

Position Title: Manager - Palliative Care

Campus: Ballarat and Horsham

Directorate: Hospitals

Department: General & Specialty Medicine & Continuing Care

Reporting to: Director of General & Specialty Medicine & Continuing Care (Operational)
Director of Nursing QE (Professional)

Direct Reports: Team Leader, Grampian Health Palliative Care Collaborative
Nurse Unit Manager, Gandarra
Admin Assistants - Palliative Care

Appointment Terms/Conditions:

Classification and Code: Registered Nurse – CNC - D

Enterprise Agreement: Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The GH Palliative Care Manager is a compassionate and experience leader overseeing the delivery of high-quality palliative care services across inpatient, outpatient community and consultancy settings. This role is responsible for the operational management, strategic development, and continuous improvement of palliative care services to ensure patient-centred, culturally safe, and evidence-based care.

The manager will work in partnership with the Palliative Care Head of Unit to provide united and consistent leadership in ensuring that patients, families and carers across the Grampians Region on a palliative care journey receive the right level of care when and where they need it. They are responsible for all aspects of service delivery, including financial management, staff supervision and support, implementation for improvements in service delivery, as well as displaying skills in innovation, adaptability and flexibility.

The Manager will demonstrate capability in:

- Achieving Results, Innovation and Driving Change to Deliver High Quality Clinical Care
- Business and Financial Acumen
- Critical Thinking & Decision Making
- Interpersonal Communication, Influence and Leadership
- Managing Performance

KEY ACCOUNTABILITIES

Service Delivery & Clinical Excellence

- Lead and coordinate inpatient, community, outpatient, and consultancy palliative care services to ensure seamless, integrated patient care.
- Maintain and strengthen relationships with regional partners in the delivery of palliative care services
- Ensure services align with best practice guidelines, accreditation standards, and regulatory requirements.
- Support multidisciplinary teams to provide holistic, person-centred palliative care that meets the needs of patients, families, and carers.
- Promote advance care planning and patient autonomy in decision-making.

Leadership & Staff Management

- Provide operational leadership to nursing and allied health teams.
- Foster a supportive, collaborative, and high-performing team culture.
- Lead workforce planning, including recruitment, training, and professional development.
- Oversee staff well-being initiatives and ensure a safe, supportive work environment.
- Active membership in Grampians Regional Palliative Care Consortium (GRPCC)

Operational & Financial Management

- Manage budgets, resources, and service contracts to ensure efficient service delivery.
- Implement quality improvement initiatives to enhance service outcomes.

- Develop and maintain strong partnerships with hospitals, community providers, and other stakeholders.
- Monitor performance metrics, reporting, and compliance requirements.

Stakeholder Engagement & Advocacy

- Collaborate with healthcare providers, government agencies, and community organizations to strengthen palliative care networks.
- Advocate for equitable access to palliative care services, particularly for Aboriginal and Torres Strait Islander communities and other priority populations.
- Engage in research and innovation to advance best practices in palliative care.

KEY SELECTION CRITERIA

- Be eligible for registration as a Registered Nurse with AHPRA and hold a current Practicing Certificate.
- Post-graduate qualification and minimum of five (5) years' of clinical experience in specialist palliative care or a related field
- Knowledge of palliative care models, end-of-life care principles and relevant legislation.
- Strong leadership experience in effectively managing health service staff to meet operational and service requirements
- Excellent time management, organisational, communication and people skills
- Capacity to be flexible and adaptable, with effective critical thinking skills
- Ability to work in an environment of change and development.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.

- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect 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 socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.