



**Swan Hill
District Health**
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Director of Clinical Services Access & Flow

1.0 FTE (0.6EFT Director of Clinical Services Access & Flow, 0.4EFT Nursing Supervisor)

Now is the perfect time to join Swan Hill District Health's clinical leadership team. We are currently seeking an experienced Registered Nurse who is efficient in coordinating a multi-disciplinary organisation. As a Director of Clinical Services Access & Flow you will have a wide range of clinical experience including acute care, emergency care, theatre, residential aged care and sub-acute care & will be in charge of the daily running, access & flow of the health facility. Midwifery qualifications will be highly regarded. You must be a resourceful and self-directed person, quick and reliable decision maker and be able to fulfil a wide range of clinical duties.

This key leadership role is responsible for the efficient and effective operational management of SHDH. It will see you leading a passionate team of nurses and collaboratively work and consult with on-shift doctors to ensure that best practice and patient care outcomes are achieved. The role supports and encompasses planning, implementing and evaluating care practices, policy compliance, processes and services. This role reports directly to the Executive Director of Clinical Care & System Improvement.

Key Selection Criteria:

- Registered Nurse (Division 1) with current registration with the Nurses Board of Victoria.
- Postgraduate qualifications in health management, leadership, or clinical specialty
- Demonstrated senior leadership experience in acute healthcare services
- Proven experience in improving access, patient flow, and operational performance
- Strong understanding of clinical governance and safety frameworks
- Highly developed communication, negotiation, and stakeholder engagement skills
- Demonstrated financial and workforce management capability
- Current Victorian Driver's License
- National Police Record check and Working with Children
- Competence in basic and advanced life support techniques, including airway management, ventilation support and circulatory support.
- Evidence of team leadership and understanding of organisational psychology

Desirable

- Experience in rural or regional health services
- Experience implementing innovative models of care (e.g., Hospital in the Home)

About Swan Hill

About Swan Hill District Health: Work/life balance is of the utmost importance to us here at Swan Hill District Health. We provide a dynamic workplace with generous Employee Benefits and re-location assistance to successful applicants. Attractive benefits offered by the organisation include:

- Well supported team environment and Professional development and education programs
- Salary packaging benefit and employee wellness program
- Relocation assistance available

For More Information?

For a position description and information on how to apply please visit: <https://www.shdh.org.au/employment/>
Applications will only be accepted if they contain a CV, Application for Employment form and Cover Letter addressing the Key Selection Criteria. Applications can be forwarded to: employment@shdh.org.au

Enquiries should be directed to Mr. Jonathan Sparrow, Acting Executive Director of Clinical Care.
9250

Ph: (03) 5033

Email: jsparrow@shdh.org.au

Aboriginal and Torres Strait Islander people are encouraged to apply.

Position:	Director of Clinical Services, Access and Flow
Classification:	Clinical Director (8C Campus) ZE7 Grade NM 59
Hours:	0.6 EFT - Director of Clinical Services, Access and Flow 0.4 EFT - Nursing Supervisor
Department:	Clinical Services
Reports to:	Executive Director of Clinical Services and System Improvement
Direct Reports:	Nurse Unit Managers (Acute Ward, Perioperative, Emergency Department, Medical Day Treatment Unit, Renal Dialysis) Acute Administration (Ward Clerks) Other delegated clinical/service leaders
Position Purpose:	The Director of Clinical Services – Access and Flow provides strategic and operational leadership to optimise patient access, throughput, and safe, high-quality care across acute and ambulatory services. The role is accountable for: • Delivering efficient, patient-centered models of care • Driving system-wide access and flow performance • Leading workforce capability and engagement • Embedding continuous improvement, safety, and innovation This position plays a key role in achieving organisational objectives related to timely access, length of stay, patient experience, and clinical outcomes, while fostering a culture where staff are supported to thrive and deliver care at their full scope of practice. Staff Safety and wellbeing is at the core of this position and focusses on staff finding joy in work, and being supported to thrive, develop and work to their full scope of practice.
Key Accountabilities:	1. Strategic Leadership & System Performance • Lead and implement strategies that improve patient flow, access, and service capacity across acute services • Contribute to organisational strategic planning, service development, and infrastructure planning • Translate organisational priorities into measurable operational outcomes • Identify and pursue funding opportunities to enhance service delivery • Implements and monitors work practices and management strategies which increase efficiency and effectiveness within nursing services. • Completes performance appraisals for particularly nursing staff relevant to the position.

