

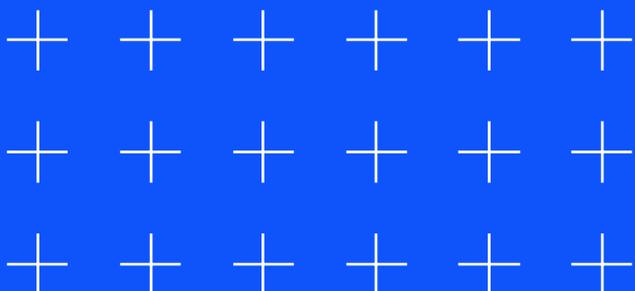
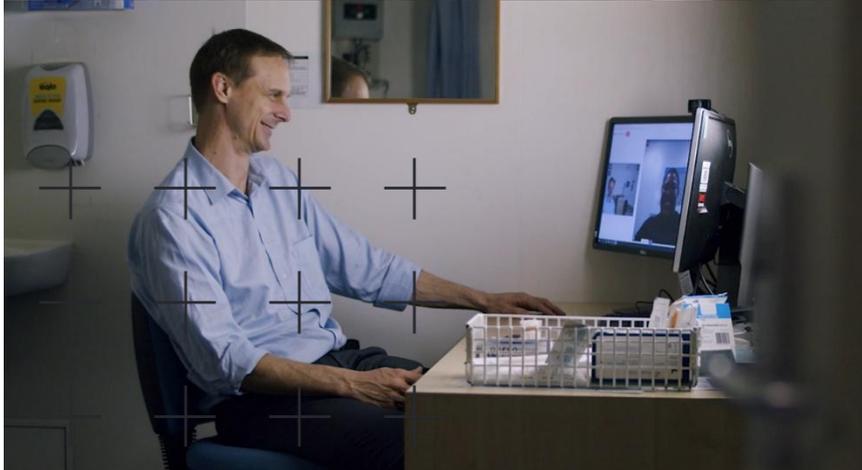


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Planned Surgery Access Manager



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:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



KEY ACCOUNTABILITIES

- Ensure the compliance to the DHS's Planned Surgery Access Policy, (PSAP), 2024 and ESIS Business Rules
- Develop effective plans to manage the Planned Surgery Wait List and ensure robust auditing processes to ensure compliance with relevant policies and business rules.
- Develop and foster an environment of continuous quality improvement
- 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.
- Provide senior nursing leadership in planned surgery access decision-making, including oversight of clinical prioritisation, readiness for surgery, and escalation of complex access decisions.
- Act as the senior nursing authority for access-related clinical risk, including deteriorating patients awaiting surgery, prolonged waiters, and equity-sensitive cohorts.
- Own the end-to-end planned surgery access pathway from referral receipt through to admission, with accountability for handovers between outpatient, pre-admission, perioperative and inpatient services.
- Lead interventions to reduce day-of-surgery cancellations related to access, pre-admission readiness, and communication failures.
- Provide formal nursing governance oversight for ESIS data integrity, audit outcomes, and compliance reporting, including sign-off of key submissions and exception reporting.
- Take reasonable care for your safety and wellbeing and that of others.
- Create a psychologically safe work environment where everyone feels safe to speak up
- 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.
- Respect that the RMH is a smoke-free environment
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.

KEY RELATIONSHIPS

Internal

- General Managers
- Directors of Nursing and Operations
- Heads of Unit
- Surgical Services Executive
- Director Access & Patient Flow
- Nurse Unit Managers
- Perioperative Services Staff

External

- Patients and their significant others
- General Practitioners
- Department of Health
- Other Public and Private Health Service Providers across Victoria



- Timely escalation and management of clinical risk for patients awaiting surgery
- Reduction in access-related incidents, complaints and adverse events
- Evidence of improvements arising from audit and incident review processes
- Staff engagement and retention within Planned Surgery Access teams
- Demonstrated improvements in psychological safety and staff feedback measures
- Completion and effectiveness of capability-building and succession planning initiatives
- Delivery of agreed access improvement projects within timeframes
- Demonstrated optimisation of digital tools (ESIS/iPM/EPIC) to improve access outcomes
- Evidence of improved equity of access across priority populations

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
