

Position Description

Position Title:	Director Medical Services
Reports to:	Chief Medical Officer
Department:	Medical Administration
Directorate:	Medical Services & Chief Medical Officer
Cost centre:	P0902
Code & classification:	Specialist Years 1-9 (HM33 – HM41)
Employment conditions:	AMA Victoria - Victorian Public Health Sector – Medical Specialists EBA 2022 – 2026 and its successors, and GV Health & Yarrawonga Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Director Medical Services (DMS) provides support and assistance to Goulburn Valley Health's provision of high-quality services consistent with organisational values. The key components include provision of leadership in areas of Medical Administration and Leadership, Medical Governance, Clinical Governance, Medical Workforce, Education and Training, and Health Service Committees as detailed below. The role reports to and is directly supported by the Chief Medical Officer (CMO).

Additionally, the DMS will provide support and assistance to Yarrawonga Health. The key component include supporting clinical governance compliance, systems and processes in collaboration with clinical leaders and the Chief Executive (CE). The DMS works closely with the Executive team to develop and maintain systems that improve patient safety and minimise the risk of adverse clinical outcomes.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

Medical Administration and Leadership:

- Support the CMO in delivering medical administration and leadership throughout GV Health, including but not limited to clinical governance, service delivery, medical workforce leadership and medicolegal advice.
- Deputise for the CMO during periods of CMO leave.
- Establish professional relationships with Divisional Clinical Directors and Clinical Directors to ensure effective engagement with medical staff across GV Health.
- Assist the CMO to develop, implement and maintain a medical staff engagement program to enhance medical alignment with the operational and strategic directions of GV Health.
- Lead the management of medical workforce performance issues

- Actively encourage and facilitate a research culture within the clinical workforce that promotes critical examination of clinical practice and care systems with a view to continuous quality improvement.
- Participate in complex discharge meetings and other multidisciplinary meetings to facilitate patient flow through the hospital.

Medical Governance:

- Assist in the management of the Medical Credentialing and Clinical Scope of Practice processes at GV Health.
- Assist in the maintenance and development of the junior and senior medical workforce through best practice recruitment, appointment, orientation, rostering, employment and contracting to ensure appropriate medical service delivery. This may include participation in the Medical Workforce on-call roster and executive on-call roster.
- Contribute to budget, financial planning and budget reviews in relation to medical costs.
- Participate in strategic planning related to medical matters and develop operational plans in consultation with medical staff.
- Support quarterly medical specialty meetings and prepare data and information for each Clinical Specialty group (clinical outcome data, clinical indicators, case mix data and LOS).
- Manage ad hoc projects in relation to medical governance.

Clinical Governance:

- Assist in the further development of medical clinical peer review and clinical audit processes.
- Manage medico-legal claims in partnership with the legal team.
- Manage Research Governance and participate in the GV Health Human Research Ethics Committee.
- Participate in the quality improvement and risk management activities of the Health Service. This would include, but not be limited to, participating in in-depth reviews, root cause analyses, M&M meetings.
- Assist in the management of and response to patient complaints. and
- Provide leadership and sponsorship of allocated accreditation standards.

Education and Training:

- Assist in ensuring the quality of training provided for the medical workforce and accreditation requirements, clinical supervision, performance review and education strategies.
- Assist in the management of various stakeholders in the education, rotation, training and supervision of medical staff.

Health Service Committees:

To participate in relevant GV Health Committees including but not limited to:

- Medical Leadership Meetings.
- Medical Education and Medical Workforce Meetings.
- Clinical Risk Panel.
- Morbidity and Mortality Review Committees.
- Divisional Clinical Directors/Clinical Directors meeting.
- Credentialing and Scope of Practice Committee.
- Clinical Governance Sub Committees
- Various Accreditation standards committees.

Working Relationships:

- Internal: Medical Services Directorate, Divisional and Clinical Directors, Senior Medical Staff, Junior Medical Officers, Executive Staff, Managers, Research and Ethics, Legal Services
- External: Department of Health and Human Services, Relevant Medical Colleges, PMCV, other Public Health Services

Professional Development:

- In accordance with relevant Enterprise Agreement, sufficient time will be made available for personal continuing education, and attendance at mandatory RACMA College requirements.

