

1. General Information

Position Title:	Epworth Eastern Director of Operations
Division/Department:	Epworth Eastern
Position Reports to:	Executive General Manager Epworth Eastern
Enterprise/Individual Agreement:	Individual Employment Agreement
Classification/Grade:	N/A
Location:	Epworth Eastern
Employment Status:	Full time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Direct Reports include – ADCS Peri Op Services, Unplanned admission coordinators Discharge Coordinators and Hospital Coordinators Budget - as per yearly budget development
Key Relationships - internal and external	Epworth Eastern Executive Leadership team, Clinical Staff at Epworth Eastern, Epworth Doctors, Epworth Group Executive, Director of Clinical Services – All sites, Peri operative Managers at all sites

2. Overview of Epworth HealthCare

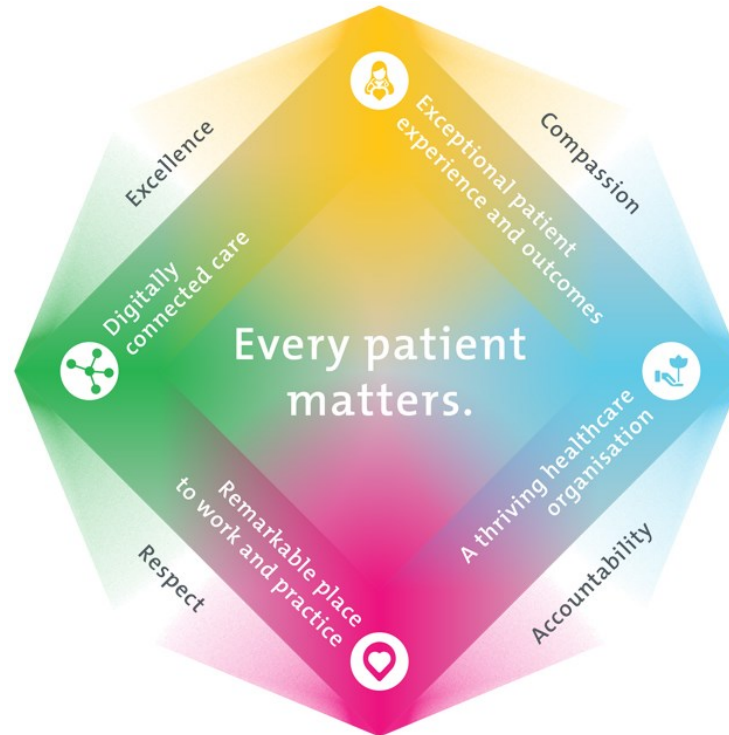
Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#)

Epworth’s purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Director of Operations is a member of the Epworth Eastern Executive leadership team that provides operational and strategic leadership to the site. This role works at a senior level and provides strategic oversight and planning of clinical operations, in conjunction with the Executive General Manager and Finance Manager at Epworth Eastern. The role reports to the Executive General Manager, Epworth Eastern.

The Director of Operations is a senior leader responsible for the direction and expectations for operational excellence across Epworth Eastern. As a visible and influential leader, the Director is expected to model Epworth's values, set out behavioural expectations and demonstrate professionalism. The role will work collaboratively with clinical leaders, senior medical staff and consultants, to drive efficient, high quality service delivery, translating organisational priorities into operational action.

The Director of Operations will lead the development of the yearly activity plan for Epworth Eastern, including performance targets, bed plan, and procedural activity. This role will lead models of care, service expansion opportunities, and business development to optimise operational performance and delivery of activity targets. This role will oversee day-to-day operational management for the site.

The Director of Operations holds accountability for operational performance for the site and is responsible for and has direct reporting lines for all procedural departments (Operating Theatres, Endoscopy, Cath Lab), Hospital Coordinators, Discharge Coordinators and Unplanned Admission Coordinators. This role will work closely with other Epworth sites to support activity across Epworth. This role will lead Public in Private and direct admission initiatives and support the development of models of care and referral pathways to support activity at Epworth Eastern. The role will lead site operational responses for any planned and unplanned works (including IT and infrastructure).

