

Position Description

Position Title:	Director Medical Services – Clinical Operations
Reports to:	Chief Operating Officer, with professional reporting line to the Chief Medical Officer
Directorate:	Clinical Operations
Cost centre:	P0910
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 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) Clinical Operations 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 leadership & engagement, Infection Prevention & Control, public health and special projects as detailed below. The role reports to and is directly supported by the Chief Operating Officer (COO).

The DMS works closely with the Executive team, leaders and clinical teams 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:

Operational:

- Establish professional relationships with Divisional Clinical Directors and Clinical Directors to ensure effective engagement with medical staff across GV Health.
- Lead the management of the medical leaders in Clinical Operations
- Actively encourage and facilitate a research culture within the Clinical Operations 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

- Lead projects to support progress towards objectives as set out in the Strategic Plan and system reform, driving innovation, service redesign and continuous improvement
- Ensure current, timely, insightful and meaningful performance reports are provided as scheduled.
- Improve care coordination for patient flow across the directorate for bed based, home and clinic services, as well as with external partners such as residential aged care facilities,
- Encourage and foster GV Health's communication, engagement and collaboration with the community, healthcare service providers, government departments and relevant internal stakeholders.
- Provide leadership and advice to planning initiatives that consider health care across the care continuum and address the health needs of the population.
- Lead the pathology contract management (Austin Pathology)
- Participate in the executive on call roster and in the event of an emergency, incident response arrangements

Professional:

- Support and promote GV Health's purpose, values, code of conduct and strategic plan, and act as a role model for others in the organisation in relation to leadership, management, professionalism, values driven behaviour, particular accountability and teamwork.
- Undertake the role of the Designated Officer for GV Health for the administration of the Human Tissue Act and Public Health & Wellbeing Act requirements, during any CMO absence

Health Service Committees:

Participate in relevant GV Health Committees including but not limited to:

- Clinical Risk Panel
- Clinical Operations directorate.
- Morbidity and Mortality Review Committees.
- Divisional Clinical Directors/Clinical Directors meeting.
- Clinical Governance Sub Committees
- Various Accreditation standards committees.

POSITIONS REPORTING TO THIS ROLE

- Divisional Clinical Director Medical
- Clinical Director Medicine
- Clinical Director Critical Care
- Clinical Director Emergency Medicine
- Clinical Director GV Public Health Unit
- Clinical Director Child and Adolescent
- Clinical Director Surgery
- Clinical Director Anaesthetics
- Clinical Director Obstetrics and Gynaecology
- Clinical Director Oncology
- Clinical Director Rehabilitation
- Clinical Director Palliative Care
- GV Public Health Unit
- Clinical Nurse Consultant Infection Control

KEY SELECTION CRITERIA

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

- Registered medical practitioner in Australia or eligible for such registration
- Hold a Fellowship with a college which could include but not be limited to The Royal Australasian College of Medical Administrators (RACMA) or equivalent

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 special projects, 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.
- Excellent written and verbal communication skills, computer skills with the ability to utilise Microsoft Office suite, and financial management information systems
- Current Victorian driver's licence
- Satisfactory compliance checks that are relevant to the role

Desirable:

- Previous experience in medical administration and leadership in a Victorian health service.
- 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.
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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.
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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.

Clinical Operations	Director Medical Services – Clinical Operations
Reviewed by:	Chief Operating Officer
Issue Date:	July 2026

ABOUT US

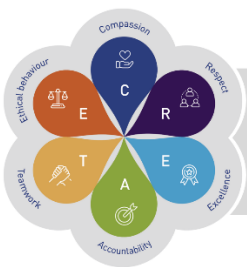
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also 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:



COMPASSION
RESPECT

EXCELLENCE
ACCOUNTABILITY

TEAMWORK
ETHICAL BEHAVIOUR

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](#)