

1. General Information

Position Title:	Group Health, Safety & Wellbeing Systems Manager
Division/Department:	People & Governance
Position Reports to:	Group Director Health, Safety & Wellbeing
Enterprise/Individual Agreement:	Individual Employment Agreement
Classification/Grade:	Not Applicable
Location:	Pelaco and ability to travel to all Epworth locations
Employment Status:	Full time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	one
Key Relationships - internal and external	Internal Health, Safety and Wellbeing Team Group Director, Risk, Internal Audit and Compliance Operations staff Broader People & Governance Team Group Executive and Senior Leadership External External Providers / Consultants WorkSafe Victoria

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 Group Health, Safety, and Wellbeing Systems Manager is a senior leadership role that ensures compliance with health, safety, and wellbeing systems and governance across the organisation. In partnership with the Group Director Work, Health and Safety, this position has a key role in ensuring adherence to occupational health and safety laws, regulatory frameworks, and best practices while driving continuous improvement in the Health, Safety and Wellbeing Management Systems processes.

This role builds upon the foundational systems already in place, establishing a cohesive system that strengthens compliance and cultivates a proactive safety culture. The role is accountable for continuously improving the clarity and simplicity of the Health, Safety and Wellbeing Management Systems, reducing compliance and administrative burdens across the organisation and supporting the the Health, Safety and Wellbeing Team.

Position Description



Leveraging significant experience and deep expertise along with formal qualifications in Occupational Health & Safety, the role will oversee safety system audits and regulatory enforcement actions, assist the review and update of safety training materials to reflect the current HSW management system, support the preparation of documents in the Epworth WHS system in accordance with legislative and other compliance requirements to achieve best safety practice.

Acting as a central point for occupational health and safety governance, the position will support compliance reporting, standardisation of policies, and integration of safety risk management into the organisation's broader framework. The position will build and maintain working relationships in a collaborative way with internal and external stakeholders and will support the development and implementation of effective safety plans in partnership with operational teams, supporting the direction of safety, ensuring regular evaluation and monitoring to control the risk of injury and illness to workers.

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
WHS Compliance and Regulatory Oversight Oversee and manage the Health, Safety and Wellbeing Management Systems to	Compliance Rate: 100% of policies, procedures, and records meeting compliance requirements.

Position Description

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
ensure compliance and operational efficiency. Monitor, review, and ensure adherence to Occupational Health and Safety Victoria Act, regulations, standards, and industry best practices. Support the preparation of documentation for regulatory audits, inspections, and workplace safety strategic reviews. Assist the review and update of safety training materials to reflect the current HSW management system	
Audit and Risk Management Oversight Develop, implement, and oversee the audit program which includes internal audits (including high risk work audits), external audits, ISO certification evaluations and Occupational Health and Safety compliance assessments/strategic review by WorkSafe Victoria. Collaborate with the Group Director Risk, Internal Audit and Compliance to integrate safety compliance in the Group's Risk Register, supporting enhanced risk management practices. Support the reporting mechanisms for Health, Safety, and Wellbeing trends, ensuring visibility into risk areas and legal implications. Manage the transition of workplace inspections to an electronic system and facilitate the ongoing reporting process.	- Audit Completion Rate: 80% of scheduled internal/external audits successfully conducted. - Risk Register Update Frequency: 100% of risk entries updated within designated timeframes.
Strategic Leadership and Systems Management Partner with the Quality Systems Administrator to provide support with the management of the Occupational Health and Safety incident reporting components of Riskman, including the generation of report templates and data. Support HSW Business Partners/Manager with site HSW consultation processes to ensure safety frameworks align with legal mandates, operational objectives and streamline monthly reporting through enhanced systems.	- Health, Safety and Wellbeing Management System Integration: Extent to which the management system is adopted across all business units (measured via surveys or compliance tracking). - Consultation Effectiveness: 80% of completed consultation processes ensuring legal and operational alignment. 100% of documents reviewed and updated within established review cycles on Prompt.

