

## POSITION DESCRIPTION

<b>Position Title:</b>	Site Director Operations/DON Kilmore District Hospital
<b>Business Unit/Division:</b>	Division of Community Hospitals and Outpatient Services
<b>Award Agreement:</b>	NH Internal Management Agreement
<b>Classification:</b>	1MISC10
<b>Employment Type:</b>	Full time, Permanent, Ongoing
<b>Reports to:</b>	Divisional Director Community Hospitals and Outpatient Services
<b>Date Prepared/Updated:</b>	September 2025

### General Role Statement:

The Site Director Operations/DON Kilmore District Hospital (KDH) role is pivotal to daily operations, service delivery and professional nursing issues at KDH. The role will work collaboratively with the Medical and Nursing Divisional Directors to set the direction and continuously review and improve the operation of the services to maximize the operational management of the site to deliver optimum patient care, within the overall strategic direction of Northern Health. The role will also be responsible for the portfolios of access and quality improvement at KDH. In addition, the role will dual report to the Chief Nurse and Midwifery Officer (CNMO), to maintain the professional nursing standards at KDH and align with the CNMO strategic vision.

## ORGANISATIONAL OVERVIEW

### Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

**Our Vision:**

Creating a healthier future by working together, innovating and delivering great care.

**Our Values:**

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

**Our Priorities:**

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

**Safety, Quality and Clinical Governance at Northern Health**

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

**Commitment to Child Safety at Northern Health**

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

**Family Violence and Child Safety Statement:**

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

## ROLE STATEMENT

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The Site Director Operations/DON role is pivotal to daily operations, service delivery and professional nursing issues at Kilmore District Hospital. The role will work collaboratively with the Medical and Nursing Divisional Directors to set the direction and continuously review and improve the operation of the services to maximise the operational management of the site to deliver optimum patient care, within the overall strategic direction of Northern Health.

The role will also be responsible for the portfolios of access and quality improvement at KDH. This position is responsible for:

- Operational management of KDH, including specific clinical services:
  - Urgent Care Centre
  - Inpatient Unit
  - Aged Care facilities (Caladenia & Dianella)
  - Surgical Services
  - Maternity Services
- Site Management of KDH
- Professional standards and contemporary workforce models of nursing onsite at KDH
- Access, demand and waitlist management of KDH Beds
- Access and management of maximising occupancy at KDH
- Ensure compliance with the Nurse and Midwives (Victorian Public Health sector) Enterprise agreement at KDH and provide leadership with the interpretation and implementation of any new agreements.
- Ensure compliance with the Safe Patient Care Act 2018 at KDH

### All employees:

#### Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

## KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

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### Leadership

- Provide highly motivated, consultative and inclusive leadership across the portfolio

- Lead the recruitment, selection, appointment, induction and retention of skilled staff to meet the sites service delivery needs, as directed in collaboration with the site DON.
- Provide effective staff performance feedback and recognition consistent with Northern Health protocols.
- Ensure that professional development plans are completed on an annual basis to enable the provision of excellent health care and promote career progression, including completion of mandatory training for your direct reports.
- Ensure that additional staff professional development needs are updated in plans as required.
- Promote a physical and psychosocial environment which promotes the safety and wellness of staff.
- Effectively manage staff leave and absenteeism in accordance to NH policies and guidelines.
- Ensure work practices support the provision of excellent health care and make efficient use of human and material resources.
- Lead and support staff through organisational change.
- Ensure the confidentiality of staff information at all times.

### **Access**

- Lead the Access Strategy for the site to ensure that patients have access to timely, outstanding, patient- centred health care.
- Ensure all record management (corporate and clinical) meets all legal, professional and organisational standards.
- Ensure serious patient incidents are recorded on RiskMan, appropriately investigated, and corrective actions taken where required.
- Utilise patient and carer feedback to inform the delivery of quality improvement activities in collaboration with the NUM's that are patient-centred care.
- Contribute to the development of clinical care standards and nursing policies, procedures and protocols across the site.
- Participates and leads emergency controller for KDH.

### **Strategic and Project Management Leadership**

- Provide senior nursing leadership to all nursing and midwifery staff at KDH.
- Lead and guide improvement projects with a clinically safe approach.
- Ensure Nursing EBA is considered and followed with any strategic and project changes.
- Key leadership role and contributor to capital, developmental and innovative projects.

### **Organisation-Wide Contribution**

- Contribute to the annual Divisional Business Plans, and provide quarterly updates to targets
- Complete monthly performance reports on access and financial performance
- Participate in monthly performance meetings and lead such meetings for the Division
- Complete monthly
- Contribute to the strategic direction of Nursing and Midwifery as set by Chief Nursing and Midwifery Officer

### **Innovation and Culture Change**

- Promote ideas generation and innovative models to provide comprehensive patient care
- Ensure a culture free of bullying and harassment
- Ensure a culture of diversity, inclusiveness and teamwork

## SELECTION CRITERIA

### Qualifications, Registrations and Qualities

#### Essential

- Bachelor of Nursing, or equivalent
- Postgraduate qualification in management, business, public health or working towards same
- Registered Nurse with Nursing and Midwifery Board of Australia, AHPRA
- Current National Police and Working with Children History Check.
- Aged Care
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.
- **All Key Personnel under the *Aged Care Act 1997* and related legislation, must complete an annual Key Personnel Suitability Assessment, notify [MyChecks@nh.org.au](mailto:MyChecks@nh.org.au) within 14 days of any change in their suitability circumstances, and provide Northern Health with required documentation (e.g. police checks, statutory declarations) to support ongoing record-keeping obligations.**

#### Experience

- Registered Nurse with minimum 5 years' experience in management as NUM, Team Leader, and/or Director Operations role or equivalent is essential

#### Knowledge, Skills and Behaviours

- Working knowledge of access and patient flow acute and sub-acute medicine
- Working knowledge of PSRACS
- Proven ability to lead teams positively to deliver agreed goals and outcomes and develop a high performing workforce.
- Solid understanding of the Aged Quality Standards and associated schemes within the Commonwealth Aged Care Quality and Safety Commission
- Experience in working across large multi-campus organisations
- Ability to adopt a strategic approach to managing complex and challenging operational issues
- A role model of Northern Health value

#### Employee Declaration

I  have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: