



INCLUSIVE
We provide an experience that
welcomes and values everyone

COMPASSIONATE

We respond to our people with
understanding, empathy and kindness.



PROGRESSIVE

We continue to strive for the best
experience outcomes.

ACCOUNTABLE

We personally commit to taking
responsibility for all of our decisions
and actions.



Position:	Executive Director of Clinical Services	
Classification:	PESES-2	
EBA/Award	Health Executive Employment and Remuneration (HEER) Policy where applicable to the set threshold or the relevant award.	
Department:	Executive	
Location:	Swan Hill District Health Main Campus – 48 Splatt Street, SWAN HILL VIC 3585	
Reports to:	Chief Executive Officer	
Direct Reports:	8-10	
Immunisation Risk Category:	Category C: Position within a non-clinical setting.	
Position Summary:	The Executive Director Clinical Services (EDCS) is accountable to the Chief Executive Officer (CEO) for providing strategic and operational leadership that ensures the delivery of safe, high-quality, efficient, and patient-centred clinical services across the organisation. The EDCS is responsible for the strategic planning, coordination, leadership, management, monitoring, and evaluation of clinical operations to ensure the efficient and effective delivery of care services across the organisation. The EDCS ensures that all care is individual, patient, resident, and client-centred, aligns with best practice principles and statutory requirements, is evidence-based, meets professional and clinical standards, and reflects the organisation's vision of delivering a <i>Connected Care Best Experience</i>. This role requires a highly experienced clinical leader with demonstrated expertise in clinical governance, service delivery, and change management. The EDCS must possess the ability to build and maintain positive relationships with clinical teams, patients, consumers, carers, and the broader community, fostering a culture of collaboration, engagement, and continuous improvement. Extensive knowledge and proven experience in health service planning are essential, together with the ability to lead service innovation, optimise care pathways, and ensure sustainable, high-quality outcomes for patients and communities. Key Capabilities: • Strategic leadership of clinical operations and service delivery. • Clinical governance, quality, and patient safety oversight. • Health service planning and system redesign. • Change management and organisational transformation.	
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	• Stakeholder engagement and relationship management. • Workforce leadership, development, and performance management. • Commitment to evidence-based practice and continuous improvement. • Strong understanding of regulatory, accreditation, and statutory requirements. This position plays a critical leadership role in ensuring exceptional care outcomes and supporting the organisation's commitment to delivering safe, effective, connected, and person-centred healthcare services.
Responsibilities:	• Lead and drive excellence in clinical care delivery, ensuring services are safe, effective, person-centred, and aligned with organisational priorities and strategic objectives. • Provide executive oversight for the Clinical Services Directorate, including: ○ Quality, Safety and Patient Experience ○ Acute Patient Flow and Experience ○ Aged Care and Support Services ○ Infection Prevention and Control ○ Other clinical programs and services as delegated • Provide strategic leadership in the planning, development, implementation, and evaluation of transformational clinical improvement initiatives that promote innovation, service integration, and evidence-based practice. • Sponsor and lead key organisational projects, including digital health transformation, clinical service redesign, workforce innovation, and capital development initiatives that enhance patient outcomes and service sustainability. • Ensure all clinical services comply with relevant legislation, National Safety and Quality Health Service Standards, Aged Care Quality Standards, State and Commonwealth policies, accreditation requirements, and professional practice standards. • Lead and support service improvement initiatives across Swan Hill District Health and Health Service Partnership networks, fostering collaboration and system-wide improvements in care delivery. • Review and optimise systems, processes, and models of care to improve efficiency, effectiveness, patient flow, workforce sustainability, and overall service performance. • Contribute to organisational financial planning and resource allocation processes, ensuring clinical services operate within agreed budgets while achieving strategic and operational performance targets.

