
Position title	Head – Surgical Programs
Reports to	Chief Executive Officer (CEO)
Direct reports	Program Coordinators
Last updated	3 rd September 2026

The Organisation

Interplast Australia & New Zealand (Interplast) was founded in 1983 and is a not-for-profit development organisation, which provides volunteer plastic and reconstructive services, alongside health capacity building activities in developing countries in the Asia Pacific region.

Interplast works to improve the lives of people living with a disability as a result of congenital and acquired medical conditions such as cleft lip and palate or burn scar contractures. Volunteer plastic and reconstructive surgeons, anaesthetists, nurses, and allied health professionals provide free medical treatment for those who would otherwise not have access to these services. Interplast works closely with local organisations to build their capacity to deliver surgical and other related health care interventions. Our vision is quality and accessible surgical care for all.

Interplast is a member of the Australian Council for International Development (ACFID), a proud signatory to the ACFID Code of Conduct and is an accredited non-government organisation with the Australian Department of Foreign Affairs and Trade (DFAT).

Organisational values

- Commitment to equity and access to safe surgery and rehabilitation
- Respect for diversity and inclusive practice
- Integrity, accountability and transparency
- Partnership and collaboration

The position summary

The Head of Surgical Programs is responsible for providing leadership within the Programs team and leads strategic development and implementation of Interplast programming, with a particular focus on perioperative services including surgery, anaesthetics, nurses and other allied health professionals in hospitals or clinics.

Primarily, the role is responsible for the operational delivery of a specific portfolio of programs, projects and activities. The role focuses on nurturing the partnerships necessary for delivery of these programs, and in collaboration with partners, facilitating the design, implementation, monitoring and evaluation of local-led programs. The Head of Surgical Programs coordinates and leverages the inputs of stakeholders towards stronger program outcomes, maintaining accountability and financial oversight, and contributes directly to program implementation.

The key responsibilities

This list is indicative and not exhaustive

Surgical program design, development and management of compliance

- Ensure that all programs meet Interplast's policies and procedures, especially those that map

to DFAT/ANCP compliance requirements

- Ensure that programs meet best practice standards together with Interplast's high standards for clinical, technical and training inputs and that all projects comply with Interplast's policies and procedures, the ACFID Code of Conduct and ANCP requirements.
- Management of the surgical programs team (in conjunction with the CEO)
- Contribute to the development of Interplast's strategic programming portfolio /annual operation plans
- Plan and coordinate relevant program life cycles from design through to evaluation and reporting in collaboration with in- country program partners and Interplast country coordinators
- Manage program logistics, including travel and procurement activities and supporting where required
- Manage program contracts, budgets, and accountabilities, ensuring Interplast contractual requirements are met
- Contribute to the identification of programmatic risks and identification of mitigation strategies, especially regarding child safeguarding, PSEAH, and fraud
- Remain up-to-date with best practice and contemporary thinking on international development and the implications for Interplast and our in-country partners.

Program partnerships

- Nurture and strengthen Interplast's program related partnerships, in particular those with our in-country partners and external agencies with whom we are collaborating to deliver agreed projects
- Ensure that programs are locally led to the extent possible, noting that program establishment, design processes, negotiation of terms, implementation, management, review and sign-off are undertaken in partnership and subject to participatory and consultative processes
- Work with Interplast Country Coordinators, and other key volunteers and in-country program partners to develop individual program plans detailing service and training priorities, activities, and budgets
- Foster and maintain strong, mutually beneficial and respectful relationships with all program partners including international partners, volunteers and other key stakeholders relevant to Interplast's mission.
- Support the design and implementation of relevant partner capacity building initiatives, quality learning and information sharing.

Clinical Governance

- Provide secretariat and operational support to the Interplast Clinical Governance Committee (Board subcommittee), including coordinating meetings, preparing agendas and papers, maintaining action registers, and supporting the timely implementation and monitoring of committee recommendations and Board-approved clinical governance priorities.
- Support the oversight of clinical quality, safety and governance across Interplast programs by coordinating the collection and analysis of clinical outcome data, incident and near-miss reporting, mortality and morbidity reviews, and the preparation of reports and recommendations for consideration by the Clinical Governance Committee, Audit & Risk Committee and the Board.
- Facilitate the implementation of Interplast's Clinical Governance Framework and associated clinical governance systems, including supporting volunteer credentialing processes, clinical workforce development initiatives, clinical program quality improvement activities, and the monitoring of clinical equipment, consumables and service standards across programs.

