

Position Description



1. General Information

Position Title:	Director of Operations – Epworth Healthy Living Service
Division/Department:	Epworth Continuing Care and Support Services
Position Reports to:	Executive General Manager, Continuing Care and Support Services
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location:	Epworth Healthy Living service – Bridge Road, Richmond and across Epworth Locations
Employment Status:	Full time
Resource Management Number of Direct Reports: Budget under management:	Upon opening 6 - 8 EFT of admin, nursing and allied health
Key Relationships - internal and external	• Divisional Medical Directors • Director Epworth Healthy Living – Medical • Client Relationship manager – Healthy Living • Directors of Clinical Institutes • Visiting Medical Officers, Staff Specialists, Hospital Medical Officers, Doctors in Training, relevant to the Epworth Healthy Living service • Clinicians and managers from professions relevant to Epworth Healthy Living service

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. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life**, reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the [Epworth website](#).

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy**, which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**
Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.
- **Growth with purpose.**
Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.
- **A place where great people do great work.**
Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

The Practice Manager is responsible for the efficient and effective management of the Epworth Healthy Living service, ensuring exceptional patient experience, financial sustainability, workforce oversight, regulatory compliance, and service excellence.

This role drives continuous improvement initiatives and ensures the efficient delivery of high-quality healthcare services aligned with organisational values and objectives.

The position acts as a trusted partner to clinicians, executive leadership, and external stakeholders, overseeing all aspects of clinic operations, financial performance, workforce management, customer service, governance, safety, and business development.

5. Clinical Governance Framework

Position Description



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
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
Strategic leadership and management • Provide strategic and operational leadership for Healthy Living service, ensuring high-quality, patient-centred care through a unified governance framework. • Develop and implement strategies, business plans, and financial models that support organisational objectives and sustainable service growth. • Accountable for the operational, financial, and clinical performance of Healthy Living Services, ensuring agreed targets and performance measures are achieved. • Drive clinical excellence through continuous quality improvement, evidence-based practice, research, service redesign, and change management initiatives. • Ensure professional standards, clinical governance, patient safety, and quality frameworks are embedded, monitored, and continuously improved.	• Performance development of direct and indirect reports effectively handled • Excellence in operational performance; including key financial, operational and quality KPIs • Achieve and present on agreed KPIs across all areas of responsibility in the areas of patient care, quality and safety, P&C, OHS, employee engagement and workforce planning and finance/budget • Provision of data to support the Client Relationship Manager in achieving growth in line with the Healthy Living strategy • Accreditation and quality control standards achieved • Feedback from stakeholders and EGM regarding quality of reporting and service provided • Services comply with accreditation guidelines and all other relevant standards

• Lead Healthy Living service initiatives that enhance patient access, patient flow, service efficiency, and overall operational excellence. • Oversee risk management, workplace health and safety, infection prevention and control, and staff wellbeing strategies. • Provide performance reporting, identifying risks, opportunities, and areas requiring intervention or escalation. • Establish and maintain strong relationships with key internal and external stakeholders, including executives, medical specialists, clinicians, and community partners. • Manage workforce and industrial relations matters in partnership with People and Culture/Workforce leadership. • Communicate and champion the organisational vision, values, and standards of clinical excellence across the Healthy Living workforce	
Service Development • Lead, oversee and manage Healthy Living Service and initiatives in alignment with Epworth Healthcare's strategic direction, operational plans and professional practice standards • Develop and deliver regular reporting to the Executive General Manager • Work in collaboration with Executive General Manager Epworth Healthy Living Medical Director to shape and deliver an integrated, smooth service across applicable sites • Participate in strategic, service and operational planning activities for the service as well as contributing to Epworth Healthcare strategic and operational planning activities • Develop and implement strategies to promote the effective and efficient interfaces between all stakeholders within the Healthy Living Service • Lead evaluation and continuous improvement activity across the service	• Predetermined service development targets are met • Strong and cohesive relationship between all stakeholders • Lead or participate in projects identified by the Executive General Manager or others, from time to time • Ensure and measure compliance with workforce adherence to policies and procedures • Ensure efficiencies are identified and implemented • Key documents and reports delivered in agreed timeframes • Continuous improvement work delivered in agreed timeframes
Governance • Lead and maintain robust clinical governance frameworks in collaboration with medical and operational leaders, ensuring safe, high-quality service delivery.	• Annual audits completed, with identified actions implemented within agreed timeframes. • Compliance with regulatory standards demonstrated and embedded across service delivery. • Service improvement initiatives implemented and measurable enhancements achieved.

