



# DIRECTOR, UNIVERSITY HEALTH SERVICES

DEPARTMENT/UNIT	University Health Services
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 10
WORK LOCATION	Clayton, Caulfield and Peninsula campuses

## ORGANISATIONAL CONTEXT

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There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. So if you're looking for the next chapter in your career, it's here. You'll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that's filled with energetic and inspiring people. Talent thrives here - and so do truly satisfying careers. Discover more at [www.monash.edu](http://www.monash.edu).

The **Campus Community Division** is charged with leadership, management and innovation in the provision of high-quality non-academic services to students and staff at Monash. The Division comprises of; Chaplaincy, Childcare; Counselling and Mental Health Programs, Career Connect; Non-Residential Colleges; Residential Services; Safer Community Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit [www.campuscommunity.monash.edu](http://www.campuscommunity.monash.edu).

The **University's Health Service (UHS)** is an accredited general practice and offers a comprehensive range of health care services to Monash students and staff, as well as to the broader community, with an emphasis on illness prevention and wellbeing. For information on the suite of services we offer, please visit our website [www.monash.edu/health/home](http://www.monash.edu/health/home).

## POSITION PURPOSE

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The Director UHS is responsible for providing strategic direction to, and leadership of, the University Health Service (UHS).

This position is a senior leadership role within the Campus Community Division, responsible for the efficient and effective conduct of the UHS across three Monash campuses, ensuring the delivery of high-quality healthcare to Monash students, staff and the broader community. The role is also responsible for providing strategic advice to the Executive Director, Campus Community Division on a range of regulatory matters.

As Practice Management Systems continue to evolve, in line with the major influences on General Medical Practice, the incumbent is required to continuously conceptualise, develop and implement management and administrative policies in line with these influences.

**Reporting Line:** Working with a high overall degree of autonomy, the position reports to the Executive Director, Campus Community Division under broad direction

**Supervisory Responsibilities:** This position provides direct supervision to 3-4 staff and oversees a team of approximately 25 staff in addition to a number of casual staff

**Financial Delegation:** Yes, in accordance to the University delegations schedule

**Budgetary Responsibilities:** Yes, in line with Key Responsibilities

## KEY RESPONSIBILITIES

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1. Formulate a strong strategic vision and direction, ensuring they deliver consistency of management and clinical practice across each campus and that licence holders support, and are aligned with, the University's vision for the UHS
2. Provide strong leadership to teams of service-oriented professionals, including planning and allocating staff resources; developing, coaching and mentoring employees; role modelling appropriate behaviours and managing performance to deliver excellence in service delivery and continuous improvements
3. Manage the contracts and performance of licence holders, key external suppliers and other providers to UHS, in particular medical practitioners, dentists, clinical and contracted psychologists and other allied health professionals
4. Ensure that all activities are compliant with the RACGP accreditation standards for General Practice, University and other relevant regulatory requirements, as well as those of relevant external health service providers, and are underpinned by efficient and effective procedures, medical record best-practice approaches and an appropriate cycle of review and continuous improvement
5. Define and implement effective program governance, risk management and compliance processes. Effectively control and manage issues, dependencies and changes in scope associated with large and complex programs
6. Drive the development of proposals, briefing papers and other submissions, for senior leadership, relating to opportunities to enhance the quality of patient healthcare. Facilitate their endorsement and lead the implementation and delivery
7. Ensure the development and maintenance of effective information management practices to reduce both the likelihood and impact of data security loss or service interruption
8. Develop the annual operational plan and budget based on agreed University principles and ensure regular monitoring and reporting
9. Build and sustain strong working relationships with an extensive network of colleagues, clients and other stakeholders to enhance the effectiveness and reach of the UHS. Balance stakeholder's expectations to ensure priorities are met, and there is a high level of satisfaction with the quality and efficacy of the services delivered
10. Initiate, manage and/or contribute to a range of university-wide projects and undertake other cognate duties, as required
11. Promote the use of contemporary tools, approaches and methodology
12. The position is responsible for the UHS operating budget of approximately \$2m within the total Practice turnover of \$3m

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - Postgraduate qualification and extensive relevant experience; or
  - extensive experience and management expertise in administrative fields; or
  - equivalent combination of relevant knowledge, training and experience

### Knowledge and Skills

2. A proven track record of leading the development and delivery of complex programs of work to a high-quality standard, with a tight schedule, and within budget
3. Demonstrated ability to lead, develop, manage and motivate staff at all levels of service and managerial skill
4. Demonstrated ability managing the capabilities needed to deliver in a complex operational environment with large concurrent programs of work
5. Exceptional relationship and communication skills, including the ability to provide authoritative advice and to manage relationships, influence and negotiate at senior levels
6. Extensive knowledge of and proven experience in strategic stakeholder engagement and working with major change in organisational structures or operations
7. A thorough understanding of risk management with regard to Practice Management, including Information Technology, Patient Medical Records, Privacy Legislation and the Health Records Act
8. Strong budgeting and financial management skills
9. Exceptional written communication and interpersonal skills, including demonstrated ability to prepare and deliver technical and business papers, reports and proposals for all levels of the University
10. Well-developed research, analytical and problem-solving skills in order to proactively identify issues, trends and opportunities and take swift action to boost competitive advantage

## OTHER JOB RELATED INFORMATION

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- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required

## LEGAL COMPLIANCE

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Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.