The Director of Operations will support the development and implementation of the Eastern Growth Strategy and will work closely with the Epworth Consultants to support activity and new business opportunities across the site. This role will work closely with the Business Development and the Epworth Strategy and Performance team.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair, and transparent culture where lessons from previous outcomes are learned ,and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment, including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one’s own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Leadership</p> <ul style="list-style-type: none"> • Role model Epworth’s values • Proactive leader that builds relationships and supports the Epworth Eastern Executive team • Lead Operational performance, bed days, admissions and procedures for the site and delivery against key performance indicators • Management of labour hours for procedural departments • Achieve agreed KPI’s across all areas of responsibility in the areas of patient care, quality and safety, HR, OHS, employee engagement and workforce planning and finance/budget for procedural departments • Support business Development and business growth • Fosters an environment of continuous learning 	<ul style="list-style-type: none"> • Act in accordance with Epworth’s values and role model expected behaviours. • In conjunction with the Eastern Executive leadership team, design a yearly performance plan and lead operational implementation, communication and engagement of plan. • Provide monthly reporting to Executive General Manager, outlining key deliverables and compliance; including: <ul style="list-style-type: none"> ○ Mandatory training and PDP compliance ○ Operational performance – activity versus target (bed days, admissions, LOS, procedures) ○ Employee metrics – EFT, absenteeism, excess annual leave, agency

<ul style="list-style-type: none"> Engage and collaborate effectively with leaders across Epworth 	<ul style="list-style-type: none"> ○ Financial performance <ul style="list-style-type: none"> Implement business m=plan to meet key performance indicators Lead assigned portfolios and deliver on key metrics within expected timeframes Engage and collaborate effectively with leaders across Epworth Lead and drive continuous performance improvement, change management and best practice agenda Engagement of key internal and external stakeholders Leadership rounding with Epworth Doctors
<p>Customer Service, Quality, Safety and Risk Management</p> <ul style="list-style-type: none"> Support Accreditation and quality control standards being achieved Oversight of agreed clinical outcomes Patient experience, including commendations/complaints Staff/doctor satisfaction surveys Patient satisfaction outcomes Compliance with organisation and industry practices and procedures and legislative requirements met in the areas of infection prevention, emergency management, clinical risk and Health Safety and Wellbeing. 	<ul style="list-style-type: none"> Ensure procedural areas are practicing in accordance with relevant standards and best practice. Assigned portfolios to have a meeting structure, terms of reference and have business plans in accordance with compliance requirements and best practice. To represent Epworth Eastern on organisational meetings aligned to assigned portfolios Ensure staff have a key focus on high quality patient care and excellence in customer service. Ensure implementation and maintenance of initiatives across the site and broader health service Ensure accountability measures are in place to monitor patient satisfaction and outcomes Hospital Acquired Complications (HAC's) are monitored and within expected benchmarks, where variance in practice is identified and appropriate action plans and implemented and evaluated Risk Management capability including OH&S and Infection Control and safety leadership including leading and implementing work, health, safety and wellbeing strategies, plans and initiatives

	<ul style="list-style-type: none"> • Work closely with the Director of Clinical Services, who holds oversight site accountability for quality and Safety, complaints management compliance and reporting.
<p>Human Resource Management</p> <ul style="list-style-type: none"> • Staff recruitment/retention and development and workforce plans; • Rostering and management of an appropriate level of clinical resources • Annual Performance Development Plans completion rate within cost centres • Annual nurse and health professional registration and credentialing are met. • Reduced reliance on Agency resources • Mandatory training > 90% for all departments and for nursing profession across the site 	<ul style="list-style-type: none"> • Implement and maintain a competency-based performance management system for staff • Mandatory training exceeding Epworth reporting requirements (>90%) • Workforce plans in plan to maintain required staffing and minimise reliance on agency staff • Agency use below budget expectations for procedural departments • Monthly reporting of Mandatory training and PDP compliance to Executive General Manager • Excess leave plans in place and monitored • Absenteeism is aligned to Organisational targets and variances management in alignment with the relevant Epworth policies and procedures.
<p>Professional Development</p> <ul style="list-style-type: none"> • Staff compliance with mandatory training requirements. • Undertakes relevant personal professional Development 	<ul style="list-style-type: none"> • Mentoring and guidance to Managers in Procedural departments • Fosters environment of continues development and supports teams to development. • Undertakes yearly professional development
<p>Customer Service – Manager</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high-quality patient care • Provide excellent, helpful service to patients, visitors and staff 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets (Net promotor and Patient Experience Scores) • Ensure complaints are actioned and closed in accordance with Epworth complaints management policy and timeframes • Monitor compliments to complaints ratios and work with the Director of Clinical Services for complaint response • Completes leader rounding at agreed frequency • Issues are escalated and resolved in a timely manner • Report monthly on Patient Experience outcomes to Executive General Manager

Position Description



<ul style="list-style-type: none"> • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as compliments, complaints and patient experience scores) to identify breakdowns in internal processes and systems that directly impact patient care and customer service • Respond quickly and proactively escalating concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	
<p>Safety and Wellbeing - Manager</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in RiskMan within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency
<p>Customer Service</p>	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Issues are escalated to the manager and resolved in a timely manner

<p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues 	
---	--

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Experience health professional with current registration with the Australian Health Practitioners Registration Authority • Relevant post graduate leadership and management qualifications.
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated experience in leadership role. • Relevant clinical, quality, risk management and human resource management experience. • Previously working in Senior leadership position within a healthcare setting • Worked in Operational hospital roles <p>Desirable</p> <ul style="list-style-type: none"> • Private health sector experience in an acute and complex organisation

	<ul style="list-style-type: none"> • Experience managing operating theatres or Procedural departments
<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Promote a commitment to excellence in customer service through the development and implementation of relevant policies and procedures; facilitate a collegial and collaborative relationship with doctors and other service providers and the provision of excellent patient outcomes • Provide opportunity for professional development and mentoring of staff, through the utilisation of a performance management feedback system and access to relevant learning opportunities • Continually search for innovative ways to improve services and grow new service streams consistent with the organisation’s vision and values, through the application of quality improvement principles • Develop and maintain cross campus and other collaborative shared service arrangements to enhance and facilitate the delivery of all aspects of the case continuum • The ability to identify and manage untoward events in the organisation • Computer literacy • Knowledge of health and safety issues • Experienced in performance management including performance coaching skills • Ability to facilitate change • Directly participate in and facilitate appropriate, data driven decision making with senior staff and the Executive Team
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> • Respect • Excellence • Compassion • Community • Integrity • Accountability 	<p>Essential</p> <ul style="list-style-type: none"> • Collaborative and supportive leader, who demonstrates integrity, respect and works in support of the Epworth Eastern leadership team and broader Epworth leadership team. • Be passionate about the provision of excellent patient care and have the ability to lead and support all aspects of clinical service delivery in accordance with legislated requirements, industry codes of practice and relevant standards and organisational policy and procedures. • Demonstrate management of human and material resources to meet the organisational requirement for cost efficient service delivery whilst maintaining the safety of patients, visitors and staff. • Contribute to the development of a cohesive, facilitative and inclusive team-based culture, embracing high levels of service orientation particularly towards the Hospital VMO’s and all patients. • A ‘can-do’ attitude and solutions focussed approach with a proven track record in improving excellence in core clinical services provision and meeting KPIs including key labour management targets. • Prepared to make a commitment to Epworth’s mission and values.

Position Description



	<ul style="list-style-type: none">• Superior communication, influencing, interpersonal and relationship management skills including effective presentation and public speaking skills.• Supports an environment of continuous learning and quality improvement.• Advanced skills in prioritizing, problem solving, systems and process management
--	---

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
Feb 2026	Feb 2026	EGM Epworth Eastern

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____