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| Title | *Acting Manager, Clinical Improvement* | Position  Reports to | Executive Director, Medical Services |
| Classification | *Admin Officer HS6* | Employment Status | Fixed term, part time. |
| Enterprise Agreement | *HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS 2021 - 2025* | | |

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for more than 160 years. The Eye and Ear has over 90 different outpatient specialist clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 190,000 patients, with over 130,000 outpatients, nearly 44,000 emergency patients and over 14,000 inpatients.

### Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

* **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
* **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
* **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
* **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here: <https://www.eyeandear.org.au/page/About_Us/Our_Publications_and_DVDs/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the [Child Safe Standards](https://eyeandear.org.au/patients-visitors/essential-patient-and-visitor-information/your-rights-and-responsibilities/child-safety-at-the-eye-and-ear/).

The Eye and Ear is a smoke free environment.

### Position Summary:

### This fixed-term leadership role covers long service leave and provides a pivotal function within the organisation’s clinical improvement agenda. The Manager, Clinical Improvement is responsible for partnering with all Divisions to lead the design, implementation and evaluation of strategies that enhance operational performance and optimise the delivery of safe, high-quality clinical services, with a particular focus on ambulatory and acute services.

### The position provides leadership for the development of new patient pathways and service models across Ophthalmology, ENT and the Emergency Department, ensuring these models of care are evidence-based, efficient, and responsive to patient and community needs.

### The role applies contemporary clinical improvement methodology, including the Plan–Do–Study–Act (PDSA) cycle, lean thinking and data-driven decision making, to test, implement and embed improvements. The Manager will champion continuous improvement, build capability across teams, and foster a culture of innovation, accountability and collaboration that supports the delivery of outstanding patient outcomes.

### Key Responsibilities / Performance Outcomes:

* Provide leadership for change management and improvement initiatives that deliver patient-centred clinical services aligned with hospital priorities, annual business plans, and divisional operational plans. This includes:
* Developing project plans in line with RVEEH formats and based on identified areas for improvement.
* Reviewing and analysing financial, performance, and quality data to inform improvement priorities, including use of process mapping and other diagnostic tools.
* Establishing and coordinating working groups and facilitating workshops to support change activities.
* Ensuring appropriate consumer engagement in service redesign and improvement initiatives.
* Tracking and reporting progress on the Change Roadmap and other improvement projects.
* Applying established improvement methodologies (e.g. PDSA) to support evidence-based redesign and implementation of sustainable improvements.
* Developing clear communication strategies to engage all levels of the organisation in change activities.
* Partnering with the Communications team to increase visibility of tools, progress, and outcomes from improvement initiatives.
* Leading, mentoring and coaching staff within the Clinical Improvement Unit, including building capability in project management and improvement methodologies.
* Equipping clinical and corporate staff with tools and frameworks to support local improvement work aligned with the Change Roadmap.
* Supporting organisational participation in the Department of Health *Safer Together* program, including regular reporting.
* Building collaborative relationships with hospital partners including Safer Care Victoria, the Department of Health, and other key stakeholders.
* Contributing to quality and improvement initiatives in the annual Quality Plan and ensuring that Clinical Divisions have clear actions and accountability.

**Other**

* Oversight of budgetary and human resource management for the Clinical Improvement Unit.

### Quality, Patient Safety And Risk Management

Ensure that the Eye and Ear Quality Clinical Governance Framework is in place with systems to ensure that the patient/consumer have a safe, high quality person-centred experience / care. This involves:

* Ongoing measurement of safety, risk management and quality performance, taking action in response to identified issues and establishing a culture of improvement.
* Facilitating consumer participation in safety and quality activities.
* Leading and / or contribute in gathering required evidence and participation in other activities required for accreditation reviews.
* Facilitation of the annual performance development cycle for all employees’ staff within area of responsibility.
* Actively participating in an annual individual performance development plan that determines and evaluates key responsibilities, strategies and performance indicators, in line with the Eye and Ear’s Strategic Plan.
* Managing rosters and leave in an equitable way that promotes staff to take leave and manage accruals in line with the organisations’ standards.
* Facilitate relevant training to maintain an effective workforce.
* Ensuring that there is financial responsibility and accountability, including appropriate use of hospital resources across the functions under the positions control.
* Developing and monitoring financial strategies that will ensure budgetary targets and key performance indicators are met.
* Working within and ensuring staff are compliant with the Eye and Ear Data Accountability Framework.

### Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
* Participate in wellness@work initiatives.
* Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
* Understand and adhere to emergency procedures.
* Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
* Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.
* Encourage participation in wellness@work initiatives.
* Taking adequate steps to eliminate or minimise the risk of harm to employees, contractors, volunteers and students.
* Ensure appropriate resources are made available to manage those risks.
* Conduct scheduled Planned Safety Walks and implement required improvements.
* Ensure all hazards, near miss and VHIMS reports are reviewed, thorough investigations are carried out and appropriate controls implemented.
* Ensure consultation with Health and Safety Representatives and staff on matters relating to health and safety.
* Ensure staff understand and adhere to emergency procedures.
* Minimise WorkCover costs by actively assisting the return to work of any employee injured in the area they manage.
* Lead the implementation of health and safety policies and procedures.
* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Ensure all staff perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Building our ‘safety culture’ where occupational health and safety is considered part of everyday work.
* Understand and manage the challenges of managing a flexible and dispersed workforce including work from home psychological and safety  considerations.

### Selection Criteria: Qualifications, Experience And Competencies

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|  | **Essential** | **Desirable** |
| **Qualifications** | Tertiary qualifications in a health related discipline. | Post graduate qualifications in health services management or quality. |
| **Experience** | Demonstrated track record in quality improvement and clinical service redesign, including use of established improvement methodologies | Formal experience in project management |
|  | Demonstrated change management capabilities |  |
| **Competencies** | * Highly developed verbal and written communication skills * Comprehensive understanding of hospital and health services operations and priorities * Excellent time management skills * Demonstrated negotiation skills and proven ability to lead staff in implementing clinical improvements |  |

### Reporting Lines

**Position Reports to –** *Executive Director Medical Services*

**Number of Direct reports -** *2*

### Key Working Relationships

*Executive Directors*

*Clinical and Operational Directors*

*Heads of Units  
Manager, Quality and Safety Unit*

*Marketing and Communications Team*

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

### Author of Position Description or Manager of Position:

Name: Dr Birinder Giddey

Date: 16 September 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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