

# Hospice Manager Position Description



**Very Special Kids believes that all children and young people have the right to quality of life, no matter how long or short their life may be.**

<b>Position Title:</b>	Hospice Manager
<b>Enterprise Agreement:</b>	This position is governed by Very Special Kids and Nurses and Personal Care Workers Enterprise Agreement 2024 -2027.
<b>Location:</b>	Very Special Kids House – Malvern
<b>Department:</b>	Clinical Services – Hospice
<b>Reporting To:</b>	General Manager (GM) Clinical Services
<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>• Lead Registered Nurse (RN)</li> <li>• Personal Care Worker (PCW) Lead</li> <li>• Clinical Nurse Educator (dotted line / collaborative)</li> <li>• (Senior) Registered Nurses (indirect)</li> <li>• Admissions Nurse role (as applicable)</li> <li>• Commercial Cook (indirect)</li> </ul>
<b>Key Relationships:</b>	<p>The Hospice Manager works closely with:</p> <p>Clinical Relationships</p> <ul style="list-style-type: none"> <li>• GM Clinical Services – strategic oversight and governance</li> <li>• Chief Medical Officer – clinical governance and medical leadership</li> <li>• Family Support Manager – coordination across clinical and psychosocial services</li> <li>• Clinical Nurse Educators – workforce capability development</li> <li>• Lead RN and PCW Lead – frontline supervision and capacity building</li> <li>• Allied Health Coordinator – multidisciplinary coordination</li> <li>• Quality Officer – quality and safety oversight</li> </ul> <p>Non-Clinical Relationships</p> <ul style="list-style-type: none"> <li>• Fundraising and Marketing – alignment between hospice operations and donor engagement, and community awareness initiatives</li> <li>• People and Culture – workforce planning, recruitment,</li> </ul>

	<p>employee relations, and organisational development support</p> <p>External Relationships</p> <ul style="list-style-type: none"> <li>• Children and families — partnership in care planning, service experience, and continuity across the family journey</li> <li>• External Health Partners — Victorian Paediatric Palliative Care Program/ RCH/ MCH partnerships for coordination and collaboration to support continuity of care</li> </ul>
<p><b>Job Purpose:</b></p>	<p>The Hospice Manager is responsible for the operational leadership and day-to-day management of hospice services, ensuring the safe, sustainable and high-quality delivery of 24/7 paediatric palliative care.</p> <p>This position strengthens operational accountability aligned to the complexity of the hospice environment. The role focuses on workforce leadership, service coordination, and leadership presence, while working in close partnership with clinical governance and multidisciplinary functions.</p> <p>The Hospice Manager plays a critical role in supporting workforce capability, ensuring continuity of care, and fostering a positive, resilient and compassionate service environment for children, young people and families. Additionally, the Hospice Manager contributes to the external representation of Very Special Kids through engagement with partners, stakeholders and the broader service network.</p>
<p><b>Skills &amp; Experience:</b></p>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Current AHPRA registration (Registered Nurse)</li> <li>• Postgraduate qualifications in paediatric or palliative care (desirable)</li> </ul> <p><b>Additional Requirements</b></p> <ul style="list-style-type: none"> <li>• Working with Children Check</li> <li>• National Police Check</li> <li>• Compliance with vaccination requirements</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in a senior clinical or health service leadership role</li> <li>• Experience managing multidisciplinary teams in complex care environments (e.g. hospice, hospital, community health, disability or integrated care settings)</li> <li>• Experience leading workforce operations within a 24/7 service model (desirable)</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Strong operational leadership and workforce management capability</li> <li>• Ability to lead within a multidisciplinary clinical environment</li> <li>• Strong communication and relationship management skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to balance service delivery, workforce needs and family-centred care</li> <li>• Sound understanding of clinical governance interfaces and escalation pathways</li> <li>• Ability to lead change, support staff wellbeing, and foster a positive team culture</li> </ul>
<p><b>Key Result Areas (KRAs) and Core Responsibilities</b></p>	<p><b>1. Operational Leadership &amp; Service Delivery</b></p> <p><b>Outcome:</b> Ensure safe, effective and sustainable delivery of hospice services aligned to demand, acuity and organisational priorities.</p> <p><b>Core Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Provide day-to-day operational leadership of hospice services across a 24/7 care environment</li> <li>• Ensure rostering meets operational and acuity requirements</li> <li>• Ensure achievement of occupancy targets aligned with service capacity</li> <li>• Coordinate admissions, flow and service delivery in collaboration with intake and clinical teams</li> <li>• Monitor service demand and adjust operational responses to maintain continuity of care</li> </ul> <p><b>2. Workforce Leadership, Supervision &amp; Capability</b></p> <p><b>Outcome:</b> Strengthen frontline leadership and workforce capability through effective supervision, support and development.</p> <p><b>Core Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Provide clinical leadership, guidance and oversight to Lead RN and PCW Lead roles</li> <li>• Lead and coordinate performance development processes for nurses and care workers including goal setting, feedback and performance management.</li> <li>• Participate in end-to-end recruitment processes including workforce planning and selection of nursing and care staff</li> <li>• Ensure the delivery of consistent and effective workforce supervision across nursing and care staff</li> <li>• Provide oversight and guidance of the Clinical Nurse Educators to support workforce capability and development</li> <li>• Promote reflective practice and professional development</li> <li>• Foster a culture of wellbeing and psychological safety</li> </ul> <p><b>3. Clinical Operations Support (Working with Clinical Governance)</b></p>

