



Director Operational Triage Services

POSITION DETAILS	
Employment Type	Ambulance Victoria (Management and Administrative Staff) Enterprise Agreement 2021
Division / Department	Specialist Operations and Coordination / Triage Services
Reports To	Executive Director Specialist Operations and Coordination
Direct Reports	Yes
Classification	Schedule A
AV Grade	AV 7
Functional Stream	Professional / Technical
AV Capability Framework	Strategic Direction
ROLE PURPOSE	
Responsible for the strategic management, leadership and development of AV’s state-wide Operational Triage Services ensuring patient centred alignment to deliver services in line with AV’s Best Care framework and Specialist Operations and Coordination business rules, audit, clinical and performance standards.	

AV Purpose

Our purpose is to bring world leading, patient-focused, out of hospital, mobile and emergency healthcare to the Victorian community.

Patient Care Commitment

We save and improve lives by providing outstanding care for our patients. Our Patient Care Commitment is our promise to every patient and sits at the heart of everything we do: We strive to provide care that is Caring, Safe, Effective and Connected for every patient, every time.

AV Values

- **Care:** We care in ways that nurture trust and collaboration.
- **Accountable:** We are accountable in our roles and to each other.
- **Respect:** We are respectful and consciously inclusive.
- **Excellence:** We strive to be our best for our people, patients and communities.

Key accountabilities

ELEMENT	ACCOUNTABILITIES
OPERATIONAL PERFORMANCE	<ul style="list-style-type: none"> • Establish a high performing patient centred culture within Triage Services to deliver Best Care and ensure the effective and efficient use of ambulance resources



	<ul style="list-style-type: none"> • Oversee the development and implementation of systems responding to present and future service delivery in the community through effective operational planning • Monitor, report on and review the performance of Triage Services, creating and implementing strategies to improve performance and achievement of KPIs and embedding a continuous improvement focus across the department • Ensure day of operations leadership and resourcing is optimal to meet demand • Identify risks and develop and implement strategic plans to mitigate • Work closely and collaboratively with the Director Communications Centres to optimally deliver AVs Specialist Operations and Coordination function and ensure optimal performance • Ensure applications and systems to support effective phone and video triage services are in place • Provide a point of escalation and decision making as part of the emergency response plan and ensure Triage Services are integrated effectively into emergency response planning to ensure effectively able to meet surge demand • Develop and maintain a Triage Services improvement plan • Provide strategic advice to the Executive Director Specialist Operations and Coordination on issues relating to Triage Services, including performance and specific initiatives • Develop and implement strategies to enhance and manage the effective integration of alternate service provision in line with AVs future triage requirements
<p>QUALITY AND PATIENT EXPERIENCE</p>	<ul style="list-style-type: none"> • Develop and lead processes to ensure excellence in patient care standards by AV triage services in line with Best Care principles • Investigate, monitor and review the performance of Triage Services, creating and implementing strategies to improve performance and the achievement of KPIs • Promote and ensure understanding of Triage Services as part of effective service in line with patient needs • Ensure patient care, safety and experience risks are identified and appropriately mitigated
<p>COMMUNITY/STAKEHOLDER ENGAGEMENT</p>	<ul style="list-style-type: none"> • Lead effective strategic partnerships with external and internal stakeholders • Ensure effective operational liaison is established and maintained with health services, Primary Health Networks, public responder agencies, government departments, contractors and other AV Divisions to support Best Care • Work closely with the Executive Director Specialist Operations and Coordination as part of the leadership team to support the delivery of Ambulance Victoria’s triage function and broader Specialist Operations and Coordination mandate • Build strong engagement and relationships with relevant external agencies, organisations and associations, ensuring AV is represented and in a position to effectively deliver legislative and community obligations and respond to new and emerging issues and opportunities • Represent AV in a range of forums and events to ensure a collaborative approach to ambulance related matters



