

Position Description

Business Manager – Ambulatory Services

Classification:	HS6 – Administrative Officer Grade 6
Business unit/department:	Ambulatory Services, Access, Critical Care, Imaging and Ambulatory Services (ACIA) Division
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	40 (38+ADO)
Reports to:	Divisional Manager – Ambulatory Services
Direct reports:	0
Financial management:	0
Date:	August 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

In collaboration with the Divisional Manager – Ambulatory Services the Business Manager will manage and co-ordinate the operations and business support for the Ambulatory Service departments and their respective leadership teams (Specialist Clinics and ACC/TL).

The Business Manager - Ambulatory Services provides strategic and operational leadership across financial management, business planning, performance reporting, revenue optimisation and service improvement activities within Ambulatory Services. The role partners with clinical, operational and corporate stakeholders to support sustainable service delivery, informed decision-making and

achievement of organisational objectives. Key responsibilities include budget development and oversight, accrual revenue management, end-of-month reporting, business case development, specialist clinics capacity and demand analysis, and performance reporting to support high-quality, accessible and financially sustainable ambulatory care services.

The role will report to the Divisional Manager – Ambulatory Services and will work closely and collaboratively with Finance, Business Intelligence Unit (BIU) and the leadership team within Ambulatory Services departments, including Nurse Unit Manager, Administration Managers and Improvement leads.

About the Directorate/Division/Department

Ambulatory Services entails Specialist Clinics and Ambulatory Care Centre (ACC), including Transit Lounge and forms part of the Access, Critical Care, Imaging and Ambulatory Services (ACIA) Division

About Specialist Clinics:

Specialist Clinics at Austin provides planned non-admitted services that require the focus of an acute hospital services/ specialists to ensure the best outcome for a patient. These services are an important interface in the health system between tertiary hospital services and primary care services.

Currently Specialist Clinics provide approximately 310,000 consultations per annum making it one of the largest services in the state and largest services providers at Austin Health

We provide access to:

- Medical, Nursing and Allied Health professionals for assessment, diagnosis, and treatment in an outpatient setting
- Ongoing specialist management of chronic and complex conditions in collaboration with community providers pre-and post-hospital care, related diagnostic services such as pathology and imaging, teaching, training and research opportunities

Patients are referred to Specialist Clinics by general practitioners (GPs), specialists, other community-based healthcare providers, and clinicians from within Austin Health.

Austin Health Specialist Clinics spans two campuses, across five different geographical areas:

Austin Hospital

Level 3 Lance Townsend Building

Level 3 Olivia Newton-John Cancer Wellness & Research Centre (ONJC)

HRH

Ground Floor Tobruk Building

Level 2 Centaur Building

Level 4 Centaur Building



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Specialist Clinics is on a continued journey of service delivery improvement and innovation. In July 2026 the Specialist Clinics Reform was launched with a focus on System Change, Unit-Based Change, Governance and Financial Sustainability. The Reform plan is aligned to the Department of Health's Specialist Care Blueprint Reform.

About The Ambulatory Care Centre (ACC) & Transit Lounge (TL):

ACC is a day treatment centre, which cares for patients requiring inpatient treatment but who do not require an acute inpatient bed or overnight stay.

The Ambulatory Care Centre provides care for acute and chronic medical patients. Complimenting existing inpatient and outpatient services, the Centre provides an innovative and flexible patient centred model of care for medical patients requiring acute management, intervention, and prevention. The Ambulatory Care Centre provides care to patients under a number of specialties, including Gastroenterology, Neurology, Haematology, Medical, LTU, ID & Renal. It is a dynamic environment that averages >45 admissions/ discharges per day.

The treatment area has room for 29 patients with 19 treatment chairs and 10 trolleys. ACC also has two procedure rooms, 1 isolation room and 3 consultation rooms.

The **Transit Lounge** provides nursing care to ward patients awaiting transport home and plays a key supporting role for wards and ED to achieve their access and flow targets.

Transit Lounge also supports the transit in model to assist with direct admission and stable patients from ED requiring a ward admission.

Position responsibilities

Financial Management and Budget Oversight

- Lead the annual budget development process for Ambulatory Services in partnership with the Divisional Manager and Finance Business Partner.
- Monitor operational budgets and provide analysis of financial performance, risks and opportunities throughout the financial year.
- Coordinate monthly forecasting, accrual management and end-of-month (EOM) reporting requirements.
- Support the identification, tracking and delivery of budget savings, revenue enhancement and efficiency initiatives.
- Provide financial advice and recommendations to support operational and strategic decision-making.
- Ensure compliance with organisational financial policies, delegations and reporting requirements.

