

1. General Information

Position Title:	Clinical Operations Manager
Division/Department:	Freemasons Executive
Position Reports to:	Executive General Manager
Enterprise/Individual Agreement:	Epworth HealthCare Nurse Enterprise Agreement – individual agreement
Classification/Grade:	n/a
Location:	Epworth Freemasons, East Melbourne
Employment Status:	Permanent Full Time
Resource Management (for Management positions only)	Hospital Coordinators Preadmission Nurses
Number of Direct Reports:	Discharge Planning Pastoral Care Health Clinics Social Work
Budget under management:	
Key Relationships - internal and external	VMOs, Patients and Families, Executive Team, Operational Leadership Team, Front line leadership team, Epworth Freemasons and Corporate teams 3 rd Party partners (EMI, ICON, Melbourne Path, Slade Pharmacy,)

2. Overview of Epworth HealthCare

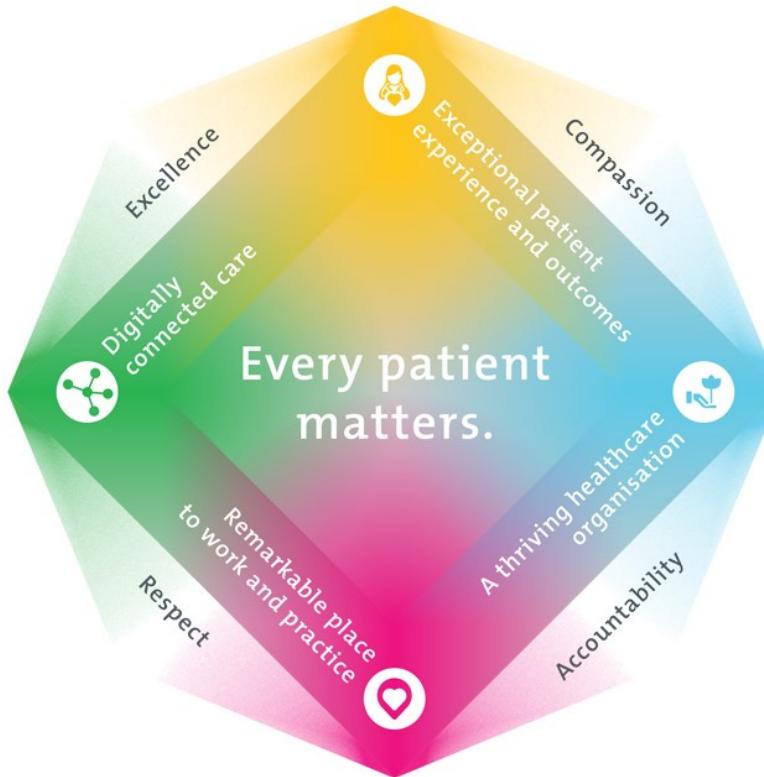
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 Clinical Operations Manager (COM) is a senior leadership role responsible for driving operational strategies that enhance patient access, flow, length of stay, and overall service delivery at Epworth Freemasons. Acting as the key interface between internal teams and external services, the COM ensures seamless care coordination from admission through discharge, optimizing communication across wards and departments. The role oversees multidisciplinary resources, discharge planning, and performance measures aligned with growth initiatives. Additionally, the COM supports nursing governance, emergency response management, and workforce planning in collaboration with the Central Resource Unit to deliver efficient, high-quality patient care within budgetary parameters.

