

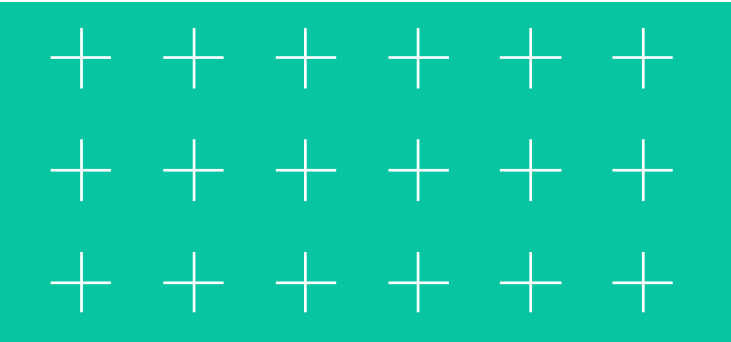


The Royal  
Melbourne  
Hospital

# Advancing health for everyone, everyday.

Could this be you?

Join The Royal  
Melbourne  
Hospital Team



Position Description

Patient Experience Manager



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## 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.

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## OUR VISION

# Advancing health for everyone, every day.

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## 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



### Lead with Kindness



### Excellence Together



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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.

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

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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.

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## 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**



# Position Description

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<b>Position Title:</b>	Patient Experience Manager
<b>Service:</b>	Community Engagement and Patient Experience
<b>Location:</b>	635 Elizabeth Street
<b>Reports To:</b>	Director, Pt Experience and Community Engagement
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2020–2024
<b>Classification:</b>	TBC (Based on experience)
<b>Employment Status:</b>	Full Time, Permanent
<b>Immunisation Risk Category:</b>	Category B
<b>Date of Review:</b>	May 2026

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## POSITION SUMMARY

The Manager, Patient Experience, will drive a culture of excellence in seeking, measuring and acting on patient, consumer and carer experience, and in ensuring that these voices have a demonstrable impact on care. The Manager will work closely with Services to ensure RMH receives and responds to feedback effectively, using this information to drive Safe, Timely, Equitable and Person-Centred Care. The Manager will work to ensure that RMH is strategically positioned as a leader in this field, in partnership with the Director and broader Patient Experience and Community Engagement team.

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## KEY ACCOUNTABILITIES

- Responsible for the development, operation and evaluation of initiatives to capture, understand and respond to the experience of RMH patients, consumers and carers.
- Responsible for the day-to-day operation of the Consumer Liaison team, and Patient Experience program.
- Ensures that feedback systems are accessible, receptive and responsive, and aligned with relevant standards.
- Evaluates, continuously improves, and has a key role in planning relevant strategic initiatives.
- Works closely with Services, and Quality & Improvement team, to identify, plan and facilitate initiatives to improve patient, consumer and carer experience.
- Key liaison with external services in relation to experience data.
- Actively maintains networks to ensure knowledge of statewide policy and current best practice.
- Acts as a resource for RMH services in the management of feedback, and the analysis and reporting of patient experience data.
- Promptly escalates any risk or concerns to the Director, CE & PE, and to Service leadership.
- Takes reasonable care for own safety and wellbeing and that of others.
- Works within 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.

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## KEY RELATIONSHIPS

### Internal

- Director, Community Engagement and Patient Experience
- Service leadership, including Directors, Heads of Unit, Nurse Unit Managers and General Managers
- Director, Quality and Improvement

### External

- Statewide Pt Experience Network
  - Safer Care Victoria
  - Department of Health
  - Health Complaints Commission
  - Mental Health and Wellbeing Commission
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## KEY SELECTION CRITERIA

### Formal Qualifications

- Tertiary Qualification in a relevant field e.g. health professional, human factors, public health

### Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Operational and leadership experience in the areas of patient experience and/or consumer engagement
- Excellent interpersonal skills
- Excellent communicator (written and verbal)
- Knowledge of relevant legislation and industry best practice in patient experience, including feedback management
- Knowledge and experience in health service provision
- Exhibit strong leadership qualities and fostered a positive, collaborative environment.
- Valid Working with Children's Check and Police Check

### Desirable:

- Experience in the development of presentations and delivering sessions
- Knowledge and experience in Improvement Science methodology

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## KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
  - Achievement of portfolio specific KPI targets, particularly complaint acknowledgement and closure and achievement of patient experience targets
  - Participation in and satisfactory feedback through the annual performance review process
  - Ability to maintain a safe working environment and ensure compliance with legislative requirements
  - Internal and external reporting obligations met
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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.

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**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.

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Employee Signature

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Employee Name (please print)

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Date