



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Operational Improvement Lead



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

- Be a great place to work and a great place to receive care
- Grow our Home First approach
- Realise the potential of the Melbourne Biomedical Precinct
- Become a digital health service
- Strive for sustainability



KEY ACCOUNTABILITIES



- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure direct reports receive regular feedback and participate in annual discussions
- Contribute to organisation-wide and service/division initiatives and planning activities
- Ensure training needs of direct reports are identified and undertaken
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.

In collaboration with the Operations Director, the Operational Improvement Lead will:

- Oversee the Specialist Clinics improvement program, including the currency of the annual business plan
- Identify opportunities for process optimisation and lead initiatives to enhance operational workflows
- Lead process improvement initiatives, including define and document project scope, aim/objectives, deliverables, evaluation criteria, timeframe for completion and sustainability plan in consultation with sponsor/leads and relevant steering committee/working group
- Collect, analyse, and interpret operational data to identify inefficiencies and areas for improvement, using data-driven insights to inform decision-making and guide improvements
- Define and track key performance indicators (KPIs) to assess the effectiveness of implemented improvements. Use metrics to continuously monitor performance and ensure ongoing improvements
- Undertake process mapping and co-design where required, including with consumers
- Lead the ongoing implementation of outpatient waitlist auditing to improve access for the right patients to specialist care at RMH
- Provide direct support as required to local and Parkville EMR teams to progress work that drives improvement work in Specialist Clinics
- Lead projects to ensure compliance with relevant DH policies e.g. 'Managing referrals to non-admitted specialist services in Victorian public health services' policy
- Line management of 1 direct report
- Engage a broad range of key stakeholders including patients, families/ carers, staff, relevant functions (e.g. Finance) and other service providers in project development, implementation, evaluation and change sustainability
- Liaise, consult, and negotiate with key stakeholders impacted by initiatives to gain consensus and minimise resistance to change to enable achievement of desired outcomes
- Develop and implement communication strategies to ensure all stakeholders are informed of the drivers for change, and practice and process changes
- Support areas involved in improvement processes to facilitate adoption and ongoing sustainability of the change



KEY RELATIONSHIPS

Internal

- Specialist Clinics Leadership team
- Specialist Clinics nursing staff
- Specialist Clinics administration team
- RMH Project Team, Clinical Operations
- RMH and Parkville Electronic Medical Record (EMR) teams
- Heads of Unit and senior medical staff (SMS)
- RMH Nursing teams, (including unit liaison Unit nurses and advance practice nurses (APNs))
- Patients, family, and carers
- RMH Allied Health teams (including Pharmacy)

External

- General Practitioners
 - Community Health Services
 - Victorian Department of Health (DH)
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AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date
