

POSITION DESCRIPTION

Position Title:	Project Support Officer
Business Unit/Department:	Pathology Transition Project
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers Enterprise Agreement 2021 - 2025
Classification:	Grade 3 (HS3)
Reports To:	Operations Project Manager - Pathology Transition
Direct Reports:	N/A
Date Prepared/Updated:	29 January 2025

Position Purpose

The Pathology Transition Project Support Officer provides administration and data management support to the Western Health Pathology Transition team during the transition and integration of pathology services across Western Health with the change in service provider.

Reporting to the Operations Project Manager for the Western Health Pathology Transition, this role provides a broad range of project administration support for the Director Pathology Transition, Operations Project Manager, and other key internal and external stakeholders for the Pathology Transition.

The role assists the transition team with a range of administrative tasks during the transition phases of the project including scheduling meetings, documentation, contract management and general project enquiries.

The role also supports the management of data required for the planning, implementation and reporting of quality indicators and other contractual obligations.

Business Unit Overview

Western Health is a major healthcare provider to one of the fastest growing and most diverse regions of Australia. Western Health provides a comprehensive, integrated range of clinical services from acute tertiary services in areas of emergency medicine, intensive care, medical and surgical services, through to subacute care, onsite and virtual ambulatory clinics.

The health service provides a combination of hospital, community based and in-reach services to aged, adult and paediatric patients and newborn babies. The catchment population is nearing 900,000, employing more than 10000 staff and over 600 volunteers. Pathology services are essential to ensuring high quality, safe clinical care across Western Health services.

Pathology Service contract management comes under the Division of Clinical Support and Specialist Clinics. Transition and integration of a new pathology provider at Western Health will continue to be work

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

within this Division and include a team of subject matter experts, led by the Director to ensure that the transition to a public provider is successful.

The Project Support Officer is a member of the Pathology Transition Team to support the transition to a new pathology service provider at Western Health and to maintain a seamless pathology service to ensure Best Care.

Key Responsibilities

Administration

- Document management and organisation
- Scheduling and assisting in preparation for meetings where needed
- Assist with follow-up on action items and general project coordination
- Provide email and telephone support for members of the Pathology transition team as required

Project Management

- Assist in preparing project reports and briefs in line with project plans
- Support management of change management registers and workflows
- Assist with verifying and documenting user requirements and future clinical workflows
- Aid in the development of clinical training materials and workflows
- Complete data entry and provide updates to project registers and plans as needed
- Assist the Pathology transition team with policy and procedure documentation
- Support the establishment or updating of clinical practice guidelines and Quality and Safety procedures across all Western Health sites
- Aid in the management of data required for the planning, implementation and reporting of quality indicators and other contractual obligations

Stakeholder Engagement

- Liaise with WH stakeholders on matters relating to the Pathology transition
- Consult with external stakeholders where needed as the project team works to complete key milestone activities with clinical impact
- Collaborate and assist in the development of communication and stakeholder engagement plans for deliverables relating to the Pathology Transition
- Provide and aid in facilitating SME feedback as part of the document and workflow review process for clinical pathology requirements
- Assist in scheduling and managing demonstrations of clinical systems to stakeholder groups where needed

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Divisional Directors
- Director/s of Nursing and Midwifery
- Clinical Service Directors
- Clinical Leaders
- Service Managers
- Quality Managers
- Director Medical Imaging and Pathology Contract
- Director Employee Relations, Business Partnerships and Injury
- Director People and Culture Operations and Workplace Systems
- Pathology Transition Team
- Service Planning Division
- Blood Management Clinical Nurse Consultants
- Digital Health project teams
- DTS project teams

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

<p>External:</p> <ul style="list-style-type: none"> • Alfred/Monash project teams • External Pathology Providers • Pathology Diagnostic Suppliers
<p>Selection Criteria</p>
<p>Essential:</p> <ul style="list-style-type: none"> • Previous experience in an administrative/project role. • General understanding of a public hospital healthcare setting. • Strong computer skills including competency with Microsoft Outlook, Word, Excel and SharePoint. • Excellent communication skills, both written and verbal. • Effective working autonomously and as part of a team. • Experience managing workload priorities to support the responsibility of the transition team member. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working on a project to completion in a health care setting. • General understanding of healthcare software applications. • Knowledge of Pathology service provision (public pathology services in general).
<p>Additional Requirements</p>
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police/criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health • Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008 • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
<p>General Information</p>
<ul style="list-style-type: none"> • Redeployment to other services or sites within Western Health may be required • Employment terms and conditions are provided according to relevant award/agreement • Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace • Western Health is committed to Gender Equity

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment