



**Swan Hill
District Health**

Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Director of Corporate Operations

A Full-time position is available for Director of Corporate Operations to join our enthusiastic team of Health Professionals in the Corporate Services Department at Swan Hill District Health.

Director of Corporate Operations

This is an outstanding opportunity to join our leadership team and make a meaningful impact within a rural health service and the community it serves. Reporting to the Executive Director Corporate Programs, you will provide strategic and operational leadership across a diverse portfolio including asset management, engineering and maintenance, procurement, security, food and environmental services, project management, contracts, emergency management and business continuity.

As a key organisational leader, you will drive operational excellence, infrastructure planning, financial sustainability, service improvement and organisational resilience while working closely with clinical and corporate leaders. Rural health offers a unique leadership experience, providing broad responsibilities, greater visibility of impact and the opportunity to influence outcomes across the entire organisation and community.

This career-defining role offers exceptional executive exposure and is an ideal pathway for future Executive Officer positions. Few roles provide such breadth of experience, strategic influence and opportunity to shape the future of healthcare delivery.

You Bring

- Completion of a relevant tertiary qualification in Business, Management, procurement and contracting, Health Administration, Commerce, Engineering or an equivalent that is relevant to the field of practice.
- Demonstrated senior leadership within a healthcare or similarly complex environment.
- Experience leading complex operational services and infrastructure-related functions
- Exceptional stakeholder engagement and communication skills.

Mandatory requirements (remove or add as per position description)

- Current National Police Check, or will to obtain.
- Working with Children's Check, or will to obtain.
- NDIS worker screening check, or will to obtain.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers).

About Swan Hill: Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

About Swan Hill District Health: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community. SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

- ®A dynamic workplace
- ®Discounted Corporate gym memberships
- ®Salary Sacrifice/Packaging
- ®Professional Development opportunities
- ®Employee Assistance Program

Attract Connect Stay; our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

To apply for this position please email your Cover letter responding to the Key Selection Criteria and up-to-date CV, to employment@shdh.org.au.

You will find the position description on our website – [Vacant positions](#)

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting employment@shdh.org.au

Applications close: Friday, 2nd of October 2026

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.



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:	Director of Corporate Operations
Classification:	Managers & Administrative Worker - Grade 8 HS8
EBA/Award:	Health and Allied Services, Managers and Administrative Workers EBA 2025 - 2027
Department:	Corporate Programs
Location:	Swan Hill District Health Main Campus – 48 Splatt Street, SWAN HILL VIC 3585
Reports to:	Executive Director of Corporate Programs
Direct Reports:	Senior Manager of Corporate Programs Food Services Manager Support Services Manager Security Manager
Immunisation Risk Category:	Category C: Position within a non-clinical setting.
Position Summary:	The Director Corporate Operations provides strategic and operational oversight and leadership across a diverse portfolio of non-clinical services that support the delivery of safe, efficient and high-quality healthcare services at Swan Hill District Health. Reporting to the Executive Director Corporate Programs, the role is responsible for the effective management, performance and continuous improvement of procurement and infrastructure, food and domestic services, support services and security functions. The Director of Corporate Operations oversees and leads daily business functions, manages budgets, improves overall workflow efficiency and ensures alignment with organisational objectives, legislative requirements, accreditation standards and contemporary best practice. The role works collaboratively with clinical and corporate leaders to deliver sustainable operational outcomes, enhance service quality, manage risk and optimise organisational resources. The position also provides organisational leadership for business continuity, emergency management and organisational resilience, ensuring appropriate frameworks, preparedness activities, response capabilities and recovery arrangements are established, maintained and regularly tested to support the continuity of critical services. As a key leader within the organisation, the Director Corporate Operations fosters a culture of accountability, innovation, customer service and continuous improvement, while ensuring the portfolio's services

