

1. General Information

Position Title:	Associate Director of Clinical Services - Perioperative
Division/Department:	Operating Suites
Position Reports to:	Director of Clinical Services
Enterprise/Individual Agreement:	Individual 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:	~13 EFT ~\$31 million
Key Relationships - internal and external	<ul style="list-style-type: none"> • Epworth Eastern executive and leadership team • Perioperative nursing, clinical staff and Visiting Medical Officers (VMOs) • ADCS/Nurse Unit Managers/ANUMs & Hospital Coordinators • Peer ADCS Perioperative across Epworth • Support Services, People & Culture, Education, Quality, Infection Control • Patients and families

2. Overview of Epworth HealthCare

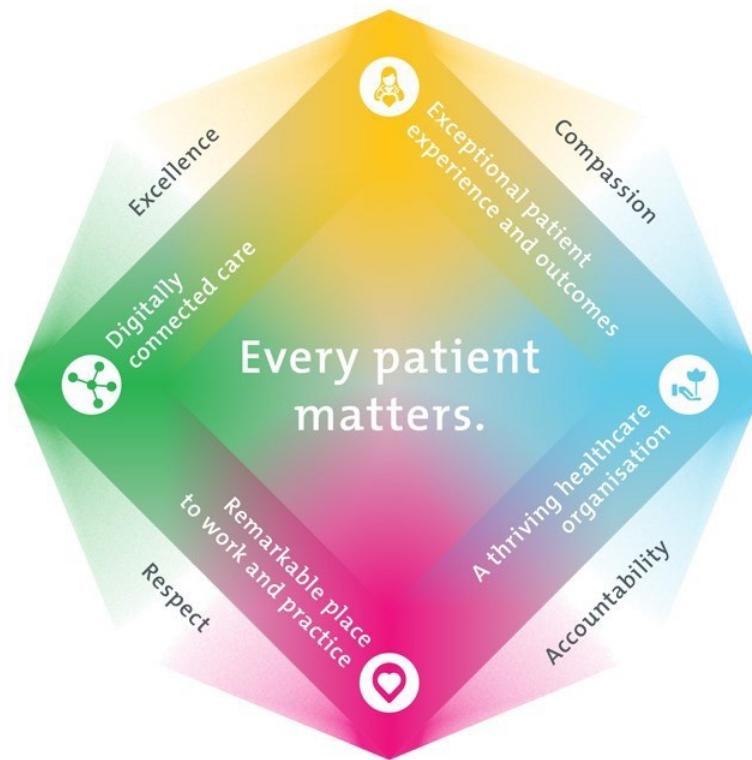
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 primary function of the ADCS, Perioperative is to manage the operational and business direction of the Perioperative Services inclusive of Operating Theaters, Endoscopy, Cardiac Cath Lab, Ekeru (IVF), CSSD, PACU, Day of Surgery Admissions and Short Stay Unit, within the strategic direction of the Epworth Eastern Hospital; and in particular to ensure the efficient and effective use of human and financial resources to ensure positive clinical outcomes, exceptional customer service and to grow market share.

The ADCS Perioperative will hold an active role within the senior management team at Epworth Eastern focused on theatre utilisation, growth, business development, risk management, building engaged teams and developing a culture of excellence and accountability.

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
<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"> Lead and engage the nursing and clinical workforce to achieve agreed clinical services and outcomes 	<ul style="list-style-type: none"> Achievement of all cost centre Labour hours KPIs – hours per operating minute, average hourly rate, agency and casual utilisation High and efficient utilisation of operating time and beds
<ul style="list-style-type: none"> Enable effective team work across the nursing, education, CSSD, VMOs and the broader Epworth Eastern staffing group, that is in line with Epworth's values and behaviours Build and maintain strong working relationships with key internal and external stakeholders Create risk management capability in OH&S and Infection Control, including leading and implementing necessary patient and staff health, safety and wellbeing strategies, plans and initiatives Participate and/or lead the assembly and execution of initiating new business and service opportunities as agreed by the Executive Lead and drive continuous clinical performance improvement, change management and best practice agenda 	<ul style="list-style-type: none"> Achieve and present on agreed KPIs across all areas of responsibility in the areas of patient care, quality, safety, HR, OH&S, employee engagement, workforce planning and finance/budget Support the Executive team in achieving growth to the Division Participate in executive on call roster Accreditation and quality control standards achieved Assembly and execution of tasks to support the Epworth Eastern Operational business plan
<p>People</p> <ul style="list-style-type: none"> Assist in the delivery of an orientation program for all new staff at Epworth Eastern Strong management of staffing, recruitment, retention and performance appraisals Verification and validation of staff competency level across all roles Effective rostering and management of appropriate level of clinical resources 	<ul style="list-style-type: none"> High quality nursing Perioperative team that is aligned to Epworth Values is recruited to for Epworth Eastern Epworth Eastern Perioperative workforce targets met High levels of satisfaction with clinical services orientation program by staff Achievement of HR report card KPIs Annual nurse and health professional registration and credentialing met Reliance on Agency resources <4% Strong leadership and management of staff; modelling and leading a positive culture that builds a working environment in line with Epworth HealthCare's goal to be an employer of choice Build to a culture of success as measured by staff engagement survey

