

Position Description

Position title	Operations Manager
Department / Division	General Medicine / Medicine
Classification	AO99
Position reports to	Director of General Medicine
No. of direct & indirect reports	Direct: 1 Indirect: 90
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive*.

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.

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.

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 <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE CONTEXT

General Medicine sits within the Division of Medicine and is the largest inpatient and outpatient clinical service at The Royal Children's Hospital (RCH). The department comprises a multidisciplinary team of approximately 91 staff, including senior medical, junior medical, nursing and administrative staff, who are committed to delivering high-quality, evidence-based care to children and young people.

The Department of General Medicine provides care across General Paediatrics and a number of subspecialty services: Rheumatology, Immigrant Health and Clinical Pharmacology. Each subspecialty reports to the Director of General Medicine, with the department working collaboratively to provide integrated, family-centred care across inpatient, outpatient and ambulatory settings.

The department operates within a complex healthcare environment requiring effective coordination of clinical services, workforce, financial resources and operational priorities to support safe, sustainable and high-quality care delivery.

ROLE PURPOSE

The Operations Manager is responsible for supporting the effective operational management, strategic development and ongoing sustainability of the Department of General Medicine. Working in partnership with the Director of General Medicine and multidisciplinary leadership team, the role enables efficient service delivery through effective resource management, business planning, continuous improvement and the implementation of operational strategies.

The role provides high-level confidential support to the Director and department leadership, with responsibility for managing key operational portfolios including financial and budget management, workforce planning, human resource matters, business case development, purchasing and equipment requirements.

The Operations Manager identifies opportunities to optimise service delivery, improve processes, enhance operational performance and support revenue generation, while ensuring departmental objectives, key performance indicators and targets are achieved in accordance with RCH policies, procedures and delegations.

KEY ACCOUNTABILITIES

Operational performance

- In conjunction with the Director of General Medicine, develop and improve General Medicine operations to ensure ongoing sustainability and service delivery efficiencies by managing budgets, process improvements, identification, and implementation of strategic objectives in accordance with the RCH Strategic Plan.
- Personnel management and administration of departmental staffing needs including recruitment, credentialing, change of employment conditions and terminations, ensuring accuracy of employment terms and conditions and creation of new position descriptions
- Conduct effective and healthy appraisals of current practice to engage and unite key stakeholders in a multidisciplinary environment.
- Establish and maintain effective working relationships with directly reporting staff and key RCH corporate support services, as well as maintain strong relationships with stakeholders.
- Enhance collaborative practices with other internal and external services, including key stakeholders from other professional disciplines

Reporting & Data

- Evaluate operational and financial business data and utilise to facilitate planning to provide strategic clarity to current organisational issues. Management of leave management and monitoring of leave liability of staff on behalf of the Director.
- Maintain service-wide reporting and compliance with legislative and policy requirements.
- Lead the development of business cases, undertake data analysis and prepare reports and presentations on behalf of the Director.

Process Improvement

- Review and identify existing limitations to the Department's operations and propose opportunities from a whole-of-organisation perspective to enhance the success of General Medicine.
- Represent General Medicine on committees, assisting in the development of proposals to improve the service provision and future of RCH.

Leadership and Resource planning

- Promote and develop a dynamic, flexible, resilient, and skilled multidisciplinary workforce through effective staff management, professional development opportunities and the coordination of the recruitment of new staff.
- Lead and work within a multidisciplinary team, promoting and ensuring adherence to RCH Values and the Compact by all staff to build and sustain a positive workplace culture.
- Lead priority service projects to build the capability and responsiveness of the department including successful change management processes across the department; and effectively support RCH change as required.
- Promote and support the development of a dynamic, flexible, resilient and skilled multidisciplinary workforce through effective staff communication and management, professional development opportunities and expert support and assistance that enable staff to realise their potential

Governance and accreditation

- Manage finances, invoicing, payroll and budget requirements, providing explanation for variables and solutions to ensure effective budget management, expenditure and revenue supporting key performance indicators and savings targets.
- Oversee the maintenance, compliance and improvement of clear clinical pathways, operational and data systems, quality measures and initiatives with other senior leaders in the Department of General Medicine
- Ensure that RCH policies and procedures are appropriately adhered to through both team and individual meetings with staff.
- Identify and ensure appropriate action regarding clinical and occupational health and safety risks.
- Ensure departmental accreditation activities and reporting, audits and data integrity activities are coordinated and successfully completed within timelines.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in a relevant discipline and/or significant relevant industry experience
- Proven leadership experience in a team environment and ability to work well as a senior team member
- A thorough understanding of health care administration and health care issues to manage a large and complex service
- Minimum of five years' senior level experience in the provision of administrative support and service delivery
- Strong experience in operations management and business/finance management and reporting
- Experience with staff recruitment and training

Desirable:

- Management experience in the Public Health sector highly desirable

KEY SELECTION CRITERIA

- Demonstrated management and leadership skills, including the ability to manage and lead projects and initiatives.
- Demonstrated experience in leading people and programs at a strategic and operational level with accountability for financial and human resource functions.
- Excellent verbal communication and interpersonal skills with the ability to interact with and influence a variety of stakeholders to achieve mutual understanding and agreed outcomes
- Demonstrated ability and experience with implementing organisational-wide change initiatives, including transformation of work practices and service delivery models.
- Demonstrated experience in financial management, budget development and reporting.
- Demonstrated ability to manage and maintain a strong business relationship with stakeholders.
- Excellent organisational and time management skills with the ability to priorities workload and competing demands and conflicting priorities
- Ability to handle confidential and sensitive information with discretion

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
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- 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

August 2026