	• Promote a culture of accountability through the appropriate delegation of authority, empowering leaders and staff to make informed decisions while maintaining responsibility for outcomes. • Ensure sound governance, risk management, and resource stewardship principles are embedded across the Clinical Care Directorate. • Lead workforce planning, succession planning, and performance management processes, supporting the development of capable, engaged, and high-performing teams. • Foster a positive workplace culture through effective communication, collaboration, employee engagement, and the timely resolution of workplace concerns and grievances. • Monitor and report on key performance indicators, strategic goals, and service outcomes, ensuring agreed targets and quality standards are achieved. • Work collaboratively with operational and clinical leaders to ensure the effective utilisation of human, financial, and physical resources. • Ensure ongoing compliance with all relevant accreditation and regulatory standards, including the National Safety and Quality Health Service (NSQHS) Standards and Aged Care Quality Standards. Professional Responsibilities The EDCS will: • Uphold and demonstrate the highest standards of professional and ethical conduct in accordance with applicable codes of ethics, organisational values, and professional standards. • Maintain compliance with all relevant legislation, regulations, professional obligations, and governance requirements. • Foster a culture of continuous learning, innovation, and improvement that supports both workforce development and outstanding patient outcomes. • Serve as an influential clinical leader, role model, mentor, and coach, supporting the development of senior clinicians, managers, and emerging leaders. • Demonstrate and promote highly effective communication, stakeholder engagement, and relationship management skills across all levels of the organisation and the broader community. • Actively participate in relevant professional bodies, networks, and partnerships to ensure contemporary practice, collaboration, and sector engagement. • Maintain professional registration, clinical knowledge, and leadership capability through ongoing professional development and lifelong learning.
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	Champion a culture of patient-centred care, safety, quality, accountability, and continuous improvement that reflects the organisation's vision of delivering a Connected Care Best Experience. This executive role is fundamental to advancing clinical excellence, driving innovation, strengthening workforce capability, and ensuring the delivery of safe, high-quality, and sustainable healthcare services for the community.
Key Selection Criteria	- Current registration, or eligibility for registration, as a Registered Nurse Division 1 with the Nursing and Midwifery Board of Australia (NMBA) and the Australian Health Practitioner Regulation Agency (AHPRA). - Relevant tertiary qualification in management, health administration, leadership, nursing, or a related discipline, with postgraduate qualifications highly regarded. - A demonstrated record of significant achievement in a senior clinical or healthcare management role, including experience leading complex health services and delivering strategic organisational outcomes. - Highly developed interpersonal, communication, negotiation, advocacy and influencing skills, with the ability to build productive relationships across all levels of an organisation and with external stakeholders. - Demonstrated ability to monitor, evaluate and improve organisational and workforce performance, including the development and implementation of performance management frameworks that drive accountability, excellence and continuous improvement. - Proven capacity to lead, motivate and develop dynamic multidisciplinary teams, fostering a culture of collaboration, innovation, engagement and high performance. - Demonstrated expertise in clinical governance, quality and safety systems, ensuring compliance with legislative, regulatory and accreditation requirements. - Strong strategic and operational leadership capability, with experience in service planning, change management, workforce innovation and clinical service redesign. Mandatory Requirements - Current National Police Record Check - Current "Working with Children Permit" - Current NDIS check - Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.

First Nations:	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
Continuous Quality Improvement:	• Each staff member is expected to demonstrate a commitment to best practice. • All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.
Person Centred Care:	The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care. Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centred.
Child Safety:	All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them. SHDH have zero tolerance to child abuse. Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.
Our Purpose:	Connected Care / Best Experience SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.
Privacy and Confidentiality:	SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.

	Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	RESPONSIBILITIES: It is the responsibility of every staff member to: • Take reasonable care for their safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system. • Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H.& S. online Policies and Procedures.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.

Job Demands List		
Swan Hill District Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.		
Frequency Functions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive movements for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace	Frequency
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Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks		x			
Walking	Periods of walking required to perform tasks			x		
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks					x
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying	x				
	Assisted lifting (mechanical, equipment, person assist)	x				
Working at heights	Ascending and descending ladders, stools, scaffolding					x
Pushing/Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/Arm movement	Repetitive movement of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands			x		
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus. Etc.					x
Psychosocial Demands						
Interaction with People	Tasks involving interacting with distressed and emotional people			x		

	Tasks involve interacting with people with mental illness, mental health issues or a disability.			x		
	Tasks involve witnessing or learning about disturbing or distressing personal circumstances and domestic violence.			x		
	Tasks require communicating with others (children or adults) to exchange information.				x	
	Tasks require giving direction and feedback on work undertaken by others.				x	
	Tasks require receiving direction and feedback on work undertaken to meet required work standards.				x	
Reasoning	Tasks require interpreting process documents, following plans and quality standards documentation.				x	
Responsibilities	Tasks involve being responsible for a group of children or vulnerable adults.				x	
Working requirements	Tasks require work to be conducted out of hours (such as overnight).					x
	Tasks are undertaken in a busy, demanding and dynamic work unit.				x	
	Tasks for the position require individual resilience and adaption to workplace change.				x	
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					x
Liquids/Chemicals	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					x
Noise	Environmental/background noise necessitates people raising their voice to be heard					x
Biological hazards	E.g. exposure to body fluids, bacteria, infectious diseases requiring PPE	x				
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					x
Radiation	Working with radiologic equipment					x
Previous Revision dates:		July 2026.				
Current:						

Approval	
Managers Name:	
Managers Signature:	
Employees Name:	
Employees Signature:	