- Managing hospital operations to ensure excellent patient care and experience and achieve optimal patient flow across the hospital.
- Works with clinical and operations managers to ensure appropriate work standards and business rule around the admission, transfer and discharge of patients.
- Support the development of systems (people, processes and technology) that improve accurate and timely data on access and operational performance.
- Oversee patient access points at Epworth Freemasons with a view to improving systems and processes.
- Supervision of the Freemasons pre-admission team in order to improve patient safety through the adoption of a reliable and effective pre-admission processes
- ALOS management through appropriate and timely discharge planning
- Leading a collaborative and accountable after-hours team that responds flexibly to hospital priorities, including high risk patients, unanticipated service needs, emergency situations and equipment failures.
- Liaison for patient administration services with corporate services inclusive of revenue and health fund process efficiency
- Liaison with the Central Resource Unit to facilitate and coordinate adequate workforce provision
- Provide reporting documents, business cases and briefing papers for new clinical services and subsequent leadership of operationalising these to ensure key deliverables are met and patient care is delivered seamlessly and safely.
- Working with executive, clinical and nonclinical teams, tenants and third party providers, where the COM will lead emergency management at Freemasons to ensure safe, coordinate and appropriate response to emergencies.
- Liaison with third party providers
- Executive leadership of primary and sessional suite services, and other relevant outpatient services

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-centred 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
Leadership and culture	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.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

5. Key Responsibilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Clinical Expertise and Leadership <ul style="list-style-type: none">Leading and engaging their direct workforce to achieve agreed services and outcomesBuilding and maintaining relationships with key internal and external stakeholders.Oversee the patient journey and support the planning and coordination of care and ensure ease of access and a smooth transition between points of careProvide strong leadership and clinical expertise by educating, guiding and motivating members of the Hospital Coordinator, Pre-admission, nursing and multidisciplinary teams and pastoral care to ensure patients have a streamlined patient journeyAct as a clinical role model by ensuring the highest standard of patients care and serviceActively resolve or address local and/or immediate issues/delays that may affect the journey of the patient	<ul style="list-style-type: none">Agreed clinical outcomesCompletion of mandatory competency requirementsCompletion of annual performance reviewMeeting length of stay targets through expert discharge plansCompliance with Heath Service agreements for post-acute servicesStrong and collaborative relationships with support services and other divisions.New services implemented to time and budget with risk mitigation in place

<ul style="list-style-type: none"> Contribute (pertaining to the speciality) to the strategic objectives and development of nursing and clinical services at Epworth Freemasons Recognise and respond to the need for professional growth Actively seek and respond to constructive feedback relation to performance Scope, lead and undertake divisional improvement projects as required Leading and driving continuous performance improvement, change management and a best practice agenda Project management from inception to implementation of new clinical services 	<ul style="list-style-type: none"> Doctor engagement maintained
<p>Patient Experience</p> <ul style="list-style-type: none"> Oversees the delivery of a seamless and timely patient-centred experience and continues to implement strategies to enhance the patient experience, journey and their overall satisfaction with Epworth Freemasons: Ensures all areas maintain Epworth's focus on customer service and ensures all areas maintain Epworth's reputation for excellence and identify opportunities to build and promote this. Manages customer complaints as required with the Patient Liaison officer Overseeing the building of relationships with patients/carers to provide support and be a point of contact throughout the patient journey Establish and maintain relationships with key stakeholders Acts as a role model to exemplify customer service focus and quality performance Builds and establishes positive relationships within and outside the organisation 	<ul style="list-style-type: none"> Patient complaints: compliments ratio and patient feedback resolution timeframes are met Quick and proactive escalation of concerns when necessary Actively seek to understand patients' and their families' expectations and issues Patient / Carer feedback Key stakeholder feedback Patient Satisfaction Quality indicators
<p>High Quality and Safe Patient Care</p> <ul style="list-style-type: none"> Coordinate the Discharge Coordination and Clinical Nurse Consultant teams to deliver high quality holistic patient centred care Develop and implement suitable quality activities that promote evidence-based practice Active participation in the site and group accreditation process Facilitate and ensure quality patient outcomes are achieved within an efficient and cost-effective framework Challenge current practices and lead organisational change towards improved patient outcomes 	<ul style="list-style-type: none"> Quality outcomes ACHS accreditation Evidence of service improvement activities Promotion of research