• Ensure compliance with all relevant legislative, regulatory, accreditation, and organisational requirements • Oversee clinical credentialing, scope of practice, patient safety, risk management, and clinical review processes across the service. • Develop, implement, and monitor allied health and quality strategic plans aligned with organisational objectives and continuous improvement priorities. • Drive service benchmarking and evaluation activities to identify opportunities for innovation and implementation of best-practice models of care. • Foster a culture of quality, safety, accountability, and risk awareness across the multidisciplinary workforce. • Monitor clinical quality, patient safety, and risk indicators, ensuring timely escalation and mitigation of identified issues. • Promote continuous improvement through the development, implementation, and evaluation of quality, safety, and risk management initiatives. • Maintain contemporary knowledge of clinical governance, quality improvement, patient safety, and risk management principles.	• Proactive management of clinical and operational risks. • Effective implementation of safety, quality, and risk management requirements.
Customer Service Epworth is committed to the provision of excellent customer service to all 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. • 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	• Patient and customer service satisfaction surveys all within agreed targets • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner • Data review and analysis utilised to improve internal processes and systems • Highly regarded and respected by stakeholders, colleagues and employees

• Actively seek to understand patients' expectations and any issues, using multiple strategies • Uses data (such as compliments, complaints and Press Ganey) to identify breakdowns 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	
Safety and Wellbeing To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students. • 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 health and safety to reduce all hazards and incidents within the workplace • Ensure all direct reports are held accountable for safety performance and actions	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth WHS 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	Essential • Tertiary qualification in health / health adjacent discipline • Current registration with AHPRA and relevant postgraduate leadership/management qualifications prefer Desirable

Position Description



	• Experience in corporate health, wellbeing, preventative health or premium healthcare services
Previous Experience	Essential • Extensive Medical software experience and a willingness to learn new systems • Demonstrated experience in practice management, healthcare administration, or operational leadership. • Proven ability to lead and develop high-performing administrative and clinical support teams. • Strong operational, financial, and resource management skills within a healthcare environment. • Excellent stakeholder engagement, communication, and service improvement capability • Experience implementing new technology and clinical applications.
Required Knowledge & Skills	Essential • Demonstrated proficiency in medical software systems, healthcare databases, and the Microsoft Office suite, with the ability to rapidly identify learn and implement new technologies. • Strong understanding of medical terminology, healthcare administration, and privacy and confidentiality requirements. • Highly developed problem-solving, communication, and stakeholder engagement skills, with the ability to build effective relationships across all levels of an organization. • Commercially astute, adaptable, and committed to continuous improvement within a dynamic and evolving healthcare environment.

Position Description



Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	Essential • Proven ability to communicate clearly, both verbally and in writing, in a professional environment. • Excellent organizational skills and attention to detail • Self- Motivated and able to work autonomously • Experience and a natural ability to liaise with doctors and fellow staff • Willingness to work positively within a team to achieve team goals and the provision of excellence in service delivery • A strong team contributor with excellent customer service, high level interpersonal, communication, administrative, organizational presentation and networking skills. • Ability to set priorities and work under pressure with well-developed organizational skills • Capacity for training • Innovative, proactive and creative attitude • Demonstrated ability to maintain high levels of confidentiality and the ability to establish and maintain strong customer (internal and external) relationships at all levels.
---	--

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
18/08/2026	24/08/2026	Executive General Manager - CCSS

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: _____