	<p><b>Outcome:</b> Enable safe clinical service delivery through strong operational leadership and effective escalation pathways.</p> <p><b>Core Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Support clinical service delivery through effective operational leadership, in alignment with clinical governance frameworks.</li> <li>• Work in close partnership with the Chief Medical Officer and clinical leaders to ensure alignment with clinical governance frameworks</li> <li>• Ensure appropriate and timely escalation of clinical and operational issues to CMO / VMO</li> <li>• Contribute to maintaining clear boundaries between operational leadership and clinical governance accountability</li> </ul> <p><b>4. Multidisciplinary Coordination &amp; Continuity of Care</b></p> <p><b>Outcome:</b> Ensure coordinated, seamless care across hospice, medical, allied health and family support services.</p> <p><b>Core Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Facilitate effective collaboration across hospice, medical, allied health and family support teams</li> <li>• Foster meaningful engagement with families and carers to support family-centred care and continuity across the child and family journey.</li> <li>• Identify and address operational barriers impacting coordination and service integration</li> <li>• Strengthen communication and coordination across multidisciplinary teams to improve service flow</li> </ul> <p><b>5. Quality, Safety &amp; Continuous Improvement</b></p> <p><b>Outcome:</b> Maintain high standards of safety and quality through effective oversight, risk management and continuous improvement.</p> <p><b>Core Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Oversee hospice-specific quality and safety processes, aligned to organisational frameworks</li> <li>• Support implementation of quality and safety processes in alignment with organisational accreditation and regulatory requirements.</li> <li>• Identify operational and clinical risks and contribute to mitigation strategies</li> <li>• Support incident management, review and learning processes</li> <li>• Initiate and contribute to continuous improvement initiatives to enhance service delivery and safety</li> </ul> <p><b>6. Leadership, Culture &amp; Organisational Contribution</b></p>
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	<p><b>Outcome:</b> Foster a positive, values-aligned culture and contribute to broader clinical services leadership and organisational priorities.</p> <p><b>Core Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Foster a culture aligned with organisational guiding principles</li> <li>• Promote a supportive, inclusive and high-performing team environment</li> <li>• Contribute to broader Clinical Services leadership and organisational initiatives</li> <li>• Support change initiatives and organisational development activities</li> <li>• Model leadership behaviours that reinforce psychological safety, accountability and collaboration</li> </ul>
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### Quality, Safety, and Improvement

<p>Very Special Kids employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety, and Improvement by:</p> <ul style="list-style-type: none"> <li>• Acting in accordance and complying with all relevant Safety and Quality policies and procedures</li> <li>• Actively participating in management meetings, team meetings, staff forums, Clinical Risk and Governance (CRAG) and Family Advisory Committee meetings, and other sessions relevant to the role, and as required</li> <li>• Supporting an inclusive environment where all individuals are treated fairly, with respect and receive the same opportunities</li> <li>• Identifying risks, reporting, and being actively involved in risk mitigation strategies</li> <li>• Participating in and actively contributing to quality improvement programs</li> <li>• Complying with the requirements of the National Safety &amp; Quality Health Service Standards</li> <li>• Complying with all relevant clinical and/or competency standards</li> <li>• Complying with the principles of Patient and Family Centred Care that relate to this position</li> <li>• Complying with the principles of Child Safe Standards that relate to this position</li> <li>• Leading and providing supervision of volunteers directly involved in your work</li> </ul>
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***Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.***

Approvals:	
Created by:	General Manager Clinical Services
Approved by:	General Manager People & Culture
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