

POSITION DESCRIPTION

Position Title:	Improvement Specialist
Business Unit/Department:	Best Care Improvement & Systems
Division:	Best Care
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 5 (HS4 to HS29)
Reports To:	Manager - Best Care Improvement
Direct Reports:	N/A
Date Prepared/Updated:	June 2026

Position Purpose

The Best Care Improvement Specialist plays a key role in leading, supporting, and guiding improvement initiatives across Western Health. The position works in partnership with clinical and non-clinical teams, consumers and leaders to implement improvement strategies that enhance safety, experience, clinical effectiveness and operational efficiency in alignment with the Best Care Improvement Framework.

This role provides expert advice in improvement science, facilitates training and coaching in improvement methodology, supports project teams from concept through to evaluation, and promotes a culture of curiosity, co-design, and continuous learning across the organisation.

Business Unit Overview

The Nursing and Midwifery Directorate provides professional leadership to Western Health's nursing and midwifery workforce, supporting professional practice, ensuring high quality, innovative evidence-based nursing/midwifery care to Western Health care recipients. The directorate advances nursing and midwifery research and learning opportunities, supporting the application of innovative research-based approaches with a focus on translating research into nursing and midwifery practice. The Directorate has operational responsibility for the Best Care Division, Nursing & Midwifery Workforce Unit, Infection Prevention, Aboriginal Health, Consumers, Inclusion & Diversity, and a number of expert nurse consultants.

The Best Care Division at Western Health leads the organisation's approach to delivering care that is safe, person-centred, effective, and connected. It brings together patient safety, patient experience, improvement, quality systems, and clinical governance to support excellence in care across all sites. The Division drives robust incident management, early recognition systems, and continuous learning to reduce harm; partners with consumers to embed respectful, responsive care; builds improvement capability to redesign services and enhance outcomes; ensures compliance with national standards through effective audit, data, and reporting systems; and maintains strong clinical governance structures to promote accountability, integrity, and high performance.

Our Vision

Together, Caring for the West

Patients – Employees – Community – Environment

Western Health Values: Compassion, Accountability, Respect, Excellence & Safety

Western Health aspires to be a values-driven organisation, and all employees are required to model the following values in their day-to-day tasks:

- Compassion – consistently acting with empathy and integrity.
- Accountability – empowering our staff to serve our community.
- Respect – for the rights, beliefs, and choice of every individual.
- Excellence – inspiring and motivating innovation and achievement
- Safety – working in an open, honest, and safe environment.

Western Health Focus: ‘Best Care’ Responsibilities

At Western Health we are committed to high quality, safe and person-centred patient care. The Western Health framework for Quality, Safety and the Patient Experience describes a vision for ‘Best Care’ for all Western Health patients and sets out the behaviours, strategies and organisational systems needed to achieve this vision.

Key Responsibilities

To support flexibility, responsiveness and shared ownership across the organisation, the Best Care Improvement Specialist role is intentionally broad and adaptable. Improvement Specialists may contribute across a diverse range of improvement initiatives, portfolios and organisational priorities, with responsibilities adjusted in line with organisational need, project complexity, risk profile, and team capability.

All Improvement Specialists are expected to demonstrate the full range of capabilities outlined in this Position Description and contribute to improvement activity across the domains of culture, governance, capability, methodology and impact.

Core responsibilities include applying improvement science and systems thinking to design, implement and evaluate improvement initiatives; using data to inform decisions and measure impact; supporting project and change management; and building staff engagement, capability and local ownership through facilitation, education, coaching and collaboration to support sustainable improvement outcomes.

Depending on organisational priorities and service needs, the role may involve:

- Leading complex improvement initiatives with end-to-end accountability for delivery and outcomes.
- Providing responsive improvement support across multiple teams, services or organisational priorities.
- Designing and facilitating education, training and capability-building activities.
- Coaching and enabling clinical and operational teams to lead and sustain local improvement work.
- Supporting organisation-wide improvement systems, governance processes and infrastructure.
- Acting as an improvement coach for strategic, collaborative or statewide improvement programs, including supporting teams with methodology, measurement, reporting and implementation.
- Contributing to priority, strategic or externally funded programs through targeted facilitation, monitoring, reporting and stakeholder collaboration.

This flexible, team-based approach enables improvement capability to be deployed where it is most needed, while maintaining a consistent organisational approach to improvement practice, governance, capability development and sustainability.

Other role accountabilities include:

- Demonstrate a commitment to the Western Health CARES Values.
- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards and leadership capability frameworks.
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience.
- Comply with confidentiality obligations regarding patients, consumers, and colleagues.
- Comply with all Western Health policies, procedures, and guidelines.

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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:

- Manager Best Care Improvement
- Director Best Care Improvement and Systems
- Director Best Care Governance, Compliance and Assurance
- Director Best Care Experience and Safety
- Best Care Division
- Clinical Service Units and Divisional Directors
- Deputy Directors Operational Performance and Transformation
- Patient Experience, Safety and Risk teams
- Strategy, Data and Performance
- Nursing, allied health, and medical staff
- Administrative and Executive Support teams.
- Safer Together Program Coordinator

External:

- Safer Care Victoria
- West Metro Local Health Service Network
- Department of Health
- Peer health services
- Consumer representatives and lived experience advisors

Selection Criteria

Required Skills:

- Apply improvement methodology flexibly across different projects or portfolios to support problem definition, testing, and measurable improvement outcomes.
- Adapt change approaches to suit different teams, contexts, and levels of readiness, supporting safe and effective implementation of new ways of working.
- Provide coaching and guidance to individuals and teams, adjusting depth and approach based on capability, role, and project need.
- Contribute to the delivery of improvement education and capability-building activities, adjusting content and depth to meet differing staff needs.
- Build and maintain effective working relationships across disciplines and services, including when supporting unfamiliar teams or new clinical areas.
- Engage consumers and lived-experience partners appropriately across different projects to ensure improvement work reflects consumer priorities.
- Facilitate meetings, workshops, and improvement activities across a range of topics, teams and settings, adapting style to suit audience and purpose.
- Manage or support improvement projects across varying scopes and levels of complexity.
- Use available data and measurement approaches appropriate to context to monitor progress, evaluate impact and support decision-making.
- Take a whole-of-system view when working across services to identify inefficiencies, risks, and opportunities to improve safety, flow and value.
- Integrate consideration of environmental sustainability, cost impact and resource efficiency into the design, testing, and implementation of improvement initiatives.

Essential:

- Tertiary qualification in a health discipline, social sciences or related field, or equivalent experience in an improvement or service redesign role.
- Experience working within a public health or hospital setting, with an understanding of clinical, operational and governance contexts.

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- Proficient computer and data management skills, including intermediate to advanced Microsoft Office capability.
- Demonstrated ability to work autonomously, manage competing priorities, and adapt to changing organisational needs.
- Commitment to ongoing professional development and alignment with organisational values and behaviours.

Desirable:

- Postgraduate degree in public health, health services administration, or another relevant field
- Experience at a similar level in the health system

Additional Requirements

All employees are required to:

- 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 cooperate with Western Health in any action it considers necessary to maintain a working environment, Western Health 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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

General Information

- 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 Western Health which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- Western Health is committed to Gender Equity
- 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.

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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: _____

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