

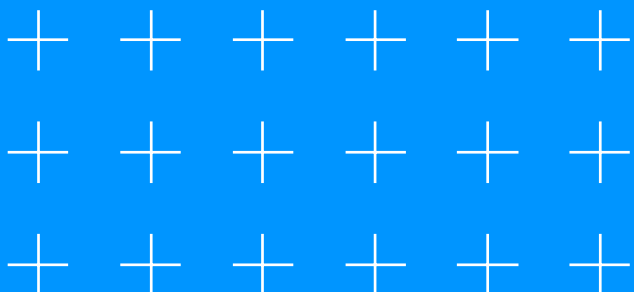


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

**Director of Nursing and
Operations - RMH**



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



Department Description

Surgical Services is comprised of 16 operating theatres, a three-room day procedure unit and eight surgical wards. There is also a 23 hour stay ward.

Surgical Services is comprised of the following units:

- Anaesthetics and Pain Management
 - Cardiothoracic Surgery
 - General Surgical Specialties incorporating Breast and Endocrine Service, Colorectal Surgery, Emergency General Surgery, Hepatobiliary and Upper GI, Nephrology Surgery, Trauma Surgery
 - Neurosurgery
 - Ophthalmology
 - Oral Maxillofacial Surgery
 - Orthopaedic Surgery
 - Otolaryngology, Head and Neck Surgery
 - Plastics and Reconstructive Surgery
 - Urology
 - Vascular Surgery
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KEY ACCOUNTABILITIES

- Actively support the achievement of improved access and activity targets across all clinical services and drive the access and organisational initiatives to achieve these targets.
- Provide leadership for the implementation of elective surgery reforms
- Facilitate the achievement of improved financial accountability and performance across the Royal Melbourne Hospital.
- As relevant, a key requirement is the delivery of outcomes as identified in the Statement of Priorities as agreed between Melbourne Health and the Victorian Department of Health.
- Ensure effective workforce planning including retention, attraction and recruitment of staff in collaboration with managers, development and succession planning through annual individual development and work planning activities.
- Demonstrated leadership to ensure appropriate human resource allocation, skill mix, roster practices and leave planning within all areas of responsibility.
- Identify and promote the implementation of evidence based best practice including innovative models of care that drive person centred care and appropriate transition points for clinical pathways.
- Lead and support the development and maintenance of appropriate accountability and governance structures to ensure managers are meeting key workforce performance indicators.
- Provide leadership, coaching and support for direct reports, appraise their performance and provide staff with appropriate feedback, performance management, professional training and development opportunities.
- Establish and maintain systems to ensure clinical supervision of all staff within Surgical Services, including those reporting to the role.
- Ensure systems and processes are in place to achieve annual professional registration compliance with AHPRA across Surgical Services.
- Establish and maintain channels of communication to all levels of management and staff and specifically within the nursing profession and other disciplines employed within Surgical Services to ensure issues are appropriately communicated.
- Ensure all complaints, grievances, disputes and disciplinary measures are managed in accordance with the corresponding policy and procedures in line with relevant legislative requirements.
- Deliver services within the Melbourne Health Clinical Governance Framework and ensure Quality and Patient Safety and Accreditation requirements are met.
- Provide professional leadership and direction of nursing clinical standards using evidence based standards of practice.
- Actively contribute to Melbourne Health achieving accreditation through the National Quality Standards
- Ensure the clinical services work together cooperatively and collaboratively to achieve the strategic goals of Melbourne Health including achieving Melbourne Health's Key Performance Indicators and Health Care, Safety and Quality.
- Foster a workplace culture that encourages effective working relationships and commitment to high standards of patient care services and models of care.
- Manage risk across the Royal Melbourne Hospital areas of responsibility including OH&S, infection control, complaints and incidents in accordance with Melbourne Health's protocols and procedures.
- Facilitate a safety culture and optimal Occupational Health & Safety (OH&S) environment in the workplace including active OH&S Committees and injury prevention programs ensuring a safe and appropriate working environments for patients and staff.
- Establish and maintain effective communication and consultation with Royal Melbourne Hospital staff, our community and other key stakeholders.
- Foster an organisational culture of excellence, innovation, positive and collaborative people management and a commitment to high standards of service and quality care.
- Drive innovation and change management throughout the Royal Melbourne Hospital nursing and clinical services in order to improve the patient experience
- Provide expert advice to the General Manager Surgical Services and, Royal Melbourne Hospital Executive on the impact of major change to nursing and patient care services.
- Foster research and education within Surgical Services
- Support teaching, education and research programs for medical, nursing and other staff that contribute to the body of knowledge which supports effective health care and Melbourne Health as a research entity.



