

Position Description

Position Title:	After Hours Hospital Manager
Reports to:	Divisional Operations Director - Access & Investigative Services
Department:	AHHM
Directorate:	Clinical Operations
Cost centre:	P0654
Code & classification:	Registered Nurse Grade 5 Associate Director of Nursing (8B Campus) (ZB9)
Employment conditions:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 and GV Health 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 After-Hours Hospital Manager is responsible for the after-hours operational management of GV Health and bed management during business hours. This is inclusive of the maintenance of safe patient care and environment and the efficient use of resources. The position provides a key point of contact for operational staff during after-hours time periods to address issues as they arise. The role operates within GV Health policies, procedures and protocols, ensuring management escalation and reporting functions as required. The After-Hours Hospital Manager is also responsible for the effective provision of human resources and for the facilitation of quality standards of efficient and effective patient care within all campuses of GV Health.

External relations liaise with;

- Other Health Facilities
- Funeral Directors
- Patients/Carers
- Vendors

Internal relations liaise with;

- All GV Health Staff
 - Patients and Families / Carer
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RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Provide after-hours health service operational management and leadership by ensuring GV Health policies and procedures are adhered to including appropriate communication and escalation of issues
- Provide coordination of patient services with other departmental managers, medical staff, paramedical staff and hospital support services as they relate to patient care and hospital management
- Attend and manage critical incidents and emergency codes during the after-hours periods
- Liaison with departments regarding human and material resources to ensure patient safety is maintained
- Comply with Occupational Health and Safety requirements by ensuring all accidents and incidents are reported, recorded and investigated appropriately
- Ensure staff members who have been exposed to incidents of verbal or physical aggression receive appropriate support and advice
- Informs and participates with GV Health forums and initiatives to improve patient care, services and delivery
- Model and promote the Vision, Mission and Values of GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Participate in or lead appropriate committees and working parties as requested
- Maintain effective open channels of communication with patients, visitors, clinical and non-clinical staff and affiliated tertiary institutions
- Maintain accurate data and assist in the analysis of data relevant to the role

QUALITY AND SAFE CLINICAL CARE FOR CONSUMERS

- Support employees to work in a collaboration with consumers, families/representatives or carers by providing timely information involving them in care planning and treatment decision making
- Operationally manage the clinical practices and ensure standards of care maximise health outcomes by continually monitoring, evaluating and improving practices
- Ensure safe consumer care is provided by maintaining appropriate staffing and skill mix levels
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Ensure compliance with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Measure consumer experience and respond accordingly to feedback and complaints including reporting findings to appropriate management and committees

DEVELOP AND MAINTAIN COLLABORATIVE RELATIONSHIPS WITH ALL DISCIPLINES

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals

SUPPORT AND PARTICIPATE IN EVIDENCE-BASED PROGRAMS TO EVALUATE AND IMPROVE THE QUALITY OF CONSUMER CARE AND OUTCOMES

- Maintain current knowledge of clinical practice
- Actively participate in identifying where improvements can be made to the quality of consumer care

- Participate in incident and sentinel/adverse event reviews and ensure learning are implemented to prevent recurrence
- Actively support clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care

COMMIT TO ONGOING PROFESSIONAL DEVELOPMENT OF SELF, OTHER EMPLOYEES AND THE PROFESSION

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, employment principles and legislative requirements are met
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities
- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Undertake credentialing and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to other health care professionals

QUALITY, SAFETY, RISK AND IMPROVEMENT

- Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to consumers and the healthcare workforce
- Contribute to organisational quality and safety initiatives
- 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.

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 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

KEY SELECTION CRITERIA

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

- Current registration with AHPRA Australian Health Practitioner Regulation Agency as a Registered Nurse.

Essential:

Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour

- Demonstrated understanding of risk management frameworks
 - Excellent communication and interpersonal skills
 - Demonstrated clinical leadership experience and knowledge related to healthcare
 - Demonstrated ability to develop and maintain collaborative relationships with all disciplines
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - 100% compliance with training requirements
 - 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
 - Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
 - 80% attendance and active participation at committees, working groups and meetings
 - Rostering is completed in accordance with the relevant Enterprise Agreement requirements
 - Registration is maintained and working within scope of practice
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ALL GV HEALTH STAFF ARE REQUIRED TO

- 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.

Directorate	After Hours Hospital Manager
Reviewed by:	Divisional Operations Director - Access and Investigative Services
Issue Date:	10/07/2026

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](#)