

Position Description

Divisional Director Mental Health

Classification:	EX02
Business unit/department:	Mental Health Division
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	38
Reports to:	Deputy CEO Chief Operating Officer
Direct reports:	12
Financial management:	Budget: \$109M
Date:	February 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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.

Position purpose

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

The 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 the Deputy CEO / Chief Operating Officer (DCEO/COO) and works closely with other Divisional Directors to realise the delivery of contemporary, innovative and consumer focused care within the health system.

The Divisional Director contributes to the development of the strategic plan and is accountable for the achievement of goals articulated within the plan and specific targets under the Statement of Priorities in terms of access, activity, quality 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 COO operate across all Austin Health campuses and some community based settings and comprise a range of statewide, organisational wide and specialty clinical services. Those services are delivered across the following Clinical Divisions:

- Access & Demand
- Allied Health
- Continuing Care
- Medical and Cancer Services
- Mental Health
- Surgery, Anesthesia & Procedural Medicine

The Mental Health Division provides specialized clinical mental health care and services through a comprehensive range of teams to meet the needs of mental health consumers with severe and enduring mental illness and their carers throughout Victoria. Services are located across Austin Health campuses and in the community.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to consumer wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

Supporting an FTE of over 770 staff, the Mental Health Division comprises a comprehensive Infant, Child and Youth Mental Health Service, an Adult & Older Adult Mental Health Service and Speciality



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Services to the areas of North East Metropolitan Melbourne. The Division also provides a number of inter-regional and State-wide specialist services. Services are provided in both inpatient and community settings.

The Divisional Director, in conjunction with their partner Medical Director, will lead the service with the transformational reform work required to bring the Royal Commission into Victoria's Mental Health system to fruition with high impact outcomes.

This transformative ten year piece of major reform and project work entails ensuring the sixty-five recommendations of the Final Report plus the nine recommendations from the Interim Report are strategically and cohesively planned, implemented and managed, bringing along the staff who are required to work differently to achieve the reform priorities. It involves the major expansion of mental health programs and services, including the co-design of new infrastructure.

Position responsibilities

Our Business and Performance (in collaboration with the Divisional Medical Director)

- Collaboratively engage and work with the DCEO/COO and Austin Health Divisional Director cohort in the achievement of Austin Health's strategic vision and plan
- In partnership with the Divisional Medical Director, 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 maximise organisational performance
- Develop plans for models of care to meet future patient demand ensuring lived experience input
- Lead and ensure optimal service and bed configuration to meet consumer needs
- Support the development of a risk management framework where appropriate including risk mitigation
- Proactively approach Human Resource management in line with service need
- Ensure ongoing opportunity for teaching and training as well as research across the division.
- Manage preparation, delivery and performance of the Divisions business plan covering operational and strategic aspects of:
 - Finance/budget - rapidly expanding due to the financial opportunities as a result of the Royal Commission, and supporting the successful transition of NWAU for mental health services both bed based and community
 - Oversee operational decisions relating to staffing, resource utilisation, 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
 - Set, monitor and address compliance with professional standards, policies and legislative requirements within the Division, including resolution of professional conflicts and "cross boundary" issues
 - Ensure the legislative standards of the Mental Health and Wellbeing Act are met
 - In partnership with the Divisional Director, maintain Divisional performance against targets for mandatory training, performance review and development and other organisational requirements
 - Take a leading role in the Divisional and organisational preparation for accreditation
 - Build and maintain professional relationships with key and specialist mental health stakeholders in the Mental Health and Wellbeing Division of the Department of Health, major mental health NGO partners and organisations, SaferCare Victoria, and the Office of the Chief Psychiatrist



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Our Future

- Contribute a critical strategic perspective to the conceptualisation and development of future oriented service delivery models of practice within a whole of organisation context
- Ensure the recommendations of the Royal Commission into Victoria's Mental Health System Transformation Reform are implemented
- Apply for opportunities for funding grants with the Mental Health & Wellbeing Division of the Department of Health for expansion of services and infrastructure
- Contribute to the development of the DCEO/COO's 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 and 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 centred care
- Contribute to broader health service planning and promote new initiatives to meet changing demands
- Ensure the DCEO/COO 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 centred care and pursue strategies that have the potential to create current and future value
- Develop processes and practices that enable the collection of patient and business data and formulation of intelligence to enact evidenced based models of care
- Develop co-designed patient centred processes, procedures and seek consumer feedback as a means of validating value
- Create and promote an environment of Health Care improvement through the development of Quality improvement and review strategies
- Manage availability of critical Division resources (staff, beds, consumables, etc.) to achieve agreed performance targets
- Ensure the Divisions research and education is effectively and actively supported through provision of resources and balanced program management
- Participate and foster participation in ACHS Accreditation

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 People and Culture programs such as staff development, performance appraisal, leave management, team building, employment, workforce redesign and related issues to deliver high quality service to patients and other Divisions



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- 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, especially regarding the Royal Commission into Victoria's Mental Health System reform work
- Ensure clarity of role and accountability within the team, remove inhibitors and celebrate excellence

General

- It is an expectation that Divisional Directors actively participate in the rotational OnCall Roster
- Abide by Austin Health corporate policies and practices as varied from time to time
- Ensure safe work practices and environment in accordance with Austin Health Policies as varied from time to time
- Undertake other duties as directed

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 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 organisational 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;



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- Demonstrated understanding of and ability to facilitate effective workplace change and act for the long term, building organisational 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 organisational needs
- Demonstrated experience in the implementation of safety direction, goals and strategies; implementation of strategic organisation-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
- Experience in managing projects and the utilisation of project management frameworks and tools

Professional qualifications and registration requirements

- Relevant Tertiary level qualification and demonstrated experience within the mental health sector
- Experience at a senior leadership level in a like organization
- Capacity and capability to lead a diverse range of programs and complex environment
- 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



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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.

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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