HEALTH SAFETY AND WELLBEING	<ul style="list-style-type: none"> • Drives a strategic safety direction to generate a safety culture • Play a leadership role in creating a safe and respectful workplace culture by proactively championing practices that promote workforce and patient safety, health and wellbeing and model ethical and positive workplace behaviour consistent with AV values
PEOPLE LEADERSHIP	<ul style="list-style-type: none"> • Provide strong and effective leadership to Triage Services by fostering a high performance, collaborative culture focused on continuous improvement and commitment to best care • Support, lead, develop and mentor the team, creating a climate of service excellence and ensuring that objectives are communicated and implemented effectively and appropriately, building consistent state-wide delivery and standards • Develop and implement a positive culture by supporting direct reports and wider team, to create safe, fair, inclusive workplaces where people feel empowered to speak up and seek help about concerns. • Build organisational talent through regular monitoring and assessment of team performance, providing constructive feedback and recognition to support the team's professional development and to promote opportunities for succession arrangements. • Use change models to help facilitate the implementation and acceptance of change within the workplace • Develop and maintain exceptional relationships with other AV divisions, working collaboratively using influence and negotiation to achieve outcomes that optimise AV state-wide service delivery

Key selection criteria

QUALIFICATION

- Completion of a postgraduate degree or industry specialised certification with extensive relevant experience, or an equivalent combination of training and extensive relevant experience

ROLE SPECIFIC REQUIREMENTS

- Extensive experience in the development, implementation and evaluation of process improvement
- Industry experience working in senior roles in a complex organisation with diverse business requirements, preferably in the Health or Emergency Services field
- Demonstrated strategic thinking and future planning skills across business and risk management, including contract management, financial and human resource management.
- Experience developing strategic networks and working relationships with key internal and external stakeholders and within external/community organisations
- Demonstrated experience in leading and coaching teams to achieve successful outcomes
- Strong verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively, to enable the effective interaction with staff at all levels within the organisation, stakeholders and members of the public and the preparation of accurate and well-presented documents and reports
- High level understanding of Secondary Triage practices and the whole of health system approach to the development and supplementation of health pathways
- Required to possess a current Victorian Driver License
- Required to be available outside of ordinary working hours to provide advice, support or authoritative direction to other employees or managers involved in dealing with emergency or time critical incidents or issues (CAA2)



Important information

- AV is an Equal Employment Opportunity (EEO) employer. All employees must understand, support and adhere to the principles covered in the Professional Conduct policy (POL/PAC/002) and the Recruitment and Selection policy (POL/PAC/028).
- AV provides a professional working environment that recognises the importance of flexible work arrangements and work/life balance.
- Applicants must be an Australian Citizen, Permanent Resident, or hold a valid work permit or visa.
- The preferred candidate will be required to undergo security checks such as police record and if applicable, Working with Children Check (WWCC).
- The successful candidate will be employed pursuant to Ambulance Victoria policies and procedures along with the relevant Industrial Agreement.
- AV is a state-wide organisation and provides a state-wide service to the community. The successful candidate will be willing to travel throughout Metropolitan Melbourne and Regional Victoria as required.
- The position description is indicative of the initial expectation of the role and subject to changes to organisational goals and priorities, activities or focus of the job.
- Recipients of Victorian Public Sector (VPS) departure packages should note that re-employment restrictions apply.
- By applying for this position within Ambulance Victoria (AV), you agree to undertake an assessment of any Secondary Employment or outside interests, in line with AV's Secondary Employment procedure (PRO/PAC/078). This is required to ensure there is no perceived or actual conflict of interest for AV should you be successful and commence in the new role.

Privacy notification

Ambulance Victoria requires declarations and personal information relevant to your employment. The collection and handling of the information will be consistent with the requirements of the Privacy and Data Protection Act 2014.

AUTHORISATION	
	
Executive Director Specialist Operations and Coordination Date: 20 June 2024	Organisation Design Team Date: 20/06/2024