Yarrawonga Health (YH):

- Attend meetings as required and assist the CE in all matters relating to the medical staff and medical administration of the hospital with particular emphasis on the quality of care and clinical governance
- Advise on medico-legal matters for the Executive Team
- Provide professional leadership to medical practitioners and when necessary be involved in supporting the performance and supervision of doctors
- Work towards the provision of best practice care to all patients in the context of current professional knowledge, evidence-based practice, and organisational resources
- Provide advice to the CE on specific health service needs of all groups within the community including those from diverse cultural backgrounds and ethnic origins
- Ensure medical officers comply with all relevant Australian Medical College requirements, legislation, regulations, agreements and policies of the relevant statutory authorities
- Participate in the development and use of organisational-wide clinical policy and evidence-based guidelines and tools for services
- Together with the Executive and Quality and Safety Team support YH compliance with all Accreditation standards, respond to accreditation findings and proactively implement improvements
- Liaise with Sub-Regional Directors for specialties relevant to YH including obstetrics and anaesthetics.
- Advocate the use of relevant and informed best practice guidelines, systems and processes
- Participate in the regular review of the Yarrawonga Health clinical governance systems and participate in improvement of these systems as required.
- Assist with the development and implementation of new service initiatives that contribute to improving the continuity of care and services for patients.
- Participate and contribute to mortality and morbidity reviews to improve care and outcomes
- Ensure effective credentialing systems including defined scope of practice for all medical practitioners appointed to YH
- In consultation with the CE provide medical leadership in the management of coronial investigations and medico legal matters
- Advise and support appropriate risk management processes relating to clinical services
- Continually monitor incidents and clinical outcomes trends with the Quality and Safety Units and senior managers.
- Actively promote open disclosure and patient-centered care practices within YH
- Liaise with external organisations and community groups as needed.

OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times

- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider

POSITIONS REPORTING TO THIS ROLE

- Medical Administration Registrar

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- MBBS or overseas equivalent and appropriate registration as a medical practitioner with the Medical Board of Australia.
- Fellowship of the Royal Australasian College of Medical Administrators (RACMA) or equivalent qualifications and experience.
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Essential:

- Minimum of 3 years general clinical experience.
- Meets credentialing requirements of GV Health.
- Medical Expert: Bring medical input to organisation, analyse complex problems, design / implement governance systems, work with team.
- Leader: Intelligent leadership, self-awareness, manage self in relation to others, serve and lead from management role.
- Manager: Thinking on feet, adopt systems approach, prioritise and allocate resources, implement human resource management.
- Scholar: Ongoing learning, critical information evaluation, facilitate learning, apply research to management.
- Professional: Awareness of ethical issues, patient-first behaviour, behaviour within values, commitment to doctor health and sustainable practice.
- Advocate: Respond to health needs of patients, populations, communities and systems, identify determinants of health, influence policy and practice.
- Communicator: Engage with stakeholders, convey information and explanations to diverse group, shared understanding and align competing interests, effective communication methodologies.
- Collaborator: Effective participation, effective inter-professional conflict, build effective relationships, appropriate consultations around key issues.

Desirable:

- Previous experience in medical administration and leadership in a Victorian health service.
- Established history in medical and clinical governance and leadership.
- A significant previous clinical background is considered highly desirable.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements.

- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability.
- Promoting and enabling of effective teamwork and service provision both within the department and/or organisation and with other service providers.
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.
- All documentation is of a high standard and accurate
- Attendance and active participation at meetings as required.
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process.

ALL GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines.
- Develop and maintain collaborative relationships with all other teams and professionals.
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers.
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce.
- Contribute to organisational quality and safety initiatives.
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children.
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process.
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public.
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.
- Comply with the principles of patient and family centred care.
- Not smoke or vape on GV Health premises.
- Comply with immunisation requirements as per the Victorian Department of Health Victoria.
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to. police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements.
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Medical Services & Chief Medical Officer	Director Medical Services
Reviewed by:	Chief Medical Officer
Issue Date:	January 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours, we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)