	contribute positively to patient, resident, staff and visitor experiences across all Swan Hill District Health facilities.
Responsibilities:	1. Strategic Leadership • Support the implementation of Swan Hill District Health's strategic vision. • Ensure operational plans support the delivery of safe, accessible and sustainable healthcare services. • Provide strategic leadership across operational support services to ensure they meet current and future service delivery requirements. • Lead the development and implementation of organisational business continuity, emergency management and resilience strategies to ensure preparedness for operational disruptions, emergencies and critical incidents. • Lead service improvement, innovation and change initiatives that enhance organisational performance and the patient, resident and consumer experience. • Identify and respond to emerging risks, opportunities and challenges affecting operational services within a regional healthcare environment. • Actively contribute to the Corporate Programs leadership team and broader organisational decision-making processes. 2. Operational Leadership • Lead the effective delivery of Procurement, Infrastructure, Facilities Management, Food and Domestic Services, Support Services and Security functions across the health service. • Implementing and evaluating standard processes. • Ensure support services operate safely, efficiently and in alignment with organisational priorities, regulatory requirements and community expectations. • Ensure operational services support the organisation's emergency preparedness, incident response and business continuity objectives. • Establish, monitor and report on key performance indicators, service outcomes and improvement initiatives. • Promote a culture of continuous improvement, accountability, customer service and operational excellence. 3. Infrastructure, Asset Management and Capital Projects • Provide oversight of infrastructure, facilities and asset management programs to ensure organisational assets remain safe, compliant and fit for purpose. • Support the planning, delivery and evaluation of capital works, redevelopment and maintenance programs. • Ensure infrastructure and facilities support the delivery of high-quality healthcare services and contribute to positive patient, resident and staff experiences.

	- Promote environmental sustainability and responsible asset stewardship across the organisation. 4. Governance, Risk and Compliance - Ensure compliance with relevant legislation, regulations, policy requirements and accreditation standards. - Support organisational compliance with the National Safety and Quality Health Service (NSQHS) Standards, Aged Care Quality Standards and other applicable frameworks. - Lead risk management activities across the portfolio, ensuring risks are identified, monitored and mitigated. - Ensure effective contract management and contractor governance practices. - Lead the development, implementation and ongoing review of the organisation's Business Continuity Management Framework and Emergency Management Framework. - Ensure business continuity and emergency management plans are established, maintained, exercised and regularly reviewed across the organisation. - In collaboration with OHS, coordinate organisational preparedness activities, including emergency exercises, training, simulation activities and after-action reviews. - Provide leadership and oversight during emergency, disaster and critical incident responses, supporting organisational resilience and service continuity. - Ensure compliance with relevant Victorian health service emergency management, business continuity and risk management requirements. 5. Financial Management - Support the development and management of operational and capital budgets across the portfolio. - Ensure responsible stewardship of public resources and achievement of financial targets. - Drive value-for-money procurement and contract outcomes. - Identify opportunities to improve efficiency, optimise resources and support organisational sustainability. 6. Workforce Leadership - Lead and develop a high-performing, engaged and accountable workforce. - Foster a positive workplace culture aligned with organisational values and behavioural expectations. - Support workforce planning, succession planning and capability development across the portfolio. - Provide coaching, mentoring and support to direct reports and emerging leaders.
--	--

	- Effectively manage performance, employee relations and workforce-related matters. 7. Stakeholder Engagement and Partnerships - Develop strong collaborative relationships with clinical and non-clinical leaders to support integrated service delivery. - Build effective relationships with emergency service agencies, government departments, health service partners and regional emergency management stakeholders to strengthen organisational preparedness and response capability - Work closely with external contractors, suppliers, government agencies and community partners. - Represent the organisation on relevant committees, networks and working groups. - Promote a culture that places patients, residents, consumers and the community at the centre of service delivery.
Key Selection Criteria	- Relevant tertiary qualification in Business, Management, Procurement and Contracting, Health Administration, Commerce, Engineering or a related discipline, with a commitment to ongoing professional development. - Demonstrated senior leadership experience within a healthcare or similarly complex environment, leading diverse operational and support service functions. - Proven ability to develop and implement strategic plans, service improvement initiatives and organisational change programs that support long-term organisational objectives. - Extensive experience in governance, risk management and regulatory compliance, including accreditation requirements, policy frameworks and organisational accountability. - Strong financial, commercial and business acumen, including budget management, procurement, contract management and resource optimisation. - Highly developed people leadership skills, with demonstrated success in building high-performing teams, fostering workforce engagement and managing employee performance and development. - Exceptional stakeholder engagement and communication skills, with the ability to influence, negotiate and build collaborative relationships across clinical, operational and executive teams. - Demonstrated ability to lead complex operational services and infrastructure-related functions, delivering safe, efficient and customer-focused outcomes in a dynamic environment Mandatory Requirements - Current National Police Record Check - Current “Working with Children Permit” - 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			
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.				
Approval						
Managers Name:						
Managers Signature:						
Employees Name:						
Employees Signature:						



The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Applicants Curriculum Vitae

Position Applying for

General Information

Name

Address

Contact

Home phone

Mobile

Email

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident: ☐ Yes ☐ No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type Expiry date/...../.....

Place/Country of issue: Issue Number:

Do you require sponsorship? ☐ Yes ☐ No

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (with a review at 3 months.)
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: employment@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585