner with key clinical and management leaders such as the Surgical Reform Manager, and Director of Surgery to introduce surgical pathways that reduce patient Length of Stay (LoS) and significantly improve post-operative patient outcomes.

The Program Manager is accountable for implementing multiple patient care pathways, developing staff and patient education, and promoting evidence-based, high-quality, safe care within the Best Care framework. Furthermore, this role is key to the broader propagation of ERAS across Australia, through knowledge sharing and collaboration with other health services.

Business Unit Overview

The Division of Surgery, Endoscopy and Anaesthesia is responsible for the provision of both elective and emergency surgical and endoscopic procedures across Western Health. Services are provided across our Footscray, Sunshine, Williamstown, Bacchus Marsh and Sunbury campuses and include both adult and paediatric services. We provide in excess of 16,000 elective procedures per year in conjunction with a significant emergency surgery program.

Key Responsibilities

The Program Manager will be the lead ERAS Champion, driving quality and operational improvements across the entire perioperative journey.

1. Program Leadership & Implementation:

- Champion the ERAS program, supporting the SEAS leadership team in its successful introduction and sustainment.

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- Oversee and manage administrative staff and the delivery of the ERAS program's specific operating plans.
- Design and manage robust performance management and reporting processes to anticipate and address operational risks.
- Drive innovation, change, and continuous improvement within the Division, introducing and leading new ERAS initiatives.

2. Clinical Quality, Audit & Governance:

- Coordinate the ongoing development, implementation, dissemination (education), and appraisal (audit) of ERAS clinical pathways based on evidence.
- Lead improvements in quality outcomes across the patient perioperative journey, ensuring compliance with 'Best Care' principles.
- Maintain the audit database and coordinate reporting of ERAS compliance to relevant local site committees.
- Oversee the development and implementation of related policy and procedures and contribute to the revision of clinical guidelines.
- Develop and monitor appropriate Key Performance Indicators (KPIs) for the ERAS program and broader Divisional operations.

3. Education, Collaboration & Stakeholder Management:

- Coordinate regular multidisciplinary team meetings to discuss ERAS progression and compliance.
- Provide guided pre-operative education and coaching for patients and their caregivers.
- Promote staff development and provide teaching of ERAS® care elements to front-line staff to ensure and sustain high pathway compliance.
- Collaborate with other health services across Australia to share learning and support system-level quality improvement.
- Develop effective working relationships with senior management and clinical staff across Western Health and represent the Health Service at relevant internal and external forums.

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:

- Surgical Reform Manager
- ERAS team
- Director of Surgery
- Head of Units
- Divisional Director/s
- Clinical Services Directors
- Director of Operations
- Project & Performance Lead
- Business & Service Improvement Lead
- Directors of Nursing & Midwifery
- Operations Managers
- Service Directors
- Nurse Unit Managers
- Clinical and management staff across Western Health
- Members of the multidisciplinary team
- Clinical teams

External:

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

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Selection Criteria
Essential: The candidate should be able to demonstrate that they have the following: <i>Qualifications & Expertise:</i> • Eligible for registration with AHPRA as an Allied Health Professional or Registered Nurse. • Demonstrated in-depth understanding of Enhanced Recovery After Surgery (ERAS) principles • Proven experience in managing and implementing evidence-based care pathways and patient care delivery on surgical pathways. <i>Leadership & Management:</i> • Demonstrated effective negotiation and change management skills. • Proven ability to drive innovation, change, and improvement in a complex clinical setting. • A strong understanding of the requirements to deliver coordinated care. <i>Communication & Education:</i> • Outstanding communication and interpersonal skills (written and verbal) across all health care settings and multidisciplinary teams. • Experience in delivering evidence-based education/training sessions to patients, families, and staff. Desirable: • Significant experience in project management and leading change initiatives. • Knowledge of clinical nursing or allied health management roles. • Proficiency in using EMR/clinical databases for data management, audit, and reporting.
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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023 • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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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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