

## Position Description

<b>Position title</b>	Director, Clinical Operations Service Transformation
<b>Department / Division</b>	Corporate Services
<b>Classification</b>	AO99
<b>Position reports to</b>	Executive Director Access & Clinical Operations
<b>No. of direct &amp; indirect reports</b>	No ongoing direct reports. The role provides leadership to cross-functional teams and subject matter experts as required for specific transformation initiatives.
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

<p><b>The Royal Children's Hospital</b></p> <p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>
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<p><b>ROLE CONTEXT</b></p> <p>The Director, Clinical Operations Service Transformation is a senior strategic role within the Clinical Operations Services portfolio at The Royal Children's Hospital (RCH). The role exists to lead and enable complex, enterprise-wide transformation initiatives that modernise and strengthen our Clinical Operations services capabilities in support of RCH's clinical, research and education objectives.</p>
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Reporting to the Executive Director Access & Clinical Operations, the role operates across organisational boundaries and works in close partnership with executive leaders, senior managers and subject matter experts to design and deliver change.

The role has accountability for leading priority transformation initiatives across the Clinical Operations portfolio, particularly in areas where there is a need to reset ways of working, introduce new systems or frameworks, introduce contemporary best practice and deliver sustainable change through influence.

## ROLE PURPOSE

The purpose of the Director, Clinical Operations Services Transformation is to provide senior, strategic leadership to the planning and delivery of high-impact Clinical Operations services transformation initiatives aligned to RCH strategy and financial sustainability objectives.

The role is responsible for shaping and leading complex programs of work that improve organisational capability, efficiency and effectiveness, including but not limited to improved timely access to care across clinical pathways resulting in patient flow improvements, including supporting the daily operating system (DOS), the Access Governance framework and associated program of work. The position exercises significant judgement and autonomy, influences senior stakeholders, and ensures transformation initiatives are governed, integrated and embedded across the organisation.

## KEY ACCOUNTABILITIES

### Transformational strategy

- Provide strategic leadership and oversight of priority Clinical Operations services transformation initiatives, ensuring alignment with RCH strategy, financial priorities and future operating models.
- Act as a trusted strategic advisor to the Executive Director, Access & Clinical Operations on transformation, change management and continuous improvement opportunities.
- Identify, manage and mitigate strategic, operational and change-related risks associated with transformation initiatives.
- Identify opportunities, risks and considerations regarding LHSN and Department of Health strategies relating to transformational change, efficiency and sustainability

### Program governance and leadership

- Provide program and project leadership for large-scale, cross-functional initiatives, establishing fit-for-purpose governance, controls, and delivery disciplines.
- Establish fit-for-purpose program and project governance structures for transformation initiatives, including risk, issue, dependency and benefit management.
- Influence, engage and align senior stakeholders across clinical, corporate and external partners to achieve shared outcomes without reliance on direct authority.
- Translate strategic objectives into practical, implementable change initiatives with clear benefits realisation and performance measures.
- Ensure transformation initiatives are underpinned by effective change management, communication and capability uplift to support sustainable adoption.
- Build organisational transformation capability through coaching, knowledge transfer and modelling best practice.
- Ensure all transformation activity aligns with RCH values, culture, quality, safety and child-safe obligations.

### Lead transformation priorities

- Initial transformation priorities include but not limited to:
  - Lead the design and delivery of the timely care improvement and transformation program, including assessment of current state and the potential transition to contemporary models.
  - Partner with key stakeholders to establish and embed a contemporary access framework, improving visibility, governance, risk management and benefits realisation across clinical operations.
  - Work with our senior leaders and clinical teams to support an organisation-wide improvement framework to support timely care delivery.
  - Provide leadership for the implementation of the Access and Clinical Operations initiatives, ensuring strong governance, stakeholder engagement, change management and benefits realisation.

### QUALIFICATIONS AND EXPERIENCE

#### Essential:

- Demonstrated senior-level experience leading complex transformation, improvement and change initiatives in large, complex organisations.
- Proven expertise in program and project governance, change management and delivery across multiple methodologies.
- Experience applying improvement science and human-centred design approaches, ideally within health or public sector environments, including participation in cross-health learning programs
- Formal training or certification in contemporary project and change methodologies

#### Desirable:

- Tertiary qualification in health, business, or a related discipline
- Demonstrated capability to integrate structured delivery frameworks with adaptive, people-centred change practices.
- Experience in healthcare, public sector or other highly regulated environments.
- Experience leading transformation across Access & Clinical Operations.

### KEY SELECTION CRITERIA

- Demonstrated ability to lead and deliver strategic transformation in complex, ambiguous environments.
- Exceptional stakeholder engagement and influencing skills across diverse professional groups.
- Strong strategic thinking, problem-solving and systems-thinking capability.
- Highly developed communication skills, with the ability to translate complex issues into clear, compelling narratives.
- Proven ability to work autonomously, exercise sound judgement and manage competing priorities at executive level.
- Strong alignment with RCH values and commitment to inclusive, respectful and values-led leadership.

### OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment

- Employees are required to maintain compliance with RCHs “Staff Immunisation - Prevention of Vaccine Preventable Diseases” procedure.

### IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children’s Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

### RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other’s company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren’t right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don’t hold back – I’m all in

### QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation’s commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

Position description last updated

July 2026