

1. General Information

Position Title:	Director Medical Services
Position Reports to:	Executive General Manager – Epworth Richmond with professional accountability to the Chief Medical Officer
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location	Epworth Richmond
Employment Status	Full Time 1.0 EFT
Resource Management Number of Direct Reports:	
Key Relationships - internal and external	Epworth Site Medical Advisory Committees, Chief Medical Officer, Dean of Medicine, Directors of Clinical Institutes, VMOs, Specialists, Doctors in Training, Employed Doctors, GPs, Site Executive & Senior Management Teams, Colleague Medical Directors, NUMs, Practice Managers & Medical Services staff.

2. Overview of Epworth HealthCare

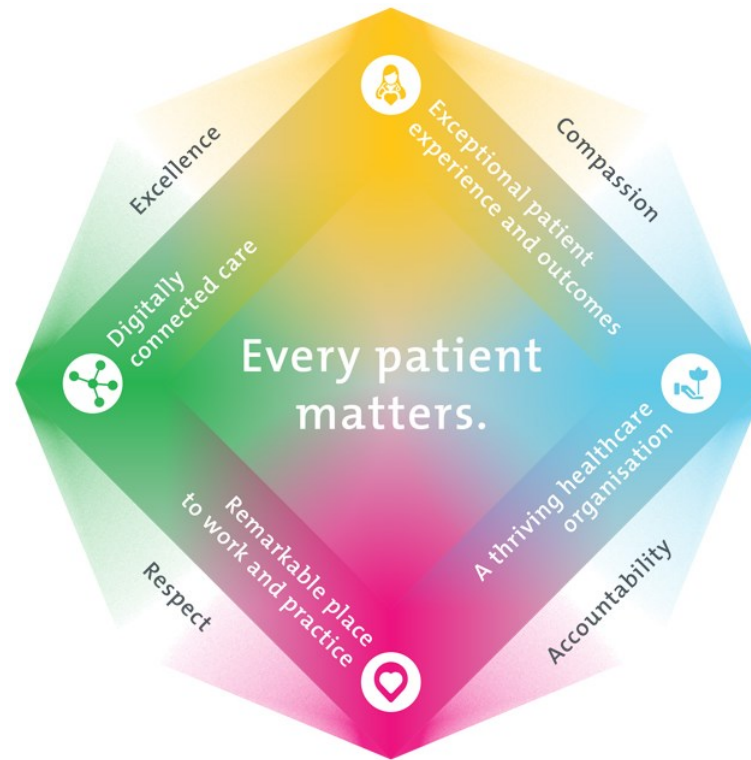
Epworth HealthCare is Victoria's largest not-for-profit private health care, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

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

To provide strong clinical and medical leadership, expertise and advice to ensure high quality medical care is delivered across Epworth Richmond, whilst ensuring effective clinical governance and compliance with legal and regulatory obligations.

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.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Clinical Governance</p> <p>Provide strong clinical and medical leadership ensuring high quality medical care is delivered within the clinical governance framework</p> <ul style="list-style-type: none"> Ensure all relevant policies and protocols are developed and reviewed resulting in best practice Ensure effective governance and compliance with legal and regulatory obligations 	<ul style="list-style-type: none"> Quality & Risk KPIs Sentinel and Critical Incident KPIs Meeting attendance Effective functioning of MACs Feedback from Executive team members Feedback from Specialists/VMOs

<ul style="list-style-type: none"> • Monitor, follow up and report on patient safety and quality performance and continuous improvement initiatives • Working with and leading VMOs through investigation and management of clinical incidents in close collaboration with the Executive, safety and quality teams • Participating as a member of Clinical Institute Executive Committees according to defined specialties in support of audit, education, research, and strategic development • Providing support to the Chair of the site MAC and related committees • Participate as a member of the Medical Advisory • Coordinating the site-based assessment of applications for new interventions or clinical procedures 	
<p>Medical Workforce</p> <p>Ensure the efficient and effective management and development of Visiting Medical Officers, employed medical staff and doctors in training.</p> <ul style="list-style-type: none"> • Actively engaged in appointment process for prospective new VMOs, and those requesting reappointment, and provide assessments to the Executive General Manager, Epworth Richmond, and the Executive Director Academic and Medical Services and MAC as required • Oversee employed medical staff in the hospital and act as a key point of contact for resolving issues with VMOs • Support VMOs with on-boarding and orientation • Support the education and development of junior doctors at intern and specially training levels and take a lead in designing new training programs 	<ul style="list-style-type: none"> • Operational KPIs • Medical Services KPIs