<p>Safe Work Environment</p> <ul style="list-style-type: none"> Provides and maintains (as far as practicable), a safe work environment and minimises risk to self, staff and patients Report all hazards, incidents, injuries and near misses immediately to your manager and log them in Riskman Promotes and practices in accordance with relevant standards, policies and procedures 	<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 Mandatory training completed at agreed frequency
<p>Operational Management</p> <ul style="list-style-type: none"> Explores and implements strategies to reduce expenditure while maintaining safe and effective care delivery and service provision, including strategies to improve efficiencies in rostering and staffing models ALOS is maintained to budget whilst maintaining patient safety Participation in budgetary process for relevant cost centres 	<ul style="list-style-type: none"> High and efficient utilisation of available beds and resources as measured. Agency usage in line with Divisional budget Projected occupancy, revenue, costs (work hours per patient days, costs per patient day) and bed days within agreed budget are achieved. Length of stay metrics. New Business Plans: Participate and/or lead the assembly and execution of new business and service opportunities as agreed by the Executive
<p>Access to Services</p> <ul style="list-style-type: none"> Supports HC, NUM and pre-admission teams to ensure patients' timely access to care. Work in partnerships with key external and internal providers to maximise capacity 	<ul style="list-style-type: none"> Patient Flow manager business rules compliance Activity/labour metrics are managed effectively

6. Position Requirements/Key Selection Criteria

COMPONENT	
<p>Qualifications</p> <p>Essential</p> <ul style="list-style-type: none"> Registered Nurse with Nursing and Midwifery Board of Australian Health Practitioner Regulation Agency (AHPRA) <p>Desirable</p> <ul style="list-style-type: none"> Post Graduate qualifications in the area of leadership and management 	

Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Previous and recent acute nursing experience • Service development and implementation in a healthcare setting • Project management expertise <p>Desirable</p> <ul style="list-style-type: none"> • Senior/Executive Nursing leadership experience in an acute care setting • Private healthcare experience • Recent experience in a care coordinator role or discharge planning role highly desirable
Required Knowledge & Skills	<p>Essential</p> <p>Clinical Experience</p> <ul style="list-style-type: none"> • Demonstrated clinical expertise and experience in patient care co-ordination and post-acute service needs • Evidence of a commitment to patient/customer service, clinical governance and quality improvement • Positive role model to staff in terms of commitment to the delivery of high quality patient care • Strength in design and delivery of education for both patients and clinicians • Knowledge and understanding of the National Safety and Quality Health Service Standards and ACHS Accreditation program • Awareness of the private health environment • Knowledge and understanding of professional issues in nursing and the healthcare system <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Excellent written and verbal communication skills • Excellent interpersonal skills that inspire trust and confidence and the ability to communicate effectively with the multidisciplinary team • Ability to work both autonomously and as part of a team • Demonstrated ability to build strong relationships and work collaboratively with peers and superiors, and to contribute to quality outcomes and improvements • Demonstrated capability for and focus on innovation through initiating and implementing improvements to service delivery, models of care, evidence-based practice and practice development
Personal Attributes & Values All employees are expected to consistently work in accordance with	<p>Essential</p> <ul style="list-style-type: none"> • A 'can-do' attitude and solutions focussed approach with a proven track record in meeting KPIs and project management. • Ability to manage differing and sometimes conflicting needs. • Prepared to make a commitment to working towards Epworth's mission and values and delivering on our strategic plan. • Ability to manage/lead with resilience around ambiguity in a fast paced changing environment.

Position Description



Epworth's values and behaviours <ul style="list-style-type: none">• Respect• Excellence• Compassion• Community• Integrity• Accountability	<ul style="list-style-type: none">• Advanced skills in prioritising, problem solving, systems and process analysis.• Strong customer focus to drive holistic patient centred care and to provide support to carers and families• Ability to develop and maintain strong relationships with internal and external stakeholders
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
September 2017	November 2025	Director of clinical and Maternity Services & Executive General Manager, Freemasons

7. 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: