

Position Description

Divisional Director Continuing Care

Classification:	Management Contract - EX02
Business unit/department:	Continuing Care
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	38 hours per week with MDO entitlements as per contract
Reports to:	Deputy CEO/ Chief Operating Officer
Direct reports:	5 (EFT 526)
Financial management:	Budget: Expense \$82 million/ Revenue \$9.5 million Total \$72.7 million
Date:	September 2026

Position purpose

The Divisional Director Continuing Care & Divisional Medical Director collaboratively lead all strategic and operational facets of the Continuing Care Division to ensure the efficient management of resources and effective provision of patient centered services within a complex and dynamic environmental context.

As a member of the Organisational Senior Leadership Group the role of Divisional Director contributes a critical strategic perspective to the conceptualisation and development of future oriented service delivery models of practice within a whole of organisation context

The Divisional Director reports to and works closely with the Chief Operating Officer / Deputy CEO to realise the delivery of contemporary, innovative and patient focused care within the health system.

The Divisional Director contributes to the development of the Operations

Directorate strategic plan and specific targets under the Statement of Priorities in terms of access, activity, quality, people management and budget as they relate to the Division.

The Divisional Director ensures the provision of services that efficiently and effectively enable the delivery of exceptional patient focused care.

About the Directorate/Division/Department

Austin Health Clinical Services Design and Delivery

Austin Health has a highly integrated and networked organisational design that harnesses the collective contribution of clinical and non-clinical expertise to affect exceptional patient centred care. Clinical services within Austin Health are underpinned by strong cross discipline partnerships, stakeholder engagement and collaborative practice.

The Deputy CEO/COO, the Chief Medical Officer and Chief Nursing Officer collectively steward our clinical services and create the conditions to affect exceptional patient care. Although each Directorate has a clearly defined purpose, mandate and accountability, they come together and act as one clinical services system.

The clinical services governance structure provides a formal foundation and mechanism through which the Directorates come together to explore, discuss and review complex system wide service design and development whilst collaborative processes and practices within the portfolio enable a collective contribution and performance at the local level. Austin Health clinical services comprise a complex range of national, statewide, organisational wide and specialty clinical services.

Operational Area

Clinical services within the office of the Deputy CEO/COO operate across all Austin Health campuses and some community-based settings and comprise a range of statewide, organisational wide and speciality clinical services. Those services are delivered across the following Clinical Divisions:

- Access, Critical Care, Imaging and Ambulatory Services
- Allied Health
- Continuing Care
- Medical and Cancer Services
- Mental Health
- Surgery, Anaesthesia & Procedural Medicine

Austin Health's Continuing Care Service comprises the following Divisional specialties and services, which are provided within a range of care settings including inpatient, outpatient and community-based locales across Austin Health's three key campuses:

- Health Independence Programs
- Admitted Aged Care Services
- Acquired Brain Injury Unit
- Residential Inreach Services
- Better@Home Acute
- Better@home Sub-Acute
- Community Aged Care Services
- Rehabilitation



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- Spinal Cord Rehabilitation
- Medical & Cognitive Research Unit

Position responsibilities

Our Future

- Contribute a critical strategic perspective to the conceptualisation and development of future oriented service delivery models of practice within a whole of organization context.
- Contribute to the development of the Operations Directorate strategic plan and actively enable the achievement of future oriented goals articulated within the plan.
- Contribute to the development of a shared organisational vision and navigation of the Division in alignment with the vision.
- Actively scan the environment and identify emerging trends/technology that have the potential to create new service offerings or shape current services.
- Actively challenge existing paradigms, explore and test alternative thinking, approaches, processes and practices and implement new ways of working that contribute to Austin Health's vision and commitment to patient centered care.
- Contribute to broader health service planning and promote new initiatives to meet changing demands.
- Ensure the Chief Operating Officer / Deputy CEO and the Austin Health Executive are well briefed on matters affecting the Divisions performance, including the provision of advice and recommendations on measures to ensure superior Division performance.
- Initiate and maintain strategic relationships to advance Austin Health's vision and influence the commitment to and action on new and emerging ideas

Our Care

- Ensure implementation of Austin Health quality and safety systems within the division, whilst providing leadership in quality and safety and fostering an environment that promotes and facilitates accountability for performance, effective clinical audit systems, risk management and a culture of continuous improvement
- Actively explore emerging approaches to patient centered care and pursue strategies that have the potential to create current and future value.
- Develop processes and practices that enable the collection of patient/business data and formulation of intelligence to enact evidenced based models of care.
- Develop co-designed patient centered processes, procedures and seek patient/customer feedback as a means of validating relevance/value.
- Create and promote an environment of Health Care improvement through the development of Quality improvement and review strategies.
- Manage availability of critical Division processes/resources (staff, beds, consumables, etc.) to achieve agreed performance targets.
- Ensure the Divisions research/education is effectively and actively supported through provision of resources and balanced program management.
- Participate and foster participation in Accreditation.



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Our People

- Actively create and promote an environment of high performance and learning within the Division through coaching, team collaboration and an enabling culture.
- Develop the Divisional 'People Plan' and implement a range of Human Resources programs such as staff development, performance appraisal, leave management, team building, employment, job/work redesign and related issues to deliver high quality service to patients and other Divisions.
- Actively build team resilience and capability to work in a dynamic and changing environment, authorise and enable a culture of curiosity and creativity as a means of enabling others to act within a context of ambiguity.
- Ensure clarity of role and accountability within the team, remove inhibitors and celebrate excellence.

Our Business

- Collaboratively engage and work with the Austin Health Divisional Director cohort in the achievement of Austin Health's strategic vision and plan.
- Develop annual business plans that align to and enable the achievement of Austin Health's strategic vision and plan.
- Continuously review the Divisions operations, processes and practice to ensure the efficient and effective delivery of integrated services and to maximize organisational performance.
- Manage preparation, delivery and performance of the Divisions business plan/budgets covering operational and strategic aspects of:
 - o Finance/budget
 - o Asset performance/utilization
 - o Patient care/bed management
 - o Systems of work
 - o Risk management
 - o Human Resource management
 - o Business development/marketing
 - o Education/Research
- Oversee operational decisions relating to staffing, resource utilization, etc. to ensure above accountabilities are achievable and agreed targets met.
- Manage the Divisional budget, ensuring both expenditure and revenue targets are met.
- Participate in risk management and quality activities across the Directorate and Austin Health. Actively identifying, assessing, treating and preventing risks
- Provide operational management of the services within the Division and actively participate in/drive service management processes where necessary.
- Develop and negotiate agreements, contracts and commercial arrangements for the provision of services from internal and external service providers as appropriate.

People Management Roles:

- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk



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management system is functional

- Be aware of and comply with the core education, training and development policy.

Selection criteria

Essential skills and experience:

- Ability to act with foresight and contribute a strategic perspective to the work of the Division and the organisation as a whole.
- Significant experience in the translation of strategic priorities into annual business plans with the ability to align communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results;
- Extensive experience in the leadership and management of a complex health service/function preferably within a major public hospital;
- Knowledge of contemporary leadership models/frameworks and demonstrable experience in leading teams and coaching to support the development of individual, team and organizational capability;
- Excellent leadership and interpersonal skills, including the ability to initiate and foster sound working relationships with a range of stakeholders acting within a complex and dynamic environment;
- Demonstrated understanding of and ability to facilitate effective workplace change and act for the long term, building organizational change readiness, capability and resilience;
- Ability to initiate and maintain strategic relationships with stakeholders inside the health system (e.g., physicians, cross-functional partners) to advance clinical and business goals;
- Demonstrated understanding of contemporary patient centric models, frameworks and services and experience in the implementation of service practices that meet customers'/patients and organizational needs
- Demonstrated experience in the implementation of safety direction, goals and strategies; implementation of strategic organization-wide safety and wellbeing initiatives, standards and practices;
- Demonstrated understanding of service innovation models and frameworks and experience in the testing and implementation of new approaches that result in unique and differentiated solutions;
- Proven ability to develop an environment of Healthcare improvement and implementation of quality and risk management strategies, reviews and initiatives;
- Sound experience in managing service improvement initiatives and local change processes, with capacity to work with highly motivated professional staff with competing allegiances to Austin Health and their professional disciplines;
- Significant strategic business and financial acumen with extensive budget management experience



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- Experience in managing projects and the utilization of project management frameworks and tools

Desirable but not essential:

- Post graduate qualification in management or equivalent (holding or working towards)
- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- An understanding of IR/HR as it relates to the health industry.

Professional qualifications and registration requirements

- Tertiary qualifications in an area relevant to a tertiary level teaching hospital.

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 cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

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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