

Position Description

Divisional Manager, Specialty Services Mental Health Division

Classification:	Management Contract (EX04)
Business unit/department:	Mental Health Division
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 2021-2025
Employment type:	Full-Time
Hours per week:	38
Reports to:	Divisional Director, Mental Health Division
Direct reports:	14.8 EFT
Financial management:	Budget: 18M
Date:	April 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 Manager Specialty Services is a key leader within the Mental Health Division Leadership team. Reporting to the Divisional Director Mental Health, the Divisional Manager Specialty Services is responsible and accountable for the operational performance, financial, quality and risk management of their portfolio, including the creation of an operational environment that emulates and facilitates achievement of Austin Health's vision.

About the Directorate/Division/Department

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

Supporting an FTE of over 138 staff, the Divisional Manager Specialty Services is responsible for the operational management of three statewide services:

Austin Neuropsychiatry

Austin Neuropsychiatry provides an integrated Statewide neuropsychiatric rehabilitation service to adults aged from 18-65 with dual disorders of Acquired Brain Injury ABI and mental illness, including problems with behavioural management.

The program consists of both inpatient and outpatient programs including:

- Outpatient services (CBDATS)
- Inpatient Unit, Mary Guthrie House
- Residential Units (Transitional Support Unit and Step 2)

Psychological Trauma Recovery Service (PTRS)

The Psychological Trauma Recovery Service provides assessment and ongoing treatment, and management of trauma related mental health disorders for eligible individuals. The PTRS provides comprehensive and clinically targeted PTSD treatment in both inpatient and outpatient settings. Key functions include:

- Assessment and Treatment Planning
- Outpatient Psychology and Psychiatry Treatment
- Group Treatment Programs
- Day Program Interventions
- Inpatient Unit

Therapeutic Brain Stimulation

The Austin Health Therapeutic Brain stimulation program encompasses ECT and TMS services at Austin health.

Electroconvulsive treatment (ECT) is a safe and effective treatment for some mental illness, particularly severe depression and other mood disorders. It is conducted in a dedicated ECT suite, by a specialist ECT consultant psychiatrist and consultant anaesthetist, along with a specialized team of nursing professionals. The services are run in compliance with the MHWBA 2022 and in accordance with the Chief Psychiatrist guidelines.

Repetitive transcranial magnetic stimulation (rTMS) is a safe, effective, non-invasive neuromodulation therapy for major depressive disorder (MDD) with evolving evidence for application in several other mental health conditions. rTMS uses a pulsing electromagnetic coil positioned on the patient's head to generate a magnetic field to stimulate the nerve cells of the brain. Located at the Heidelberg Repat hospital, currently this service is available for eligible inpatients in Wd 17 at PTRS, but with the treatment being approved for Medicare in 2022, there are plans to expand access to inpatients and outpatients across Austin health MHD.

Consultation Liaison Services

The Consultation Liaison Psychiatry Service (CLP) is a tri-disciplinary team made up of medical, nursing and psychology staff that provides expert mental health assessment and interventions to general hospital consumers with concurrent mental health conditions. It also provides expert mental health advice, education, and support to general hospital staff in the care of consumers with concurrent mental health conditions and mental health related topics, projects, policy, guidelines, and service development.

Hamilton Centre

Hamilton Centre is a statewide service in partnership with Goulburn Valley Health (GVH), providing specialist addiction medicine assessments to people with co-occurring mental illness and substance use, provide tailored education to mental health and AOD staff and participate in the training of



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addiction trainees. The partnership with Goulburn Valley Health will allow consultations to be delivered in rural areas much more readily and within existing relationships between Goulburn Valley Health and local services.

ADAS

ADAS is a statewide service. The target consumer group are consumers requiring pharmacotherapy services who have complex psychosocial needs and drug dependencies whose care cannot be provided within regular community frameworks. This group includes consumers with complex psychiatric conditions, high risk patterns of substance abuse, challenging behaviours unable to be managed in other community settings, chronic pain disorders.

Specialist Clinicians

Austin mental health employs leaders in specialty practice within the mental health to support effective, evidenced based clinical care is upheld across the division. We hold multiple Forensic Clinical Specialists and multiple Alcohol and other Drug Clinical Specialists to ensure informed recovery frameworks and services can be provided to consumers that may require this approach.

Position responsibilities

The Divisional Manager Specialty Services and partnered Clinical Director have a significant and critical collaborative relationship and together develop a strategically aligned annual operational plan for the portfolio which includes the agreed activities, targets, resource allocation and monitoring processes.

With a detailed understanding of organisational strategy and contemporary operational models of practice, Divisional Managers collaboratively develop, review and secure a highly integrated, networked and performance oriented operational architecture that facilitates the delivery of efficient and effective patient centered clinical care.

Providing clinical operations subject matter expertise, the Divisional Manager explores, investigates and champions new innovative healthcare delivery models and collaborates with others to enable effective implementation.

The Divisional Manager, in conjunction with their partner Clinical Director, will lead the service with the transformational reform work required to bring the Royal Commission into Victoria's Mental Health system to fruition. This transformative ten-year piece of work entails ensuring the 65 recommendations of the Final Report plus the nine recommendations from the Interim Report are strategically and cohesively working through, bringing along the staff who are required to work differently to achieve the reform priorities.

