

Position Description

Position Title	Clinical Unit Head – Palliative Care
Position Number	
Division	Clinical Operations
Department/s	Palliative Care Consortium
Enterprise Agreement	Medical Specialists (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement 2022-2026
Classification Description	Staff Specialist
Classification Code	HN16 – HN59 (Years 1 - 9)
Reports to	Clinical Director Rehab and Palliative Care
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 778-bed service that treats more than 85,000 inpatient episodes, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition, more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Specialist Palliative Care Service

Bendigo Health has an integrated model of care for Palliative Care. The Specialist Palliative Care Service aims to provide seamless transitions between each individual service as well as generalist and specialist providers throughout the Loddon Mallee region.

The Clinical Unit Head – Specialist Palliative Care will lead a dynamic, multi-faceted unit delivering integrated and regionally significant palliative care services in Bendigo and across the Loddon Mallee. This senior medical leadership position is pivotal in shaping the future of specialist palliative care at Bendigo Health, ensuring high-quality, patient-centred, and coordinated care from hospital to home. The Specialist Palliative Care Service consists of the following multidisciplinary Programs and Services

- **Specialist Palliative Care & Evaluation Unit** provides inpatient care for patients requiring complex symptom management or end-of-life care.
- **Community Specialist Palliative Care** liaises and works in conjunction with other community-based services to care for patients with life limiting illness, their families and caregivers within their own homes or age care facilities.
- **Palliative Care Consultative Liaison Service** provides a consultative liaison service across the acute and subacute campuses at Bendigo Health.
- **Ambulatory Palliative Care** provides specialist palliative care advice and support in the outpatient clinic setting.
- **Loddon Mallee Regional Specialist Palliative Care Consultancy Service** provides specialist consultancy services across the Loddon Mallee.
- **Day Program** is a socially focused, creating a safe and supportive place for palliative care clients to come and enjoy a range of activities, education and relaxation.

The Position

This role combines clinical leadership, strategic oversight, and service development to unify the various components of the palliative care program and ensure seamless integration with generalist services, regional partners, and other clinical specialties.

The Clinical Unit Head will be the key liaison between the medical workforce, hospital Executive, and external stakeholders, advocating for continuous improvement and innovation in the delivery of palliative care. They will also undertake clinical responsibility over a subsection of service delivery.

This position is central to elevating the profile and impact of palliative care within the Loddon Mallee region, shaping a future-ready service that meets the complex needs of patients and families through integrated, compassionate, and evidence-informed care.

With Bendigo Health aiming to evolve into a regional tertiary hospital, this is a crucial time to reimagine and elevate the role of specialist palliative care within the health service. The Clinical Unit Head will lead this transformation, ensuring the service is well-positioned to meet future demand, attract trainees and specialists, and contribute meaningfully to research, teaching, and system-wide improvement.

Responsibilities and Accountabilities

Clinical and Craft Group Leadership

Promote and embed evidence-based practices across all facets of the specialist palliative care service.

Lead the craft group's participation in quality and safety initiatives aligned with Bendigo Health's Clinical Governance Framework.

Convene and chair regular, minuted medical meetings and Morbidity and Mortality (M&M) reviews to support reflective learning and service development.

Provide high-level medical advice and mentorship to registrars, trainees, and peer consultants within the palliative care team.

Health System and Policy Alignment

Lead the service in achieving and maintaining compliance with Department of Health and Palliative Care Australia policies, national standards, and reporting requirements.

Monitor and support the achievement of key performance indicators (KPIs) for specialist palliative care.

Contribute to strategic service planning to align with Bendigo Health's goal of becoming a regional tertiary centre.

Service Integration and Resource Utilisation

Drive engagement and accountability within the team to ensure effective and efficient utilisation of organisational resources, facilities, and workforce.

Support seamless integration with inpatient, outpatient, community, and regional components of the palliative care service.

Collaborate with hospital teams to ensure palliative care is embedded in chronic disease management, oncology, geriatrics, pain services, community care, rehabilitation, paediatric and surgical services to improve quality of life, facilitate future care and end-of life planning of patients with life limiting illnesses.

Lead initiatives to improve referral triage, expand ambulatory care clinics, and address service gaps in early integration palliative care, chronic disease management, frailty, and end-of-life care. Develop innovative and sustainable models of care to service the region.

Governance and Medical Leadership

Participate actively in organisational and clinical governance committees as appropriate.

Develop policies and procedures to ensure safe practices across the service and all settings.

Ensure compliance with national palliative care benchmark requirements, National Quality Standards and accreditation requirements.

Develop a culture of audit and quality improvement across the services.

Contribute to broader medical leadership at Bendigo Health in partnership with the Chief Medical Officer, Clinical Director, and other members of the team.

Provide advice and oversight to ensure alignment of the Specialist Palliative Care Unit with hospital-wide safety, quality, and risk management objectives.

Research and Innovation

Support and foster the development, implementation, and evaluation of research programs in palliative care.

Promote a culture of inquiry, innovation, and knowledge translation that supports the growth of Bendigo Health as a regional leader in specialist palliative care.

Advocacy, Culture, and Person-Centred Care

Represent the palliative care service in executive and stakeholder forums, advocating for service development, funding, and system-wide collaboration.

Foster a respectful, inclusive, and compassionate culture that prioritises dignity, advanced care planning, family engagement, and holistic support for patients and carers.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a

responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

- Full unconditional registration with AHPRA as a Medical Practitioner / Specialist in Specialist Palliative Care
- Fellow of the Royal Australasian College of Physicians or equivalent.
- Clinical experience working in Specialist Palliative Care
- Demonstrated ability to innovate, influence and enthuse based on best evidence-based practice.
- Demonstrated leadership of and participation in quality improvement activities (including audits).
- Strong leadership and well-developed communication skills.
- Demonstrated ability to teach, mentor and inspire doctors in training.
- Demonstrated ability to communicate with patients; their carers with respect and empathy.
- Demonstrated ability to work with other staff including management, senior and junior medical staff, nursing staff and students in a respectful, supportive and co-operative manner.

Personal Attributes

- A personal approach which is positive, enthusiastic, friendly and helpful
- Ability to introduce new concepts through innovation, influencing, negotiating and persuasion
- Flexibility to operate in an environment of change and continuous improvement

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Australian Health Practitioners Regulatory Agency The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

A current Driving License or equivalent

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.