Human Resource Management

- Support program personnel in project implementation and coordination to ensure quality projects are delivered, achieving agreed benefits and outcomes on time and within budget
- Lead the recruitment, development, mentoring and ongoing performance of relevant personnel
- Lead the recruitment, deployment and provision of support to direct reports, program consultants, volunteers, interns and/or students.

Monitoring & evaluation

- Lead program monitoring, evaluation and learning processes, including data capture, quality control of information management, training and support, and impact reporting
- Oversee reporting requirements, ensuring accuracy, relevance, and timeliness, for internal and external stakeholders including donors, trusts and foundations, and DFAT
- Foster a culture of continuous improvement, learning and feedback ensuring that learnings are integrated into programs and good practice is identified and shared.

Financial management & reporting

- Develop and maintain an annual country program budget to monitor the allocation of donor income against budgets for Interplast activities
- Conduct regular reviews of program budgets and income allocations in consultation with the CEO and Head of Finance
- Apply due diligence with partners to test and check for good financial management practices and risks of fraud
- Provide input into organisational performance reports, as required
- Prepare timely, accurate and engaging donor reports within agreed timeframes as required by the CEO.

Communications, relationships and network building

- Work closely with all staff to identify, source and share stories and learning from programs that deepen engagement
- Document and share stories and lessons learned through the programs to contribute to future program development
- Participate in working groups, conferences and communities of practice
- With support of the CEO, connect and collaborate with other NGOs and relevant entities.

Systems and processes

- Identify relevant systems, processes and training opportunities to improve program management, stakeholder communications and effectiveness
- Maintain all Interplast program documentation to the highest quality standard.

Other duties

- The Head of Surgical Programs will support the Head of Fundraising and Communications in business development activities; and contribute where appropriate to other Interplast fundraising and grant-writing activities
- Any other duties as required by the CEO

Key performance indicators

In conjunction with the CEO the Head of Surgical Programs will develop an annual performance plan with clear indicators. Performance will be assessed against, but not limited to:

- Reliability and consistency of performance
- Effective and efficient management of all stakeholders
- Contribution to an effective and collegial team environment
- Quality of outputs and contribution to Interplast's broader strategic objectives

Role requirements/selection criteria

Essential

- Experience with ANCP/DFAT and ACFID systems, procedures and compliance requirements
- Demonstrated international development program management skills in an ANCP program
- Proven computer and other digital literacy skills, including advanced skills in the use of the Microsoft Office suite, Teams, SharePoint and electronic medical records systems
- Excellent written and verbal communication skills

Desirable

- Qualifications in perioperative registered nursing and recent clinical experience
- Experience implementing and maintaining clinical governance policies and procedures
- Proven record management and budgeting skills
- Lived, worked or volunteered in a developing country
- Strong organisational and project management skills

Behaviours & personal qualities

- Demonstrate Interplast's values of integrity, respect and collaboration
- Collaborative and team-oriented
- Strong attention to detail and quality
- Proactive and solutions-focused
- Culturally sensitive and respectful
- Ability to manage competing priorities
- Comply with Interplast's work, health and safety policies and procedures and actively contribute to providing a safe working environment for all personnel
- Comply with all other Interplast's policies

Safeguarding and child protection (DFAT compliant)

Interplast is committed to the prevention of sexual exploitation, abuse and harassment (PSEAH) and to safeguarding children and vulnerable people.

All personnel are required to:

- Comply with Interplast's Child Safeguarding Policy, Code of Conduct and all related safeguarding policies and procedures
- Undertake mandatory safeguarding training and uphold safeguarding responsibilities in all work contexts
- Promote a culture of safety and accountability by actively identifying and managing safeguarding risks in program design and delivery
- Report any safeguarding concerns or incidents in accordance with Interplast procedure

- Interplast maintains zero tolerance for breaches of safeguarding policies. Any breaches may result in disciplinary action, including termination of employment.

Employment terms and conditions

Employment type	Fixed two year contract (renewable)
Hours	Full time
Salary	To be negotiated with the successful candidate
Location	Melbourne office based (Fitzroy) with hybrid working options
Travel	Some regional, interstate and international (Pacific region) travel may be required
Additional information	Full entitlements and employment conditions are set out in the Interplast Employment Contract and Human Resources Manual. Appointment will be subject to satisfactory reference checks, national police check, working with children checks and signing of Interplast's Child Protection Code of Conduct and Child Safe Declaration prior to commencement Applicants must have the lawful right to work in Australia.

The declaration

I have read, understood, and accept the position description.

Position holder

Name _____ Date _____

Signature _____