- Promote clinical teaching, research and clinical innovation within Surgical Services
- As part of the Royal Melbourne Hospital Leadership Team, provide leadership, direction and support to achieve Melbourne Health's strategic objectives and targets and positively promote Melbourne Health across the community.
- Provide operational responsibility for the service and for ensuring all units work effectively and efficiently to enhance the operational performance of the Royal Melbourne Hospital.
- Lead organisational improvement strategies and changes to ensure effective implementation and sustainability.
- Ensure a performance culture within the area of responsibility focused on the delivery of key financial and operational outcomes
- Provide leadership in organisational issues that may extend beyond the boundaries of the area of direct responsibility.
- Ensure RMH services work cooperatively and collaboratively to achieve agreed activity and Melbourne Health KPIs, this includes the monitoring and management of relevant KPIs within Surgical Services.
- Be an active member of the Royal Melbourne Hospital Leadership Team for nursing and multidisciplinary clinical leadership and operational management.
- In partnership with the respective General Manager and Director (Medical), develop and implement the annual business plan in accordance with Melbourne Health's Business Planning processes.
- Ensure site emergency control systems are in place and manage responses effectively

KEY RELATIONSHIPS

Internal

- General Manager, Surgical Services
- Directors of Nursing and Operations
- Executive Directors RMH
- Chief Nursing Officer
- Chief Operating Officer RMH
- Office of the Chief Executive
- Nursing Workforce Unit
- NUM's
- Operational support services including Finance and Logistics, People & Culture, Quality and Patient Safety

External

- Precinct Partners
- Department of Health
- Metropolitan & Rural Victorian Hospitals
- Universities and Educational Institutions
- Research Partners
- Professional Associations and industrial bodies
- Community
- West Metro HSP
- DONs of Metropolitan Melbourne Hospitals including Alfred Health and Monash Health

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Registered Nurse with AHPRA
- Appropriate Postgraduate qualification

Essential:

- Demonstrated experience of achievement working in a large teaching hospital
- Previous experience working in surgical services in a large teaching hospital in a senior managerial capacity
- Consultative leadership style that promotes participation and involvement.
- Strong operational management capability and track record of engaging, motivating and developing employees through effective leadership, communication, consultation and development.
- Proven ability to effectively lead change.
- Highly developed interpersonal skills with an ability to build rapport, negotiate and maintain effective relations with key stakeholders.
- Demonstration of a positive attitude and commitment to the organisation with an understanding of, and ability to integrate positive organisational behaviours.
- Ability to lead and influence a multidisciplinary team.
- Ability to gain the commitment of peers and subordinates in the identification of action plans and managing progress where there are competing activities.
- Demonstrated effectiveness as a senior manager with proven ability to develop and meet strategic, operational and budgetary objectives.
- Highly developed interpersonal, written and verbal communication skills, particularly in relation to consultation, influencing and conflict resolution.
- Demonstrated ability to utilise data for engaging a team and delivering improvement.
- Proven ability to manage and lead effectively within a large complex health service.
- Knowledge of health funding pertaining to a major metropolitan health service.
- Post-graduate qualifications in management / leadership.

REQUIRED CAPABILITIES

The Capability Development Framework applies to all The RMH employees and describes the capabilities that are needed to meet our strategic goals.

Below is a list of capabilities and the attainment level required in this position.

Capability Name	Attainment Level
Organisational savvy	Consolidation
Communicating effectively	Mastery
Building relationships	Mastery
Patient and consumer care	Mastery
Working safely	Mastery
Utilising resources effectively	Mastery
Innovation, continuous improvement and patient safety	Mastery
Adaptability and resilience	Consolidation
Integrity and ethics	Mastery

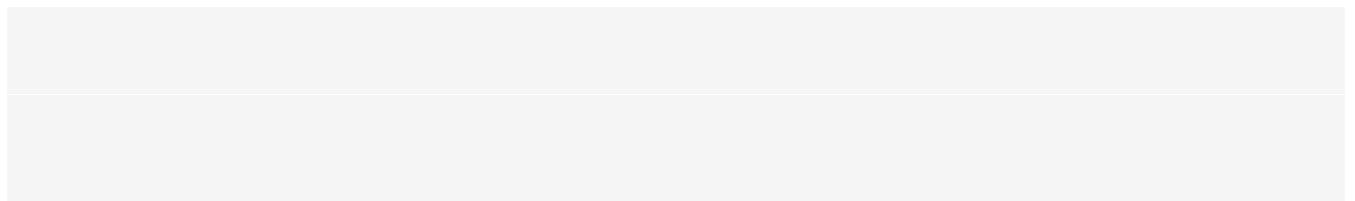


Delivering results	Mastery
Analysis and judgement	Consolidation
Developing and managing skills and knowledge	Mastery

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
 - Completion of mandatory training activities including training related to the National Standards;
 - Participation in the RMH and Division/Service specific business planning process (if required);
 - Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
 - Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
 - Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - Ability to operate within allocated budget (if required).
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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