



POSITION DESCRIPTION



Position Title:	MANAGER CLINICAL OPERATIONS		
Industrial Instrument	Individual Employment Contract–Non-Award	Department:	Clinical Services
Responsible To:	General Manager, Clinical & Volunteer Services	Hours of Duty:	As per contract
Performance Appraisal:	Regularly during the first six months and then annually at the anniversary of commencement		Page 1 of 5

*Eastern Palliative Care Ltd. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area within a value based health care framework.
All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Purpose and Values.*

Our Purpose:

*Our clients live with the best quality of life, before dying in their place of choice.
Our clients, their families and carers are supported according to their needs and choices.
Our resources are managed wisely and sustainably to provide value for the community.*

Our External Values:

Compassion - Empathy for others in their end of life experience by listening, accepting and actively responding to their needs
Dignity - Upholding the unique personality, situation, and choices of people, valuing their lives in the face of death, and respecting their rights.
Excellence - Delivering evidence-based quality care, underpinned by ethical practice, research and leadership.
Empowerment - Building trust with people, that puts them at the centre of decision-making and enables control and choices

Our Internal Values:

Compassion

I contribute to being part of a respectful workplace with a culture of supporting and caring for each other, as teams and colleagues.

Dignity

I value everyone's contribution and am able to have difficult conversations that show respect for and acceptance of our differences.

Excellence

I help support a culture of continuous improvement within the organisation at every level, including having a positive attitude, and an appetite to learn and grow.

Empowerment

I value other people's opinions. I practise timely two-way communication that aims for clarity and honesty to encourage a culture of trust and transparency. I take opportunities to be involved with planning and strategizing, to help myself and my team perform at our best.

Equity and Access: *EPC is committed to equal opportunity, social justice, cultural diversity, and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients, and we aim to create an inclusive work and healthcare environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*



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MANAGER CLINICAL OPERATIONS

The Manager Clinical Operations (MCO) will be responsible to the GM Clinical and Volunteer Services for the overall operational management of clinical services that are consistent with EPC's values and Code of Ethics.

The MCO provides overall clinical leadership and management of nursing, allied health and medical services to ensure:

- The implementation of EPC's strategic plan particularly in interdisciplinary service development and value based health care.
- The provision of high-quality palliative care, characterised by achieving service performance expectations, innovation and person-centred programs.
- Ongoing financial sustainability based on efficient utilisation of human and equipment resources; and
- The development of collaborative relationships with EPC's referrers, service providers, and the community we serve.

Essential Education Qualifications/Competencies:

1. Demonstrable commitment to the Purpose, Values and Code of Ethics of EPC.
2. Registered Nurse with current and unrestricted AHPRA (Australian Health Practitioners Regulation Agency) registration in Victoria.
3. Postgraduate qualifications in relevant disciplines/area (i.e. Palliative Care, Management).
4. Knowledge of and experience in the leadership and management of a specialised clinical team.
5. Demonstrated expertise and achievement at a management level in service innovation, quality and risk management.
6. Experience in change management and/or delivery of strategic imperatives in the health field.
7. Capacity for flexibility and emotional intelligence that promotes a dynamic, values based organisational culture and responsiveness to internal and external pressures and impacts.
8. Exceptional communication skills in professional contexts.
9. Current Victorian driver's licence, good driving record.

Desirable Qualifications/Competencies:

1. Experience in the provision of care in the community.
2. Experience in provision of palliative care.
3. Knowledge of value-based health care principles and frameworks.
4. Demonstrates curiosity, reflective practice and openness to continuous improvement and new ways of working and service delivery.
5. Strong level of stakeholder engagement.

Direct Reports:

Nurse Practitioners
 Clinical Nurse Consultants
 Palliative Care Physicians, Registrars and other relevant clinical disciplines
 Allied Health Leaders (from mid 2026)



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Personal Assistant	
Critical Relationships:	
CEO Executive Managers Middle Managers External EMRPCC Partners and other service providers	
Key Results Areas:	
1. Demonstrates a commitment to quality, occupational health and safety, and risk management. 2. Demonstrated ability to lead clinical operations, future planning and bringing innovation into services. 3. Demonstrated experience in clinical governance and managing the provision of high quality, interdisciplinary client focused services within approved budgets using the principles of value based health care. 4. Demonstrated ability to lead and manage staff in a team setting working effectively across diverse disciplines. 5. Utilise culturally appropriate communication and strategies.	
KRA 1	Demonstrates a commitment to quality, continuous improvement, safety and risk management
	1.1 Takes responsibility for own health and safety and that of others who may be affected by workplace conduct. 1.2 Ensure all incidents including near misses are reported as soon as practicable in Helpmaster. 1.3 Actively participate in meetings to discuss risk management and other health and safety initiatives and completes all mandatory training and competencies. 1.4 Engage and foster evidence based best practice and continuous quality improvement processes, including but not limited to value based healthcare.
KRA 2	Demonstrated ability to lead clinical operations, future planning and bringing innovation into services.
	2.1 Work collaboratively with the Executive and Leadership Council to develop and implement the 5 Pillars of Transformation plans, introducing flexible, innovative and best practice service models. 2.2 Establish and develop links and relationships with major external stakeholders including EMRPCC members, RACFs and other palliative care providers. 2.3 Facilitate the regular review of current service effectiveness and develop new services in response to identified community needs and in accordance with value based health care principles, actively engaging consumers and in co-design. 2.4 Ensure that all decisions are aligned with the Purpose, Values, and the Code of Ethics of EPC.
KRA 3	Demonstrated experience in clinical governance and managing the provision of high quality, interdisciplinary client focused services within approved budgets using the principles of value based health care
	3.1 Chair operational meetings as appropriate and lead agenda items for the Clinical Council and Board Committees as required.



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	<p>3.2 Support Nursing, Allied Health and Medical staff to deliver interdisciplinary holistic palliative care to clients and carers within a framework of value based health care and industry standards.</p> <p>3.3 Use available data to analyse and report on service performance and benchmarks.</p> <p>3.4 Facilitate effective internal and external relationships.</p>
KRA 4	Demonstrated ability to lead and manage staff in a team setting working effectively across diverse disciplines
	<p>4.1 In line with EPC’s values, promote a positive, transparent, and trusting culture that embeds and promotes a client centric interdisciplinary service model.</p> <p>4.2 Ensure the effective and efficient use of resources and accountability in the use of public funding, collaborating in budget development and performance reporting.</p> <p>4.3 Exhibit high level of skills in reporting, communication, problem solving, and decision making.</p> <p>4.4 Liaise with Manager-People and Learning to ensure sound human resource and industrial relations practices.</p> <p>4.5 Ability to coach and support staff in management competencies to lead through operational and change initiatives and actively identify and mentor future leaders.</p>
KRA 5	Utilise culturally appropriate communication and strategies
	<p>5.1 Demonstrates a positive regard for all cultures.</p> <p>5.2 Responds to others in a non-judgmental and non-evaluating manner.</p> <p>5.3 Demonstrates the ability to adapt clinical interventions to meet specific cultural needs as appropriate.</p>

Date Reviewed:

January 2026