<p>Professional Development</p> <ul style="list-style-type: none"> • Build leadership capability across the clinical services group via training, coaching and other development opportunities as identified in and supported by performance appraisals and professional development plans • Review nursing and clinical education programs to ensure they align with the needs of the organisation • Focus on building internal capability through identifying development opportunities for all staff, including coaching and building leadership capability amongst NUMs and ANUMs 	<ul style="list-style-type: none"> • Clinical staff compliance with mandatory education • Work closely with the Education Manager and team to build workforce capability that ensures all staff skills are maintained and developed to meet current and future clinical needs • Foster an environment of continuous learning for all staff • Take an active part in managing and maintaining your own clinical knowledge and professional development Involvement
<p>Quality</p> <ul style="list-style-type: none"> • Involvement in the development and execution of Epworth Eastern's Operational Plan • Actively participate and lead in all components of accreditation cycle and quality improvement process including annual Department Quality plans • Ensure risks are reported and emerging trends monitored and managed effectively • Policy and protocols are kept current and in line with industry best practice 	<ul style="list-style-type: none"> • Clinical indicators will be within agreed ACHS limits • Clinical practice conforms to Australian standards and ACORN standards • Mandatory education for all staff is maintained to agreed levels • Quality improvement plans and outcomes are documented and reported regularly • Audit schedules are maintained and actioned
<p>Business Development</p> <ul style="list-style-type: none"> • In conjunction with the Executive Director, Director of Clinical Services and Business/Marketing Manager, ensure business opportunities grow and develop through attraction and retention of VMO's and operating sessions • New services are explored and business opportunities maximised • Operating sessions and schedules are maintained to optimise utilisation and revenue generation • Explore new business, clinical procedures and technology by fostering relevant professional networks and relationship 	<ul style="list-style-type: none"> • Ensure market share is managed and business development opportunities are identified and effectively converted to new business

<p>Finance</p> <ul style="list-style-type: none"> • Preparation of annual department budget • Management of budget ensuring a balance between cost and service delivery, and ensuring labour hours and other KPIs are effectively managed • Financial reporting against budget to Director of Clinical Services and Divisional Business Manager 	<ul style="list-style-type: none"> • All financial targets are met and managed effectively, with variance reported monthly, including but not limited to labour hours, costs per procedure, agency costs and sick leave targets • Theatre and bed utilisation and procedure revenue is maximised • Monitoring and focus of key KPIs including but not limited to: session allocation, turnaround time and late starts • Capital expenditure is managed across Perioperative services, ensuring purchases are priorities and appropriately vetted via trial processes that incorporate VMO feedback wherever possible • Oversee the loan, repair and service contracts for relevant equipment in conjunction with Biomedical Engineering and Group contracts supply department
<p>Service</p> <ul style="list-style-type: none"> • Ensure all staff have a key focus on excellence in customer service to enable the unit to deliver the highest quality in patient care • Prompt investigation, response and follow up of customer complaints and incident investigation • Direct involvement in the assembly and execution of initiating new business opportunities as agreed by the Executive 	<ul style="list-style-type: none"> • Lead and model an environment that is focused on customer service and delivery of service to the highest standards in line with Strategic and Operational Plans, as measured through • Agreed clinical outcomes • Patient commendations / complaints • Staff / doctor satisfaction surveys • Patient satisfaction outcomes
<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.</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 • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously 	<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 • Issues are escalated to the manager and resolved in a timely manner

<ul style="list-style-type: none"> • 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 hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	
<p>Safety and Wellbeing 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"> • Registered Nurse, with current registration – Australian Health Practitioner Regulation Agency (AHPRA) <p>Desirable</p> <ul style="list-style-type: none"> • Post graduate qualification in Peri-Operative nursing and/or management
Previous Experience	<ul style="list-style-type: none"> • Relevant post registration acute clinical experience • Experience in a senior nursing leadership role • Relevant clinical, financial, risk management and human resource management experience
Required Knowledge & Skills	<ul style="list-style-type: none"> • 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. • 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, service providers and internal stakeholders in the provision of excellent patient outcomes. • Provide opportunity for professional development and mentoring of staff, through the organisation 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 interdepartmental / 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 effectively manage untoward events in the organisation. • Computer skills – Word and Excel, data bases and software. • Knowledge and ability to manage health and safety issues and maintaining a healthy and safe work environment for staff and patients. • Experienced in performance management including performance coaching skills. • Ability to lead and facilitate change

Position Description



<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"> • Compassion • Accountability • Respect • Excellence 	<ul style="list-style-type: none"> • Be passionate about the provision of excellent patient care • Excellent communication, influencing and interpersonal and relationship management skills, including presentation and public speaking skills • Commitment to Epworth HealthCare’s Vision and Values • Commitment to the “Code of Professional Conduct for Nurses” • Supports an environment of continuous learning and quality improvement • Advanced skills in prioritizing, problem solving, system and process management • Able to engage and empower nurses and provide them with a sense of being valued • 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 and in line with Epworth Values and Behaviours • Directly participate in and facilitate appropriate, data driven decision making with senior staff and Executive team • Ability to foster and maintain accountability processes and frameworks for direct reports
--	---

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
July 2022	December 2025	Director Clinical Services, People & Culture Business Partner

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: _____

