

Position Description

Director, Organisational Transformation

Classification:	Executive Level 03 (EX03)
Business unit/department:	Chief Strategy and Sustainability (CSSO) Directorate
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
Employment type:	Fixed-Term Full-Time
Hours per week:	38 hours
Reports to:	Chief Strategy and Sustainability Officer (CSSO)
Direct reports:	Direct management of project support staff, with broader project-based leadership responsibilities.
Financial management:	No direct budget ownership, but responsible for leading development and delivery of business cases, and accountability for financial outcomes.
Date:	September 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

The **Director, Organisational Transformation** is a senior leadership role responsible for leading complex transformation and service improvement initiatives aligned with Austin Health's strategic priorities. The position provides executive-level leadership across the design, delivery and evaluation of priority programs, strengthening organisational performance, capability, service effectiveness and patient outcomes.

The Director will provide strategic oversight and project leadership throughout the transformation lifecycle, including governance, process and service design, business case development, implementation, benefits realisation, and evaluation. They will ensure any changes are appropriately planned and embedded, measurable outcomes are achieved, and initiatives remain aligned with organisational priorities, strategic objectives and evolving health service needs. With support from relevant subject matter experts, the Director will consider and support technology-enabled change where this contributes to broader organisational improvement.

Throughout their tenure, the Director, Organisational Transformation will serve as a trusted adviser to Executive and senior clinical leadership. They will provide expert advice, strategic insight and evidence-based recommendations to support decision-making, foster a culture of continuous improvement, and enable the successful delivery of organisational priorities.

About the Directorate/Division/Department

The **Chief Strategy and Sustainability Officer (CSSO) Directorate** provides strategic leadership and oversight of Austin Health's organisational strategy, performance, transformation, service improvement, sustainability and corporate planning. As the organisation's central transformation and strategic improvement function, it supports Executive and Board decision-making through strategic planning, governance, performance monitoring and benefits realisation, and works across clinical, operational and corporate services to deliver priority organisation-wide initiatives. The Directorate ensures resources and initiatives remain aligned with Austin Health's strategic objectives and deliver sustainable, measurable benefits for patients, staff and the community.

Position responsibilities

Reporting to the Chief Strategy and Sustainability Officer (CSSO), the Director, Organisational Transformation will be responsible for leading the successful design and delivery of approved strategic transformation initiatives that enhance organisational performance, service effectiveness, governance, stakeholder experience, workforce capability and operational efficiency.

Key responsibilities of the position will include:

Strategic Transformation Leadership

- Provide strategic leadership for approved transformation and service improvement initiatives, ensuring alignment with organisational priorities, strategic objectives and long-term sustainability.
- Lead the design and delivery of complex transformation programs and service operating-model improvements, working across relevant clinical, operational and corporate functions as required.
- Oversee the development and maintenance of transformation roadmaps, including milestones, dependencies, and risks.
- Champion a culture of innovation, continuous improvement and organisational excellence, ensuring that transformation initiatives align with organisational strategy, divisional priorities, regulatory requirements and contemporary best practice.
- Drive organisational performance through the establishment of appropriate performance measures, evaluation frameworks and reporting mechanisms, ensuring evidence-based decision-making and accountability for outcomes.

Executive Advisory and Governance

- Prepare high-quality executive reports, briefing papers, presentations, business cases and other strategic documentation to support project delivery and implementation.
- Support executive decision-making through data analysis, performance insights, evidence-based recommendations and strategic planning.
- Establish and maintain governance, reporting and assurance mechanisms to monitor program performance, benefits realisation and outcomes.



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Stakeholder Engagement and Change Management Leadership

- Build and maintain productive relationships with executive leaders, clinical leaders, managers, staff and external stakeholders to support transparent, inclusive and effective project delivery.
- Lead workshops, working groups and stakeholder consultations to support engagement, collaboration and co-design.
- Influence, negotiate and deliver consensus across diverse stakeholder groups to achieve successful outcomes.
- Lead proportionate change and implementation activities to support approved project outcomes, including the adoption of agreed processes, systems and ways of working through timely communication and meaningful engagement with affected staff.
- Support managers and senior leaders to deliver approved project activities within their areas of accountability, including clear communication, staff engagement and continuity of services throughout implementation.
- Foster a culture of shared ownership and collaboration across teams and services.

Risk, Compliance and Assurance

- Ensure initiatives are delivered in accordance with organisational policies, governance frameworks, legislative requirements and accreditation standards.
- Manage implementation risks and implement mitigation strategies to support successful delivery.
- Maintain appropriate documentation, reporting and assurance processes to support transparency and accountability.

Credentialing and Scope of Clinical Practice

This is a non-clinical position and therefore does not require clinical credentialing or an approved scope of clinical practice. The role functions within organisational delegations and accountabilities related to strategic transformation, governance and organisational development activities and works collaboratively with credentialed clinicians where clinical expertise or decision-making is required.

Selection criteria

Essential skills and experience:

- **Extensive demonstrated experience in leading complex transformation and/or service redesign programs** from conception through to implementation.
- **Highly developed strategic, systems thinking, and problem-solving skills**, including the ability to translate organisational priorities into clear strategic direction, identify emerging challenges and opportunities, and develop innovative, evidence-based solutions.
- **Demonstrated senior leadership capability** within complex, dynamic environments, including leading multidisciplinary teams and supporting the delivery of complex transformation initiatives.
- **Demonstrated experience managing complex projects**, including setting clear structures for accountability, risk management, and the management of interdependencies or competing priorities.



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- **Extensive experience within public health services, hospitals or similarly complex healthcare systems**, with a strong understanding of healthcare strategy, service delivery, funding environments and contemporary health system reform.
- **Exceptional executive stakeholder engagement skills**, with demonstrated success building effective and trusted partnerships across Boards, executive leadership teams, clinical leaders and external stakeholders. Proven ability to provide strategic advice and prepare high-quality briefings, Board papers, and recommendations that inform executive and governance decision-making.
- **Advanced proficiency in Microsoft 365 suite** and contemporary digital productivity, collaboration and reporting tools, with the ability to leverage data, technology and insights to support strategic decision-making and organisational performance.

Desirable but not essential:

- Clinical, health management or executive leadership experience within a public health service or complex healthcare environment.
- Postgraduate qualifications in Leadership, Health Administration, Business Administration (MBA), Project Management or Organisational Change Management.

Professional qualifications and registration requirements

- Relevant tertiary qualifications in Health Management, Business, Project Management, Organisational Development, Service Improvement or a related discipline. Postgraduate qualifications in these fields are desirable but not essential.
- Experience in health service management, organisational leadership, project or program delivery, service improvement, change management, or clinical governance.
- Eligibility to work in Australia.

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-centred 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.*



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- 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 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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