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Support compliance reporting, standardisation of policies, and integration of safety risk management into the organisation's broader framework. Draft concise professional briefs for the board and sub-committees, providing updates on workplace safety, compliance risks, incident reports, and policy recommendations. Oversee the organisation, maintenance, and continuous improvement of all Health, Safety, and Wellbeing documentation within Prompt and the dedicated Intranet page. Support HSW projects aimed at maintaining and improving Epworth's safety performance and culture. Develop and standardise policies, protocols, procedures, safe work practices, tools, forms, guides and record keeping practices in alignment with statutory obligations to streamline operations across the organisation. Consult with the HSW Business Partners/Manager on all draft HSW documentation and maintain the document registers within the HSW Teams group folders.	
Stakeholder Engagement and Operational Support Draft documentation on all significant incidents, including incident deep dives and safety alerts, in consultation with the Executive General Managers and HSW Team. Facilitate ongoing training and education for employees on Occupational Health and Safety legislation, risk management, and compliance strategies. Collaborate with executives and key internal stakeholders to integrate safety compliance initiatives across all levels, driving continuous improvement and foster a mature safety culture. Build and maintain working relationships in a collaborative way with internal and external stakeholders and will support the development and implementation of	• Health Safety and Wellbeing reports/papers Timeliness: 100% of reports/papers drafted on time. • Stakeholder Engagement Score: Satisfaction rating from executives and employees on system integration effectiveness. • Incident Report Turnaround Time: Average time taken to draft and submit documentation on critical safety events. • Legal Advisory Efficiency: 100% of policies reviewed and revised to align with new safety legislation.

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
effective safety plans in partnership with operational teams, supporting the direction of safety, ensuring regular evaluation and monitoring to control the risk of injury and illness to workers.	
Customer Service 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. 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 hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion	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

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
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 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	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	Essential - Bachelor Degree or higher in Work, Health and Safety or equivalent Desirable - Certificate IV in OH&S - Bachelor Degree in Law - Auditing qualifications
Previous Experience	Essential - Demonstrated experience in the implementation and management of Safety Management Systems, such as ISO 45001 or self-insurance frameworks. - Proven experience in organisational wide transformation in health and safety systems in a large multisite organisation - Proven experience in project management including the ability to lead, manage and influence other members of the business

COMPONENT	
Required Knowledge & Skills	Essential • Comprehensive knowledge of relevant Victorian OHS legislation, Codes of Practice and standards • Demonstrated experience in providing practical WHS advice, support and solutions in relation to statutory obligations in workplace safety and governance. • Contractual and Regulatory Compliance: skilled in policy development, WHS documentation, and audit preparation. • Highly developed written and verbal communication skills with an ability to prepare management/Board reports and other WHS documentation. • Experience with auditing, assurance and compliance, as well as risk management principles. • Strong interpersonal skills including an ability to engage appropriately with staff at all levels of the organisation resulting in cultural change where OHS responsibilities become an integral part of managing a business • Strong knowledge of Workplace Health and Safety and the ability to consult and deliver results in a highly regulated, complex, and multi-site environment Desirable • Strong leadership skills with demonstrated successful change leadership/management experience • Member of the Australian Institute of Health and Safety (AIHS).
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours Compassion Accountability Respect Excellence	Essential • Excellent communication and interpersonal skills with demonstrated ability in managing effective relationships with key stakeholders and clients in a complex and diverse environment with the ability to influence and inspire change. • Ability to think from fact, with human context, and be outcomes focused in approach, especially when the context may not be clear • Strategic thinking and capacity to drive organisational-wide transformation in safety governance. • Team player and key influencing style, coming from relationship and with a strong bias for action/achievement. • Capacity to travel across multiple sites as required. • Commitment to continuous learning and professional development in workplace safety and legal compliance

Position Description



Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
September 2025	October 2026	Sarah Turner, Chief People & Governance Officer

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:
