

Position Description

Position Title:	Divisional Operations Director – Goulburn Valley Area Mental Health and Wellbeing Services
Reports to:	Executive Director – Community Care & Mental Health & Chief Allied Health Officer
Department:	MHS Administration
Directorate:	Community Care & Mental Health & Chief Allied Health Officer
Cost centre:	H8502
Code & classification:	Registered Psychiatric Nurse Grade 7 (AI55), Occupational Therapist Grade 8 (AJ18), Social Worker Grade 8 (AJ64)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2025 – 2028 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 Divisional Operations Director – Goulburn Valley Area Mental Health and Wellbeing Services (DOD - GVAMHWS) works in partnership with the Divisional Clinical Director GVAMHWS (DCD – GVAMHWS) and the Director of Nursing GVAMHWS (DON – GVAMHWS) for the efficient and effective management of the mental health division to achieve and maintain a standard of excellence in clinical practice that reflects the values, and strategic and operational priorities of GV Health.

The DOD – GVAMHWS drives, quality and safety, activity performance and financial sustainability within the division. The position is responsible for the leadership and management of staff working in programs and services provided through the Division, and for planning and monitoring the effective and efficient use of human, financial and physical resources within the Division. The DOD – GVAMHWS leads the Mental Health division to ensure optimisation of patient flow and access for mental health services. This role has a key function in leading effective partnership models across a range of mental health services.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Work with the Executive Director Community Care & Mental Health, DCD – GVAMHWS and DON- GVAMHWS to localise the implementation and embedding of the recommendations made by the Royal Commission into Victoria's Mental Health System.
- Model and promote the Values of GV Health

- Contribute to the organisational strategic planning process by planning, setting and monitoring clear targets for the team plan and ensuring that projects are linked to the goals of the organisations strategic plan.
- Oversee the preparation of the program specific annual budget estimates and management of the services within the allocated budget. Ensure accountability of variance reporting and actions required to correct the budget deficits.
- Oversee division compliance with contemporary human resource management practice and principles including workplace health and safety, employment equity and anti-discrimination requirements and take appropriate action where this is not met.
- Lead the development and provision of monthly reporting as per the GV Health Monthly Accountability Meeting (MAM) framework against key performance indicators for financial, human resources, clinical, quality and risk objectives, with the analysis, variance reporting and action undertaken.
- Provide guidance, mentoring and support to unit/program managers to ensure that appropriate management strategies are in place for the program areas to enable best practice services and strategic goals are delivered.
- Assist in driving towards the development of a high performance culture through strong leadership through meaningful interpretation and communication of the organisations strategic direction and assist to create innovative work practices to assist staff with the change process.
- Develop a collaborative and effective team by communicating meaningful information regularly and manage professionally and in a timely manner any issues associated with working together such as dealing with differences, conflict, shared goals and team morale.
- In conjunction with the Executive Director Community Care / Mental Health, assist in the negotiation of Mental Health & Wellbeing activity requirements and resourcing issues with the Department of Health for the provision of mental health services.
- Provide professional leadership, strategic development and divisional accountability for the mental health and wellbeing nursing services.
- Commit to ongoing professional development of self, other employees all disciplines working with the Mental Health and Wellbeing division
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing appropriate systems, information or services to clinical areas
- Represent Mental Health services on internal and external committees and forums as delegated.

POSITIONS REPORTING TO THIS ROLE

- Associate Director Engagement and Access MHWS
- Associate Director Adult and Older Adult MHWS
- Associate Director Infant, Child and Youth MHWS
- Associate Director Lived and Living Experience Workforce

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met and maintained;
- 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;
 - Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
 - Actively recruit and manage all aspects of workforce demands;
 - Computer literacy at intermediate level for Microsoft applications;
 - Demonstrated business planning, policy, financial and human resources management skills;
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KEY SELECTION CRITERIA

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

- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse, Occupational Therapist with eligibility for membership of the Australian Association of Occupational Therapy (Vic.) or Social Worker with eligibility for membership of the Australian Association of Social Workers

Essential:

- Significant senior management experience within public healthcare
- Strong leadership skills that foster a positive team culture and sound working relationships with a range of stakeholders
- Demonstrated effectiveness as a manager with an ability to initiate, lead and manage change
- Demonstrated abilities in the development and implementation of operational plans and achieving outcomes
- Demonstrated understanding of the complexities of the Victorian mental health system
- Sound financial and staff/human resource management skills
- Experience in strategic and business planning, and the ability to develop grant applications
- Understanding of health service provision under current state/federal funding models
- Computer literacy at intermediate level for Microsoft applications

Desirable:

- Post graduate qualifications in health service management, or mental health specialist qualification or working towards same
 - Sound understanding of Mental Health services within the GV Health catchment area
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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 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.

Community Care & Mental Health & Chief Allied Health Officer	Divisional Operations Director – Goulburn Valley Area Mental Health and Wellbeing Service
Reviewed by:	Executive Director – Community Care & Mental Health & Chief Allied Health Officer
Issue Date:	September 2026

ABOUT US

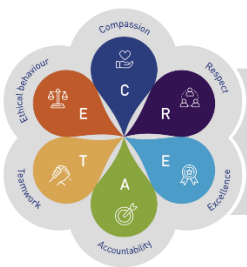
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also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