2. Access, Flow & Operations

- Oversee day-to-day operational performance across acute clinical services
- Ensure effective patient flow from admission to discharge (including care at home models)
- Monitor and actively manage demand, capacity, and patient acuity
- Lead whole-of-hospital escalation and flow responses
- Drive improvements in:
 - Length of stay
 - Emergency access targets
 - Elective surgery flow
 - Bed utilisation

3. Clinical Governance & Quality

- Ensure delivery of safe, evidence-based, person-centered care across all services
- Lead clinical governance systems including incident review, risk management, and audit
- Embed continuous quality improvement and accreditation readiness
- Ensure compliance with professional, regulatory, and organisational standards
- Analyse trends in clinical incidents and lead system improvements
- Ensures all nursing documentation meets required standards.

4. Workforce Leadership & Culture

- Lead and develop Nurse Unit Managers and clinical leaders
- Champion a positive workplace culture focused on wellbeing, engagement, and accountability
- Ensure safe workforce planning, rostering, and resource allocation
- Oversee performance management, workforce development, and capability building
- Support staff to practice at full scope and foster innovation
- Develops and implements strategies to deal with issues relating to acute clinical nursing services.
- Provides a nursing coordinating function in consultation with Clinical Nurse Managers to monitor workloads and patient acuity and flow and arranges required nursing resources.

5. Patient Experience & Person-Centered Care

- Ensure care delivery is responsive to patient, family, and community needs
- Promote consumer engagement in care planning and service design
- Embed person-centered care principles across all services

6. Financial & Resource Management

- Support management of clinical service budgets and resource utilisation effectively
- Drive efficiency while maintaining high standards of care
- Contribute to business planning and financial sustainability
- Participates in negotiations and discussions to identify human, physical and financial requirements relating to nursing resources particularly nursing rosters.
- Participates in dispute resolution and conflict management processes.

	7. Information & Reporting • Provide timely and accurate reports on operational and clinical performance • Use data to inform decision-making and continuous improvement • Support digital and data-driven innovations in care delivery • Coordinates and directs projects and provides timely reports and recommendations to Executive Director of Clinical Services and System Improvement 8. Safety, Risk & Compliance • Ensure compliance with: - Occupational Health & Safety requirements - Infection prevention and control standards - Emergency and risk management protocols • Promote a culture of safety for patients, staff, and visitors • Develops in consultation with Occupational Health & Safety Officer appropriate return to work programs for nurses on WorkCover and monitors progress of same. • Demonstrates knowledge of the appropriate actions to be taken concerning potential threats, incidents, accidents or occurrences in the organisation to ensure the safety of staff, patients, residents and visitors. • Participates in product evaluation and review of existing products and equipment used by nursing services.
Key Selection Criteria	• Essential • Registered Nurse (Division 1) with current registration with the Nurses Board of Victoria. • Postgraduate qualifications in health management, leadership, or clinical specialty • Demonstrated senior leadership experience in acute healthcare services • Proven experience in improving access, patient flow, and operational performance • Strong understanding of clinical governance and safety frameworks • Highly developed communication, negotiation, and stakeholder engagement skills • Demonstrated financial and workforce management capability • Current Victorian Driver's License • National Police Record check and Working with Children • Competence in basic and advanced life support techniques, including airway management, ventilation support and circulatory support. • Evidence of team leadership and understanding of organisational psychology • Desirable • Experience in rural or regional health services • Experience implementing innovative models of care (e.g., Hospital in the Home)
Salary/Award:	Nurses and Midwives (Victorian Public Health Sector) Single Interest Employer Agreement.
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.

Infection Control:	- Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. - The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
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 Centered 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. - We 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 centered.
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.
Vaccination:	Covid Vaccination, flu vaccination and proof of vaccination and boosters is mandatory in Victorian Public Health Services. A full vaccination history must be provided or serology obtained through your GP as proof of immunity for all vaccine preventable illnesses prior to commencing employment.
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 with 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.

	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. • Take reasonable care of the health and safety of others.
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.
Previous Revision dates:	Jan 2022, Apr 22, July 2023
Current:	December 2025, July 2026
Managers Name:	C Keogh (Executive Director of Clinical Services and System Improvement)/ J Sparrow Acting Executive Director of Clinical Services and System Improvement)
Managers Signature:	
Employees Name:	
Employees Signature:	