<ul style="list-style-type: none"> • Management of clinical and behavioural performance issues of doctors • Support specialist medical staff in undertaking continuing medical education and research programs • Contribute to the broader Epworth HealthCare workforce model and plan by supporting the medical workforce planning, recruitment, credentialing, quality, safety and information systems, professional development, education and research for Epworth HealthCare 	
<p>Patient experience & service enhancement</p> <p>Ensure the delivery of excellent customer service to patients and their families and to other target stakeholders.</p> <ul style="list-style-type: none"> • Support of clinical leadership teams in the management of complex patient complaints. • Actively participate in the management of and the response to serious clinical incidents (e.g. ISR 1s and 2) in accordance with Epworth HealthCare clinical governance and risk management frameworks • Proactively look for opportunities to improve processes and practices to enhance the patient journey and experience • Lead the medical components of mortality and morbidity reviews 	<ul style="list-style-type: none"> • Patient Satisfaction • Quality & Risk KPIs
<p>Business Support</p> <p>To provide advice and action where applicable to support the effective and efficient delivery of hospital services;</p>	

<ul style="list-style-type: none"> • Monitor VMO productivity and engagement to ensure individual VMO practice is appropriate and consistent with Epworth HealthCare Values and Behaviours • Support processes to ensure effective hospital bed management • Support the Executive, with monitoring of Theatre Utilisation and management of change processes • Assist in HIS coding, FOI requests and record reviews 	<ul style="list-style-type: none"> • Operational KPIs achieved
<p>Business Development & Planning</p> <p>Working with relevant Executive members and other key stakeholders, develop service enhancements and practice change which will improve patient outcomes</p> <ul style="list-style-type: none"> • Participate in the development of plans and business development activities for Epworth Richmond and Epworth HealthCare • Provide medical leadership and advice for the development of new clinical services and the expansion of existing services • Support business development in the selection, recruitment and retention of specialists • Advise on new services and technologies for strategic purposes is timely and accurate. 	<ul style="list-style-type: none"> • Operational objectives achieved • Completion of relevant tasks/projects assigned
<p>Leadership</p> <p>Demonstrate initiative, consultation, motivation and self-confidence</p>	

<ul style="list-style-type: none"> • Establish and embed effective mechanisms for communication to all medical practitioners at Epworth Richmond • Promote and represent Epworth Richmond medical workforce and programs internally and externally • Have a strong presence in clinical areas, including perioperative environment • Provide peer support and supervision as required • Effectively manage poor behaviour of all medical personnel • Support the wider clinical institute framework 	<ul style="list-style-type: none"> • Medical workforce KPIs achieved • Doctor satisfaction KPIs achieved
<p>Customer Service</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. 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 • 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 patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate 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 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency

<p>hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion</p>	
<p>Safety and Wellbeing</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

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> MBBS- Current registration with the Australian Health Practitioner Regulation Agency <p>Desirable</p> <ul style="list-style-type: none"> Post Graduate Qualifications in Health Administration/ Business Management RACMA Fellowship or Associate Fellowship
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> Sound knowledge of the health industry and experience of medical and clinical service delivery in Australian healthcare, both private and public

	<p>Desirable</p> <ul style="list-style-type: none"> • Proven experience in medical administration and senior leadership in a health service
<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Clinical experience in hospitals and understanding of VMO business model • Highly developed interpersonal and written communication skills • Understanding of contemporary clinical practice in a broad range of specialties and future trends in disease profiles and demographics • Highly developed clinical governance skills, including medical credentialing and root cause analysis • Ability to work autonomously, possess excellent conceptual and organisational skills, and utilise objective analysis of multiple viewpoints to incorporate staff input, feedback and ideas • Broad understanding of the organisational structures, policies and practices in relation to the health and medical workforce including demographic projections • Demonstrated understanding of funding arrangements in relation to the health professions and compliance with relevant acts and industry regulations including AHPRA • Working knowledge of the medical education sector and the role of the Royal Colleges in professional development and training • Ability to provide operational advice and experience in managing the development and implementation of new initiatives • Experienced in leading, coaching and managing staff to ensure they are developed and delivering to their full potential • Extensive experience in identifying, managing and reducing risk and successfully conducting incident investigation and management, including open disclosure. • Ability to support medical teaching programs at undergraduate, post graduate and specialty training level, and to foster research • High level of digital literacy in a range of technologies including Microsoft office software, operational system/databases, mobile software and internet applications
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently</p>	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrates leadership initiative, motivation and self-confidence with the capacity to communicate vision and set clear strategic directions for staff

Position Description



<p>work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<ul style="list-style-type: none"> • Consultative leadership style with the ability to influence at senior management level and act as a role model for professional leadership • Ability to build and maintain effective relations with key stakeholders and customers • Capacity to present Epworth HealthCare in a strong and positive manner to all stakeholders • Motivated to approach challenges enthusiastically with a 'can-do' attitude • Capacity to present Epworth HealthCare in a strong and positive manner to all stakeholders • Supports Epworth's Vision and Values and demonstrates a commitment to customer service and capacity to lead the implementation of quality solutions
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
April 2024	August 2025	Deputy Chief Medical Officer, Medical Workforce

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: _____