

Position Description

Title	<i>Operations Director - Emergency, Aboriginal Health and Clinical Education</i>	Position Reports to	<i>Executive Director Operations / Chief Nursing Officer</i>
Classification	<i>HS7 or equivalent nursing classification</i>	Employment Status	<i>Full time</i>
Enterprise Agreement	<i>Dependent on clinical qualification Nursing – Nurses and Midwives Victorian Public Sector Single Interest Employer Agreement 2024-2028 Allied Health – Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025.</i>		

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. The Eye and Ear is a smoke free environment.

Position Summary:

The Operations Director – Emergency, Aboriginal Health and Clinical Education is a senior leadership role in Clinical Operations. The Operations Director is responsible for the effective and efficient operational and strategic management of the Emergency Department, Clinical Nursing Education, Aboriginal Health and the externally contracted diagnostic services (Diagnostic Imaging and Pathology).

This position reports to the Executive Director Operations and Chief Nursing Officer. In relation to the Emergency Department Operations, this role works closely with the Clinical Director of the Emergency Department to facilitate the timely provision of emergency care and achieving access key performance indicators and operating budget.

The Eye and Ear is committed to closing the healthcare gap for Aboriginal and/or Torres Strait Islander patients. The Operations Director works closely with the Mirring Ba Wurring Team, and in collaboration with Aboriginal Health and Aboriginal controlled organisations.

Delivering effective clinical education is an integral part of this portfolio with the Manager Nursing Education directly reporting to the Operations Director.

There are two externally contracted diagnostic services – Pathology and Diagnostic Imaging (Radiology). The Operations Director is required to manage and monitor the contract performance and facilitate regular review meetings with the service providers. The Operations Director works collaboratively with Heads of Unit, Operations Directors and other clinicians in relation to service performance and clinical requirements.

The Emergency Management Coordinator reports to this role and the Operations Director provides oversight and support in relation to the provision of the required training and improving emergency management processes in the hospital.

Key Responsibilities / Performance Outcomes:

1. Provide high quality standards of patient care. This includes assessment, planning, implementation and evaluation of care in collaboration with patients, carers and the multidisciplinary team (MDT).
2. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
3. Information Technology (IT) skills that are commensurate with the requirements of the role.
4. Oversee and drive best practice credentialing and scope of practice model of care changes so all staff are adequately credentialed and working within and at the top of their scope of practice.
5. Work in partnership with clinical leaders to achieve an optimal use of staffing resources, including the appropriate involvement of clinical staff in research, education and administrative activities.
6. Oversee and drive best practice in clinical nursing education and through university partnerships and the effective use of the hospital's education precinct facilities.
7. Assist in the coordination of the Clinical Education Committee and governance processes.
8. Ensure that recruitment, professional development and performance management processes support key service goals and are consistent with relevant RVEEH policies and procedures.

9. Manage, coach and develop staff to ensure they understand and achieve key performance targets and service goals.
10. Facilitate effective communication within the Operations Director's services portfolio.
11. Monitor and achieve the operational budgets and key performance indicators for the directorate and provide support to department cost centre managers. This includes the timely access to Emergency Department care KPIs and Aboriginal Health outcome KPIs.
12. Champions quality and performance improvement processes to provide evidenced based best practice patient care and workforce innovation so staff are working to the top of their scope of practice.
13. Undertake research and targeted project leadership as required to inform and promote service development and innovation linked to the strategic priorities.
14. Encourage and facilitate effective teamwork.
15. Build internal and external stakeholder relationships with hospital partners, including Aboriginal Health Community Controlled Organisations, Universities, Ambulance Victoria and the Department of Health.
16. Manage the process of developing and monitoring progress against the Reconciliation Action Plan, as part of the Eye and Ear's commitment to closing the gap.
17. Oversee the external contracted services provision of Diagnostic Imaging and Pathology to the hospital and monitor the monthly budget performance.
18. Arrange regular performance meetings with the Diagnostic Imaging and the Pathology service provider and seek ongoing feedback from hospital users of these services.
19. In collaboration with the Procurement team and key clinical staff, lead the development of the clinical tender specifications for the provision of Diagnostic Imaging and Pathology services to the hospital.
20. Oversee the daily emergency coordination function within the hospital, including effective rostering cover. Provide support and identify improvement opportunities through chairing debrief sessions following emergency code related incidents.
21. Participate in the emergency coordination roster.
22. Provide regular reports to the Executive and Board, including the Aboriginal Cultural Safety and Health Outcomes KPI Report.
23. Represent the Clinical Operations Division on organisational working groups and committees as required.

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.
- Lead Standard 2 – Partnering with Consumers, including preparing committee meeting reports.

- 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

	Essential	Desirable
Qualifications	<p>Tertiary qualifications at Master level or equivalent, preferably in healthcare administration, business management or a related field.</p> <p>Relevant clinical qualifications.</p>	
Experience	<ul style="list-style-type: none"> • Demonstrated ability to effectively lead and manage multidisciplinary teams. • Relevant clinical experience • Ability to collaborate and influence others, and manage change processes in a complex environment. • Demonstrated experience working in a similar senior leadership role with a good understanding of the Victorian public hospital system. • Demonstrated ability in operational management, including experience in developing, managing and reporting operational budgets, KPI performance and contractual arrangements. • Proven ability to develop, build, and maintain effective relationships with a range of internal and external stakeholders. 	
Competencies	<ul style="list-style-type: none"> • Highly developed skills in communicating information, problem solving and negotiating agreed outcomes within a complex environment. 	

	<ul style="list-style-type: none"> • Ability to analyse, interpret and report on information, provide clear recommendations, and to act decisively within appropriate timeframes. • A high level of computer literacy, including proficiency with MS Word and Excel. • Ability to collect, interpret and report service activity, performance and financial data. 	
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Reporting Lines

Position Reports to – Executive Director Operations and Chief Nursing Officer

Number of Direct reports – 6

- Nurse Unit Manager, Emergency Department
- Manager Nursing Education
- Manager Education Precinct
- Aboriginal Engagement and Project Coordinators (Mirring Ba Wirring)
- Emergency Management Coordinator

Key Working Relationships

Develop and maintain effective partnerships with key internal and external stakeholders, and other hospitals and community service providers as required.

Internal:

- Clinical Director Emergency Department
- ED nursing, medical and administrative support staff
- Operations Director Ambulatory Services
- Operations Director Surgical and Inpatient Services
- Director Cochlear Implant Program Business Unit
- Manager Patient Services and Access
- Clinical Director ENT
- Clinical Director Ophthalmology
- Other Hospital managers and staff.

External:

- Patients and families
- Department of Health
- University partners
- Victorian Aboriginal Health Service (VAHS)
- Rural Workforce Agency Victoria (RWAV)

- Bendigo District Aboriginal Co-operative (BDAC)
- VACCHO
- Ambulance Victoria

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: Leanne Turner, Executive Director Operations and Chief Nursing Officer

Date: February 2026

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: _____

Date: ____ / ____ / ____