Revenue Management and Funding Optimisation

- Provide oversight of Specialist Clinics revenue performance, billing practices and funding streams.
- Monitor accrued revenue and identify opportunities to maximise revenue capture and financial sustainability.



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- Develop strong working relationships with Finance, Revenue Services and clinical units to support accurate activity capture and billing processes.
- Analyse funding model impacts and advise operational leaders on service and financial implications.
- Support audits, reconciliations and reporting relating to non-admitted activity and revenue.

Business Planning and Business Case Development

- Lead the development of business cases, service proposals and investment submissions for Ambulatory Services.
- Undertake service modelling, demand forecasting, workforce planning and financial analysis to inform decision-making.
- Contribute to strategic planning processes, including service expansion, redesign and reform initiatives.
- Prepare high-quality reports, briefing papers and presentations for Executive, Board and external stakeholders.
- Support the evaluation of new initiatives through development of benefits realisation and performance measures.

Capacity, Demand and Access Management

- Provide strategic oversight of Specialist Clinics capacity and demand performance.
- Analyse referral demand, clinic utilisation, appointment availability and waiting list performance to identify service pressures and opportunities.
- Support development and implementation of strategies to improve access, reduce wait times and optimise clinic capacity.
- Work collaboratively with clinical and operational leaders to align clinic activity with funding, demand and organisational priorities.
- Support compliance with the Victorian Non-Admitted Access Policy and Department of Health performance requirements.

Performance Reporting and Business Intelligence

- Lead the development and delivery of operational, financial and performance reporting for Ambulatory Services.
- Coordinate production of regular performance reports for Divisional, Executive and Board reporting requirements.
- Analyse service performance data and identify trends, risks and opportunities for improvement.
- Develop meaningful performance indicators, dashboards and business intelligence tools to support data-driven decision-making.
- Provide expert interpretation of performance, activity and financial data to inform service planning and operational management.

Strategic Service Improvement

- Identify opportunities to improve operational efficiency, patient access and financial sustainability across Ambulatory Services.
- Lead and support improvement initiatives through robust analysis, stakeholder engagement and project management methodologies.



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- Work collaboratively with clinicians, operational leaders and corporate departments to implement service improvements.
- Support organisational reform initiatives and contribute to the achievement of divisional and organisational strategic objectives.

Stakeholder Engagement and Advisory Services

- Develop effective working relationships with clinical, operational and corporate stakeholders.
- Act as a trusted advisor to the Ambulatory Services leadership team on financial, operational and performance matters.
- Facilitate collaboration between clinical units, Finance, Revenue Services, Digital Health and other key business partners.
- Represent Ambulatory Services on relevant committees, working groups and organisational forums.
- Perform reciprocal leave cover arrangements with Business Managers in ACIA

Selection criteria

Essential skills and experience:

- Demonstrated experience in financial management, including budget development, forecasting, financial analysis, accrual management and end-of-month reporting within a complex healthcare or large service environment.
- Proven experience in business case development, service planning and preparation of high-quality reports, briefing papers and submissions for executive-level decision making.
- Highly developed stakeholder engagement, negotiation and influencing skills, with a demonstrated ability to build productive relationships across clinical, operational and corporate teams.
- Demonstrated leadership experience, including the ability to lead projects, coordinate multidisciplinary initiatives and successfully manage change in a complex environment.
- Excellent written and verbal communication skills, including the ability to present complex information to a range of audiences and prepare concise executive-level reports.
- Demonstrated ability to analyse and interpret operational, financial and performance data and translate insights into practical recommendations to support service improvement and organisational objectives.
- Experience in capacity, demand and access management, including the use of activity, waiting list, utilisation and performance data to inform planning and decision making.
- Advanced analytical and problem-solving skills, including the ability to identify trends, risks and opportunities and develop evidence-based solutions.
- Highly developed computer and data management skills, including experience with business intelligence tools, reporting systems and Microsoft Office applications, particularly Excel.
- Demonstrated ability to work independently, manage competing priorities and deliver outcomes within tight timeframes.
- Commitment to Austin Health's values, clinical governance principles, continuous improvement and consumer-centred care.

Desirable but not essential:

- Experience in Specialist Clinics, Ambulatory Care or Outpatient Services.



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- Knowledge of the Victorian Department of Health Non-Admitted Access Policy and Specialist Clinics performance framework.
- Experience working with healthcare information systems, data warehouses and performance dashboards.
- Experience supporting credentialing, scope of practice or medical workforce governance processes.

Professional qualifications and registration requirements

- Tertiary qualification in relevant field; business management, data, analyst, human resources

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.



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General information

Cultural safety

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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