

POSITION DESCRIPTION

Director of Operations Medical Imaging Services



Health
Illawarra Shoalhaven
Local Health District

Our CORE Values

Collaboration
Openness
Respect
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	TBC
Cost Centre	188750
Position Classification	Health Services Manager Level 6
State Award	Health Managers (State) Award
Does this role manage or supervise others?	Yes
Vaccination Category	Cat B
Website	http://www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE (max 3,800 characters with spaces)

The Director of Operations – Medical Imaging Services provides strategic and operational leadership across all medical imaging services within ISLHD. The role is accountable for service performance, access, efficiency, workforce sustainability, financial stewardship, and operational integration across multiple hospital sites.

Working in close partnership with the Clinical Director Medical Imaging and Hospital General Managers, the role ensures medical imaging services are safe, high-quality, patient-centred, and financially sustainable, while supporting the delivery of district health priorities.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

Operational Leadership

- Provide district-wide leadership for the day-to-day operation of medical imaging services across all modalities (e.g., diagnostic radiology, CT, MRI, Ultrasound, Interventional Radiology, nuclear medicine)
- Ensure consistent, standardised operational models, policies, and performance expectations across sites.
- Develop outcome focussed business plans in conjunction with the Clinical Director and Business Manager based upon current and future directions
- Lead service planning to optimise access, flow, utilisation and responsiveness to clinical demand ensuring alignment with the LHD Clinical Service Plans.
- Manage and resolve complex system issues
- Lead the planning for medical imaging services and the enhancement of services related to the Shoalhaven redevelopment and the new Shellharbour Hospital
- Oversee after-hours, on-call and emergency imaging service models to ensure reliability and sustainability

Performance, Access and Productivity

- Drive performance against agreed KPI's including reporting and access targets, wait times, utilisation, throughput, quality and safety indicators.
- Use data and analytics to identify variation, inefficiency and opportunities for improvement.
- Lead initiatives to reduce low-value imaging and improve appropriateness of imaging requests in collaboration with clinical leaders.
- Ensure alignment with district performance frameworks.

Financial and Resource Management

- Hold accountability for the medical imaging operational budget across the district
- Lead financial planning, cost control, productivity initiatives and business case development ensuring a return on investment for new initiatives.
- Oversee procurement, contract management and vendor relationships where applicable
- Ensure optimal use of capital assets and imaging equipment across all sites

Workforce and Capability

- Provide leadership for a large, multidisciplinary workforce including operational managers, radiographers, sonographers, nuclear medicine technologists, clinical and support staff
- Ensure compliance with all Work Health and Safety (WHS) obligations by maintaining a safe, risk-managed medical imaging environment that protects the health and wellbeing of staff, patients, and visitors.
- Drive workforce sustainability through recruitment, retention, succession planning and capability development
- Lead clinical governance and risk management practices that support accountability for professional practice, patient safety and service quality
- Support education, training and advanced practice models in partnership with clinical leadership
- Foster a positive, inclusive and high-performance culture aligned with organisational values.

Clinical Partnership and Governance

- Work in close partnership with the Clinical Director Medical Imaging to ensure strong integration between clinical governance and operational delivery
- Support effective clinical engagement and shared decision-making.
- Ensure robust operational input into clinical governance, safety and quality frameworks.
- Escalate and manage operational risks in a timely and transparent manner.

Strategy, Reform and Innovation

- Develop organisation-wide strategic policy direction for Medical Imaging Services defining business and strategic plans based on the LHD and NSW Health Future Health Strategy
- Lead the operational implementation of district medical imaging strategies
- Support service design, digital transformation and innovation initiatives
- Actively develop strategic partnerships and contribute to broader health service reform agendas, including integrated care and networked service delivery.
- Represent the district in internal and external forums as required.

SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualification and experience in senior management of hospital or health service clinical operations, ideally including medical imaging or a comparable technical/clinical service.
2. Demonstrated ability to lead large, multidisciplinary teams across multiple sites.
3. Demonstrated ability to anticipate and solve problems using innovative and creative solutions
4. Proven experience in strategic and operational service planning, change management, and implementing strategic initiatives in a complex health service environment.

5. Strong knowledge of clinical governance, patient safety and regulatory frameworks relevant to medical imaging, interventional radiology and nuclear medicine.
6. Exceptional financial, human resources, and operational management skills.
7. Excellent stakeholder engagement, negotiation, and communication skills, with the ability to build effective partnerships.
8. Commitment to equity, diversity, inclusion and consumer-centred healthcare.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Establishing consistent policies and processes across the District Health Service, as well as being familiar with individual Imaging departments and the issues facing imaging and as a profession and service.
2. Managing increasing demand for imaging services within constrained resources
3. Driving service integration across diverse hospital sites with varying levels of complexity
4. Implementing new technologies and models of care, including interventional and nuclear medicine expansions
5. Balancing operational pressures with long-term strategic development.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
General Managers	Direct reporting line manager for operational performance.
Executive Director Clinical Operations	Service performance, development and strategy.
Clinical Director Medical Imaging	Direct support relationship.

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a brief time on a very infrequent basis	C	Constant – activity exists for more than two-thirds of the time when performing the job
O	Occasional - activity exists up to one-third of the time when performing the job	R	Repetitive – activity involves repetitive movements.
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job.

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks			X			
	Standing Remaining standing without moving about to perform tasks			X			
	Walking Floor type: even/uneven/slippery, indoors/outdoors, slopes				X		
	Running Floor type: even/uneven/slippery, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks				X		
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks				X		
	Kneeling Remaining in a kneeling posture to perform tasks				X		
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks				X		
	Leg/ Foot Movement Use of leg and or foot to operate machinery				X		
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding				X		
	Lifting/ Carrying				X		
		Light lifting & carrying – 0 – 9kg				X	
		Moderate lifting & carrying – 10 – 15kg				X	
	Heavy lifting & carrying – 16kg and above				X		
	Reaching Arms fully extended forward or raised above shoulder				X		
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body			X			
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)			X			
	Hand & Arm Movements Repetitive movements of hands & arms				X		
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands				X		
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						X
	Driving Operating any motor-powered vehicle						X

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Assisting ↓						
	Distressed people eg. emergency or grief situations						X
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness						X
	Unpredictable people eg. dementia, mental illness, head injuries						X
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust						X
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances eg. dry chemicals, glues						X
	Noise Environmental/background noise necessitates people to raise their voice to be heard						X
	Inadequate lighting Risk of trips, falls or eyestrain						X
	Sunlight Risk of sunburn exists from spending more than 10 minutes per workday in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground						X
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls						X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X