

Position Description

Position Title	Senior Director, Clinical Support Services
Position Number	30013072
Division	Community and Continuing Care
Department	Clinical Support Services
Enterprise Agreement	Medical Scientists, Pharmacists And Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Grade 7
Classification Code	Dependent on qualifications and professional registration
Reports to	Chief Allied Health Officer / Executive Director Community and Continuing Care
Management Level	Tier 2 - Director Operations Managers
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Senior Director Clinical Support Services is responsible for the strategic, operational and commercial leadership of key diagnostic and medicines services across Bendigo Health, including Radiology, Pathology and Pharmacy.

- Aligned to the Allied Health / Community and Continuing Care portfolio, the role ensures these services:
- Support timely diagnosis, treatment and patient flow across the continuum of care
- Deliver safe, high-quality and reliable services
- Achieve financial sustainability and performance expectations
- Contribute to regional service delivery across the Loddon Mallee Local Health Service Network (LMLHSN)

This role is critical to ensuring clinical support services operate as enablers of whole-of-hospital performance, while also identifying commercial and partnership opportunities that strengthen Bendigo Health's financial position and regional leadership.

Responsibilities and Accountabilities

Key Responsibilities

Strategic Leadership

- Develop and implement a Clinical Support Services Strategy aligned to:
 - Bendigo Health Strategic Plan
 - LMLHSN objectives and service planning
- Lead service integration across hospital and community settings
- Identify and progress opportunities for new business, service expansion, redesign and innovation
- Contribute to broader organisational priorities including access, flow, and care closer to home

Operational Performance and Service Delivery

- Provide oversight of:
 - Radiology – modality utilisation efficiency and technology and innovation
 - Pathology – reliability, clinical confidence and recovery of performance
 - Pharmacy – medicine safety, reliability, supply continuity and optimisation
- Ensure delivery against key performance indicators:
 - Turnaround times (TAT)
 - Access and wait times
 - Activity and throughput
 - Quality and safety measures

- Strengthen service responsiveness to:
 - Emergency Department demand
 - Inpatient flow and discharge
 - Surgical and outpatient services
 - Community and regional care pathways

Commercial and Business Development

- Identify and deliver commercial opportunities, including:
 - Expansion of private and compensable revenue streams
 - Regional service provision across LMLHSN
 - Partnership models with public and private providers
 - Extended hours and alternative service delivery models
- Drive revenue optimisation and cost efficiency, including:
 - Billing accuracy and revenue capture
 - Reduction of leakage and inefficiencies
 - Contract and supplier optimisation
- Develop and present robust business cases to support investment and growth

Financial Accountability

- Hold accountability for budget performance across Radiology, Pathology and Pharmacy
- Deliver on efficiency and savings targets
- Monitor key cost drivers (workforce, consumables, reagents, pharmaceuticals, contracts)
- Align service performance to activity, funding and NWAU frameworks

Quality, Safety and Risk

- Ensure compliance with:
 - National Safety and Quality Health Service (NSQHS) Standards
 - Medication Safety Standards
 - Diagnostic imaging and pathology accreditation requirements
- Maintain strong governance and clinical oversight frameworks
- Proactively manage risks including:
 - Service delays and reliability (e.g., pathology turnaround times)
 - Equipment and infrastructure risks
 - Patient safety and medication risks

Workforce and Capability

- Lead multidisciplinary teams across clinical support services
- Support workforce redesign and top-of-scope practice, including advanced roles
- Build leadership capability across service managers
- Support recruitment, retention and workforce sustainability in a regional context

Performance, Data and Improvement

- Establish and maintain performance dashboards and reporting
- Use data and benchmarking to drive improvement
- Lead priority improvement initiatives, including:
 - Reduction in turnaround times
 - Improved service reliability and consistency
 - Enhanced clinician and patient experience

Stakeholder and System Engagement

- Work closely with:
 - Chief Allied Health Officer / Executive Director Community and Continuing Care
 - Clinical Directors and Senior Medical staff
 - Executive Leadership Team
- Engage with:
 - LMLHSN partners to support regional service delivery
 - External providers (e.g., pathology and imaging partners)
 - Victorian Department of Health on performance and reform priorities

Key Selection Criteria

Essential

1. Tertiary qualifications in a relevant discipline and ability to meet relevant credentialing requirements
2. Significant senior leadership experience in healthcare operations or clinical support services
3. Demonstrated experience managing complex clinical support services such as radiology, pathology or pharmacy
4. Strong commercial and financial acumen
5. Proven ability to deliver performance improvement and meet KPIs
6. Experience managing risk, quality and safety frameworks
7. Highly developed stakeholder engagement and influencing skills

Desirable

8. Experience within the Victorian public health system
9. Understanding of regional health service delivery and LMLHSN environment
10. Postgraduate qualifications in health management, business or related field

Key Relationships

Internal

- Chief Allied Health Officer / Executive Director Community and Continuing Care
- Executive Leadership Team
- Clinical Directors (ED, Medicine, Surgery, Cancer Services)
- Finance, Workforce and Digital teams

External

- LMLHSN health services
- External service providers and partners
- Regulatory and accreditation bodies

Success Measures

- Improved turnaround times in Radiology and Pathology
- Improved patient flow and reduced delays in care
- Achievement of budget, savings and revenue targets
- Growth in commercial and regional service activity
- Improved clinician confidence in diagnostic and pharmacy services
- Reduced operational risk and improved service reliability

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.