

## Position Description

<b>Position title</b>	Director Improvement
<b>Department / Division</b>	Strategy, Planning and Improvement
<b>Classification</b>	AO99
<b>Position reports to</b>	General Manager, Strategy, Planning and Improvement
<b>No. of direct &amp; indirect reports</b>	5+ direct reports
<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 future of healthcare will require us to champion contemporary models of care; deliver exceptional care grounded in evidence and data; prioritise patient safety and continuous improvement; and continue to meet the changing needs and growing expectations of our community. RCH's impact as a leading paediatric health service will be delivered through an embedded learning health system, where improvement is systematic, evidence-based and focused on outcomes for children, families and staff. This role operates at the centre of that system — translating</p>
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strategy into scalable improvement practice and enabling teams across the organisation to solve complex problems safely and sustainably.

## ROLE PURPOSE

The Director of Improvement is a senior system-level leadership role at RCH. Reporting to the General Manager Strategy, Planning and Improvement, this role sets direction and is responsible for establishing organisational capability for continuous and sustainable improvement. The role leads a team of Improvement Partners and cultivates a large and connected community of improvement practice across RCH. Together you will foster a culture of curiosity (to support a growth and learning mindset), inclusion (where evidence, data and people are critical), courage (to make change and support others to sustain change) and kindness (to take risk, fail fast and learn in a safe place).

## KEY ACCOUNTABILITIES

### Improvement and Sustainability

- Deliver improvement at RCH aligned to the organisational strategy by setting the direction, approach and measures of success.
- Be RCH's improvement science expert including coaching, mentoring and teaching clinicians and leaders to drive their own improvement with their teams.
- Lead and develop an agile team of Improvement Partners to build improvement capability and deliver on the key organisational priorities, with clear role clarity between strategic leadership, portfolio oversight and hands-on delivery.
- Lead the development of a coherent improvement framework (including methods, governance, capability and tooling) that evolves over time to drive organisational improvement.
- Be accountable for embedding and scaling a learning health system across RCH, ensuring improvement activity delivers measurable and sustained impact.
- Embed digital innovation, data-informed decision making, AI and other technologies to enhance the delivery of improvement outcomes.
- Lead and manage the Sustainability Manager function, integrating environmental sustainability into everyday improvement practice and decision making, and oversee delivery of the organisational Sustainability Plan.

### Stakeholder Engagement

- Develop and cultivate strategic partnerships that advance the practice and prioritisation of improvement, including with campus partners, statewide networks and funding bodies.
- Work with executive and clinical leaders to shape, sequence and govern priority improvement initiatives, balancing ambition, capacity and risk.
- Foster relationships that strengthen RCH's influence and contribution to system-level improvement beyond the organisation.

### Leadership

- Provide expert, candid and evidence-informed advice to the General Manager Strategy, Planning and Improvement, Executive and senior leaders on progress, trade-offs, risks and enablers required to achieve sustained change
- Be an active member of the Strategy, Planning and Improvement leadership team, contributing to portfolio leadership, continuous improvement, workforce sustainability and organisational credibility.

- Actively surface, manage and resolve key barriers through systemic problem solving and disciplined relationship management.
- Adapt focus and effort in response to emerging organisational priorities while maintaining clarity of core accountabilities.

#### **Team management and administration**

- Through effective staff management and professional development opportunities, promote a positive work culture and develop a dynamic, flexible and resilient team that adheres to the RCH Values and Compact.
- Be an efficient people manager by undertaking recruitment, credentialing, variations and terminations, ensuring accuracy of employment terms as required
- Develop, implement and follow policies and procedures as required
- 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
- Perform other duties and respond to other RCH priorities and projects as required.

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

- Post graduate tertiary qualification in relevant field
- Proven leadership as an organisation's improvement science expert, including developing leaders and clinicians to drive their own improvement

#### **Desirable:**

- Substantial senior level experience in leading organisational wide improvement, change and innovation
- Experience in a major public hospital or other healthcare setting or senior role in the Department of Health
- Strategic thinker and commercially astute with demonstrated ability to plan and deliver outcomes that advance the long-term interests of an organisation.
- Well-developed interpersonal and communication skills, including the ability to build trust and credibility with internal and external clients to achieve mutual understanding and agreed outcomes.
- High energy, responsive and a 'completer'.
- Resilient to manage a high workload and multiple priorities.

### **KEY SELECTION CRITERIA**

- **Improvement Leadership:** Demonstrated excellence in leading an organisational culture of continuous improvement and innovation to deliver on organisational priorities.
- **Subject Matter Expertise:** Demonstrated experience as an improvement expert, building capability across all leaders and clinicians to drive improvement in their teams
- **Collaboration & Influence:** Proven capacity to engage and build productive and positive relationships to bring others along to achieve a sustainable outcome
- **Communication:** Exceptional interpersonal and communication skills, with the ability to deliver key messages with impact, excellent writing abilities and the ability to liaise, negotiate and inspire a team and influence stakeholders at all levels.
- **Team leader:** A can-do operator that can lead a capable and high functioning team to achieve a portfolio of improvement initiatives year on year

#### **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**

**April 2026**