

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
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- Mernda Community Hospital

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 spotlighting support for our community in 'staying well'. 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 and culturally safe, and we celebrate 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 focus 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 well-being 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 interrelated, as success in one area depends on success in another. Detailed plans have been developed to support each priority area.

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 to save lives, reduce harm, and improve the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans. The Northern Health Clinical Governance and Risk Frameworks and the Northern Health Quality Improvement Methodology support them.

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

- Quality and Clinical Governance are determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor the 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 culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance for 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 to individuals who are at risk of child abuse and family violence. 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. All disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and well-being of all individuals. We recognise and respect individual rights, identities, relationships and cultures. We aim 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.

Essential:

- Current National Police and Working with Children History Check.
- All new employees must complete the Staff Immunisation Questionnaire as part of the mandatory onboarding process. New employees are not permitted to undertake any activity that requires patient contact until cleared by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination every year. New employees with contraindications 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 before commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Director Occupational Violence and Aggression
Business Unit/Division:	People and Culture
Award Agreement:	Health & Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 (or its successor)
Classification:	Grade 10
Employment Type:	2 years Fixed Term
Reports to:	Chief People Officer
Date Prepared/Updated:	27 March 2026

ROLE STATEMENT

General Role Statement:

This role leads Northern Health's commitment to preventing occupational violence and aggression and strengthening a culture where safety is not negotiable. It provides clear, visible leadership to drive a consistent, prevention-focused approach across the organisation, bringing together existing efforts and addressing gaps in understanding and management of occupational violence.

The Director is accountable for establishing a clear, organisation-wide view of risk by connecting data, frontline experience and service context. This includes leading the intelligence capability to identify patterns, understand what is driving incidents, and ensure that insights are translated into practical action across services.

Working closely with clinical and operational leaders, the role ensures approaches are grounded in real environments and are relevant, workable and sustained over time. It also engages directly with external experts, research partners, and key agencies to strengthen capabilities, bring in contemporary thinking, and position Northern Health as a leader in occupational violence prevention.

This position is responsible for leading Northern Health's commitment to preventing occupational violence and aggression, strengthening a culture where safety is not negotiable and driving a consistent, prevention-focused approach across the organisation. This includes:

- Providing clear, visible leadership to strengthen a culture of safety and accountability across all services
- Leading a coordinated, enterprise-wide approach to OVA prevention, bringing together existing efforts and addressing gaps
- Establishing a clear, organisation-wide understanding of risk by connecting data, frontline experience and service context
- Leading the intelligence capability to identify patterns, understand what is driving incidents and ensure insight is translated into action
- Working alongside clinical and operational leaders to embed approaches that are practical, relevant and grounded in real environments
- Engaging with external experts, research partners and key agencies to strengthen capability and ensure an evidence-informed approach

- Representing Northern Health in external digital health partnerships, sector forums and strategic collaborations that strengthen organisational capability and innovation.
- Contributing as a member of the People and Culture leadership team to develop strategy, monitor performance, governance and divisional leadership

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 the requirements of the 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 against various diseases, such as influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership, Culture and Change

- Provide strong, visible leadership to drive Northern Health's commitment to preventing occupational violence and aggression
- Lead cultural change to embed a clear position that safety is not negotiable and violence is not accepted as part of the job
- Lead and sustain organisation-wide change, ensuring initiatives are integrated into operational and clinical frameworks, activities and services
- Build trust and credibility through active engagement, listening and presence across clinical environments
- Set clear expectations, hold leaders to account and support them to lead OVA prevention within their area

Strategy and System Leadership

- Lead the development and delivery of a coordinated, enterprise-wide OVA prevention approach
- Translate evidence, review findings and organisational priorities into clear, practical actions
- Drive consistency across services while recognising different clinical environments
- Provide clear oversight, governance and assurance to the Executive and Board

Prevention and Risk

- Drive a shift from reactive response to prevention across the organisation
- Identify systemic risks and ensure targeted action is taken
- Strengthen approaches to prevention, debriefing, recovery and workforce support
- Position OVA as a core organisational risk linked to workforce and patient safety

Intelligence and Insight

- Lead the development of a meaningful OVA intelligence capability
- Ensure data is used to understand patterns, causes and emerging risks across services
- Connect data, workforce experience and clinical context to inform decisions
- Ensure insight drives action, not just reporting

Internal Relationships and Integration

- Build strong, effective relationships across clinical, operational and corporate areas
- Work alongside leaders at all levels to embed practical, workable approaches within existing operational and clinical models
- Integrate OVA prevention into day-to-day service delivery rather than stand-alone initiatives
- Break down silos and connect existing efforts into a coherent, organisation-wide approach

Innovation and Continuous Improvement

- Drive new ways of thinking about OVA prevention, moving beyond traditional approaches
- Identify and test practical, innovative solutions that reflect frontline realities
- Use evidence, insight and feedback to improve approach and impact continuously

External Engagement and Partnerships

- Engage with external experts, research partners and key agencies to strengthen the approach
- Leverage evidence, benchmarking and research to inform direction
- Contribute to broader sector thinking and position Northern Health as a leader in OVA prevention

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Relevant tertiary qualification in a clinical discipline with current professional registration (where applicable), and significant senior clinical experience in a complex healthcare environment
- Demonstrated experience leading organisation-wide change and complex programs of work, including strong project management capability and the ability to integrate initiatives into operational and clinical frameworks to ensure sustained practice change
- Strong leadership capability with the ability to build trust, influence and negotiate across a complex organisation, working effectively with clinical, operational and executive leaders

- Highly developed systems thinking, with the ability to connect data, workforce experience and service delivery, identify new ways of working and drive continuous improvement

Experience:

- Significant senior clinical experience in a complex healthcare environment, providing credibility with frontline teams and understanding of operational realities
- Demonstrated experience leading organisation-wide change and complex programs of work, with strong project management capability and a track record of delivering and embedding outcomes
- Experience working across multiple services and disciplines, building effective relationships and influencing at clinical, operational and executive levels
- Demonstrated ability to use data, workforce insight and service context to identify risk, inform decisions and drive targeted, prevention-focused outcomes

Knowledge, Skills and Behaviours:

- Strong understanding of occupational violence and aggression in healthcare and its impact on workforce safety, wellbeing and service delivery, including the ability to apply this knowledge in complex clinical environments
- Highly developed leadership skills, with the ability to influence, negotiate and drive alignment across clinical, operational and executive stakeholders
- Ability to lead and embed change, ensuring initiatives are integrated into operational and clinical frameworks and sustained in practice
- Strong analytical capability, with the ability to interpret data, identify patterns and translate insight into clear, practical action
- Excellent communication and engagement skills, with the ability to listen, challenge and provide clear direction across all levels of the organisation
- Demonstrated ability to work in complexity and ambiguity, maintaining focus on outcomes, priorities and impact
- Innovative and improvement-focused, with the ability to identify new approaches and adapt based on evidence, feedback and experience

Employee Declaration

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

(Please print name)

Signature:

Date: