

POSITION DESCRIPTION

Position:	Director of Medical Services - Critical Care Services (DMS-CCS)
Directorate	Chief Medical Officer
Division:	Critical Care Services
Business Unit:	Medical Services – Critical Care Services
Enterprise Agreement	Medical Specialist (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement
Reports to:	Executive Director of Medical Services and Chief Medical Officer



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 7** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES

Our
Vision

Mildura Base Public Hospital – providing exceptional care

Strategic
pillars

We
achieve
this by...

Caring for our community

Ensuring our focus is on person centred care.
 Using best evidence-based practice to deliver exceptional care.
 Empowering our communities to manage and improve their health and wellbeing.

Aspirational through our culture

Leading a values based, accountable, quality & safety culture.
 Continuous improvement of service delivery and provision of care.
 Operating safely and efficiently with a skilled and effective workforce.
 Being an employer of choice, enabling our staff to be at their best.

Trusted in our relationships

Community have an understanding of our role and confidence in our services.
 Partnering across sectors to strengthen our services.
 Addressing our communities shared challenges in partnership by applying innovative solutions.

Sustainable in our Services

Reinvesting in the community and its wellbeing through sustainable models of operations.
 Delivering and supporting shared services to improve access to the best and right care.
 Strengthening our planning approach with the patient at the centre.

POSITION SUMMARY

The Director of Medical Services - Critical Care Services (DMS-CCS) is a full time medical administrative and leadership position providing oversight for medical services within the MBPH Critical Care Services (CCS) cluster. The CCS cluster includes Women's and Children's, Anaesthetics & ICU, General & Speciality Surgery and Orthopaedics & Trauma services. Alongside other DMS positions, the DMS-CCS is responsible for the provision of an efficient, safe and professional medical service at MBPH under the direction of the Chief Medical Officer (CMO).

KEY RELATIONSHIPS

- The DMS-CCS reports to the Executive Director of Medical Services/Chief Medical Officer.

Positions Reporting to the DMS-CCS:

- Clinical Director – Obstetrics and Gynaecology
- Clinical Director – Paediatrics
- Clinical Director – Anaesthetics
- Clinical Director – ICU
- Clinical Director – Surgery
- Clinical Director – Orthopaedics

Key Internal Stakeholder Relationships:

- Director of Medical Services – Medicine & Community Services
- Director of Medical Education
- Director of Patient Safety and Improvement
- Director of Occupational Health and Safety
- Director of Critical Care Services (Nursing)
- Director of Inpatient Services
- Director of Outpatient Services
- Medical Workforce Manager

KEY RESPONSIBILITIES AND DUTIES

The DMS-CCS is responsible for leading and supporting the Clinical Directors within the Critical Care Services cluster in the areas of:

Medical and Organisational Cultural Leadership

- Demonstrate and role-model MBPH values.
- Promote a high-performance culture, psychological safety, and staff wellbeing.
- Foster interdisciplinary teamwork, integration, and communication across all departments and services.
- Champion innovation, research, academic engagement, and professional development across the CCS cluster.
- Facilitate collaboration with clinical, corporate, and support services.

Medical Workforce

- Lead and support recruitment, credentialing, onboarding, orientation, and succession planning across the cluster.
- Oversee roster management, workload equity, and leave planning in line with safe staffing practices.
- Provide professional and pastoral support to senior and junior medical staff.
- Lead management of professional conduct or performance concerns, including AHPRA and Medical Board compliance where required.
- Ensure quality supervision, education, and assessment of junior medical officers, including accreditation of training posts.
- Participate as a member of the Northern Mallee Integrated Partnership Credentialing Committee and oversee local compliance with scope of practice requirements.

Quality and Safety Governance

- Provide clinical governance oversight for all services within the CCS cluster.
- Monitor and oversee clinical procedures, activity levels, and safety incidents.
- Lead clinical incident and adverse event review processes, including root cause analyses and open disclosure.
- Escalate significant safety risks or service issues to the CMO and ensure that the MBPH executive leadership is appraised in a timely manner of emerging concerns.
- Ensure compliance with the National Safety and Quality Health Service (NSQHS) Standards.
- Lead and ensure regularity and quality of morbidity and mortality review (M&M) and clinical review activities.
- Participate in and contribute to operational and quality-related MBPH committees, governance projects, audits, and safety improvement initiatives.
- Analyse and respond to clinical feedback and outcome data relating to the CCS cluster.

Performance Improvement

- Contribute to the ethical management and utilisation of financial, physical, and workforce resources within the CCS cluster.
- Lead or sponsor performance improvement initiatives that support safe, effective, and sustainable service delivery.
- Monitor clinical and operational performance using KPIs, benchmarking data, and case mix reporting.
- Identify underperformance or variation in practice and address through structured action planning.
- Optimise patient flow, theatre efficiency, and bed utilisation within the cluster.
- Drive service improvements and modernisation aligned with MBPH's Strategic Plan.

Strategy and Planning

- Lead clinical service planning for the CCS cluster and contribute to whole-of-organisation strategic planning.
- Set and monitor local objectives and targets aligned to hospital priorities.
- Work with tertiary health and community health service partners, to support access to specialist care and develop joint workforce and recruitment models.

- Plan for future service and infrastructure needs based on demand forecasting and workforce capacity.

Digital Health and Informatics

- Support adoption and optimisation of the EMR and other digital health platforms.
- Promote data-informed decision-making through the use of clinical dashboards and analytics tools.

Equity and Access

- Ensure services across the CCS cluster are accessible, timely, and responsive to the needs of the local population.
- Support MBPH's organisational commitment to health equity and the care of priority and vulnerable groups.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Qualifications

- Minimum of 5 years post-graduate experience;
- Medical qualification (MBBS or equivalent) eligible for registration by the Australian Health Practitioner Regulation Agency as a medical practitioner;
- Postgraduate qualifications in health administration and/or management or equivalent are highly desirable;
- Fellowship, or demonstrated intent to progress towards Fellowship, of the Royal Australasian College of Medical Administrators (FRACMA) or equivalent is highly desirable.

Specialist Expertise

- Demonstrated formal leadership and management experience in a public referral or teaching hospital;
- Demonstrated experience in effectively managing junior and senior medical staff;
- Demonstrated financial, business and strategic planning skills;

- Demonstrated knowledge of contemporary human resource management practices;
- Knowledge of current trends affecting public sector health services in Victoria;
- Demonstrated experience in clinical governance, including the effective management of clinical risk and patient safety strategies.

Personal Qualities, Knowledge and Skills

- Demonstrated ability to work in a multidisciplinary team with a respectful and collaborative approach;
- Effective verbal and written communication and interpersonal skills;
- Highly developed interpersonal skills with the ability to adapt communication styles to a range of audiences;
- Demonstrated ability to prioritise work, meet deadlines and to manage time effectively;
- A personal approach which is positive, respectful, collaborative and helpful, and which aligns with the MBPH HEART values.

MANDATORY REQUIREMENTS

Registration with Professional Association

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy

WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic

WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable

WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful

WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based

WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"
"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"
"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

