

# Position Description

## Director - Organisational Sustainability and Service Improvement

<b>Classification:</b>	EX03/HS6
<b>Business unit/department:</b>	Strategy, Sustainability and Engagement
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Employment type:</b>	Fixed-Term Full-Time
<b>Hours per week:</b>	38
<b>Reports to:</b>	Chief Strategy, Sustainability and Engagement Officer
<b>Direct reports:</b>	N/A
<b>Financial management:</b>	Budget: N/A
<b>Date:</b>	July 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

Reporting to the Chief Strategy, Sustainability and Engagement Officer, this role provides strategic leadership in driving initiatives that improve the sustainability and impact of Austin Health.

You will be responsible for enhancing accountability, coordination, and support for Executive and business owners to identify, develop and implement opportunities for:

- operational efficiency and ensure agreed plans to achieve financial targets are realized; and
- operational service improvements and redesign to facilitate high quality outcomes across Austin Health.

In collaboration with leaders in the Finance Division and Operations Division, this role will lead and provide reporting to the Executive and Board on the program of work related to organisational sustainability.

## About the Directorate/Division/Department

The Strategy, Sustainability and Engagement Directorate brings together the teams that shape Austin Health's long-term direction and ensure we deliver sustainable, high-quality care for our community. The directorate includes Service Improvement and Innovation, Strategy and Service Planning, Integrated Programs, GP Liaison, the Austin Health Foundation, Corporate Communications as well as the Business Intelligence Unit. Together, these teams drive organisational strategy, foster innovation, strengthen partnerships, support integrated models of care, enhance community and philanthropic engagement, and ensure clear, consistent communication about and across the organisation

## Position responsibilities

In collaboration with Executive leaders, business owners and initiative leads:

- Oversee complex operational efficiency and service improvement initiatives from concept to delivery
- Identify and embed sustainable solutions as part of a program of operational efficiency initiatives that achieves financial targets and underpins longer term organizational resilience and service sustainability.
- Provide high-quality, evidence based insights to inform strategic decision making
- Build trust and confidence amongst the board, executives, clinicians and other organisational leaders and facilitate cross-organisation collaboration
- Apply governance, including defining program structures, roles and responsibilities, ensuring accountability for outcomes across operational efficiency and service improvement initiatives
- Develop and deliver comprehensive communication and engagement strategies to accompany operational efficiency and service improvement initiatives aligned with established processes and Department of Health direction.
- Support the monitoring of progress and results of improvement initiatives as well as lead and contribute to reporting to stakeholders, including the Executive and Board.
- Identify and manage risk and emerging issues and escalate through reporting lines and when required in partnership with initiative leads.
- In liaison with Directorates and key stakeholders, identify opportunities to improve the performance and effectiveness of services

### All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & 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 centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.



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## People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs.
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements.

## Selection criteria

### Essential Knowledge and skills:

- Tertiary qualifications in a health, finance, or management discipline.
- Demonstrated adaptive leadership capability including experience operating with broad scope in environments of complexity and uncertainty.
- Demonstrated ability to think strategically and systemically, anticipating future challenges and opportunities.
- Proven capacity to influence, align to common goals and effectively negotiate at all levels,
- A record of achievement in leading services to deliver stated performance objectives.
- Experience leading workplace change.
- Specialised knowledge or extensive experience in health service management across a variety of disciplines.
- Knowledge of contemporary health services and service delivery objectives.
- Extensive experience leading and delivering complex strategies, projects and business plans.
- Experience developing and leading communications and engagement strategies that ensure clear and timely communication and meaningful engagement in complex stakeholder environments.
- Proven flexible and collaborative working style.
- Strong research and analytical skills in interpreting service needs, local conditions and achievability of results.
- Engaging and compelling communication style.
- Ability to work autonomously and operate with credibility and authority in different settings.
- Highly organised, with a proactive, problem-solving approach.
- Proficient in Office 365 suite.

### Desirable but not essential:

- Post graduate qualifications.

## Professional qualifications and registration requirements

- Tertiary qualifications in a health, finance, or management discipline.



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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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