Harnessing and analysing performance data, Divisional Managers have a critical role in the development of business intelligence and identification of emerging trends that enable the delivery of high quality and clinically safe services and evidence-based decision making within the organisation.

Divisional Managers hold a formal leadership role and therefore have the accountability to inspire a shared vision, model a value-based approach and create a culture in which new ways of working are encouraged and enabled.



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Role Specific:

Our Future

- Scan and analyse the external environment for legislative, regulatory, technology, social and consumer changes and make appropriate recommendations for service changes as a result
- Contribute a strategic perspective to the conceptualisation and development of future oriented service delivery models of practice and the creation of an operational environment that emulates and facilitates achievement of Austin Health's vision
- Translate organisational and system-wide plans and policies into meaningful goals for Portfolio Units and navigate business effort toward desired outcomes
- A sound understanding of the Mental Health reform priorities in Victoria, and build a future for the division that aligns this for our consumers, their carer's and staff

Our Care

- Consistent with a Whole of Health Service approach, lead actions in response to triggers arising from the Daily Operating System
- In collaboration with the HOU's/Clinical Directors and other Portfolio Managers (e.g. Nurse Unit Managers) facilitate efficient Unit/Ward/Team function and development
- Actively promote and facilitate accountability for quality and safety systems, effective clinical audits and the achievement of identified Safety and Quality KPIs
- Ensure high quality patient outcomes by establishing appropriate mechanisms for workforce allocation
- Monitor quality outcomes for the services and where there are gaps, work with the clinical teams to address them
- In partnership with Divisional Quality Coordinators and portfolio managers respond to feedback, complaints and incidents in a timely manner in line with organisational expectations
- Build relationships across program areas to achieve evidence based patient outcomes
- Take a leadership role in organisational achievement of the National Safety & Quality Health Service Standards for areas of responsibility
- Lead continuous service improvement by developing projects which improve performance over a period of time
- Report and deliver on service KPIs that include activity, access, HR, finance and quality and safety as agreed with the Divisional Director ensuring all necessary information and data requirements regarding the service are provided and action plans to address any gaps are undertaken
- Ensure organisational and local audits are completed as required by the audit calendar.
- Where there are gaps oversee implementation of an action plan to address the gaps
- Establish a process that provides clear understanding, monitoring and management of risks in area of responsibility and contribute to the management of risks in the Division and wider organisation:
- Department Managers are clear on their risks and have a contingency plan
- Risks that are not mitigated are escalated to the Divisional Director and Divisional Risk Register

Our People

- As a prominent member of senior leadership with the organisation, model leadership qualities. For example, actively inspire a shared vision, model a value-based approach and create a culture in which new ways of working are encouraged and enabled
- Actively create and promote an environment of high performance and learning through coaching, team collaboration and an enabling culture
- Development and implementation of a range of Human Resources programs that align with and enable the Divisional People Plan; such as staff development, performance appraisal, leave management, team building, employment, job/work redesign and related issues to deliver high



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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 roles and accountabilities within the team, remove barriers that have the potential to impact success and celebrate excellence
- Develop and monitor processes to measure and ensure staff EFT are utilised in a timely and efficient manner
- Support the professional workforce leaders to ensure that all regulatory and credentialing requirements are met. In relation to medical staff, support the Heads of Unit and Medical Workforce Unit to achieve these requirements

Our Business

- Collaboratively develop a strategically aligned annual operational plan for the portfolio which determines the agreed activities, targets, resource allocation and monitoring process
- Development and implementation of financial strategies and actions that will ensure budgetary targets and key performance indicators are met; ensuring financial responsibility and accountability within the business
- Contribute to the review, development and implementation of organisational policies and procedures
- Commercially - seek opportunities to enhance service and business processes and lead the development of business cases
- In collaboration with the Supply and Procurement department, manage equipment tender processes, contract renewals and monitor equipment maintenance contract budgets.

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. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

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.



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Selection criteria

Essential skills and experience:

- Relevant Tertiary level qualification
- Demonstrated experience in the leadership and management of a health service function preferably within a major public hospital
- Understanding of contemporary leadership models/frameworks and demonstrated coaching experience
- Ability to lead and facilitate strategically aligned workplace change
- Knowledge of contemporary operational models of practice and ability to collaboratively secure a highly integrated, networked and performance oriented operational architecture that facilitates the delivery of efficient and effective patient centered clinical care
- Significant experience in the development of strategically aligned annual operational plans that articulate agreed activities, targets, resource allocation and monitoring process
- Knowledge of innovative service delivery practices/models and experience in the implementation of unique and differentiated solutions
- Demonstrated experience with data collection processes, practices and technologies and ability to analyse performance data, create business intelligence and identify emerging trends
- Strong business and financial acumen with solid budget management and experience of funding models
- Proven understanding of quality and risk models/frameworks and ability to develop a safe and improvement focused environment

Desirable but not essential:

- Demonstrated experience within the mental health sector
- Post Graduate Management qualification (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
- Previous experience with tenders and with service / equipment contract negotiations

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).



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- 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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