

Position Description

West Metro Local Health Service Network
Project Support Officer

West Metro Local Health Service Network

Since 1 July 2025, 12 Local Health Service Networks (LHSNs) have been established in Victoria. The West Metro LHSN consists of two health services; Western Health and Werribee Mercy Hospital. The catchment of West Metro LHSN covers the inner and outer Western suburbs of Melbourne, from Maribyrnong to Wyndham, from Bacchus Marsh to Sunbury. It has a population around 1 million people, representing a wide range of cultural diversity and socioeconomic advantage and disadvantage. Its population is amongst the fastest growing in the state and expected to reach nearly 1.5 million over the next 15 years.

WESTERN HEALTH (WH)

Western Health is the major public health care provider and one of the largest employers in the rapidly growing and culturally diverse suburbs west of the city of Melbourne. It operates four acute overnight hospitals (Sunshine, Footscray, Bacchus Marsh and Williamstown), two day hospitals (Melton, Sunbury) and a number of community facilities. WH provides a comprehensive range of services, ranging from acute tertiary services in areas of emergency medicine, intensive care, medical and surgical services, through to subacute care and specialist ambulatory clinics, at home and community based services.

WERRIBEE MERCY HOSPITAL (Mercy)

Werribee Mercy Hospital is part of Mercy Hospitals Victoria Ltd delivering comprehensive healthcare services to communities in the Melbourne region. Werribee Mercy Hospital offers a wide range of care, including emergency, surgical, medical, sub-acute, mental health, palliative, maternity, newborn, and renal dialysis services.

POSITION DETAILS

Position Title:	West Metro Local Health Service Network – Project Officer
Service:	Western Health on behalf of West Metro LHSN
Location:	Western Health – Footscray Hospital (hybrid)
Reports To:	West Metro LHSN Director
Enterprise Agreement:	Health and Allied Services Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025
FTE:	0.6
Classification:	HS 3-4 (Dependent on experience)
Employment Status:	Fixed Term to June 30 2026
Date of Review:	July 2025

POSITION SUMMARY

The Project Officer plays a key coordinating role within the West Metro LHSN. The Project Officer is responsible for providing administrative and project management support for the West Metro LHSN, providing diverse administrative and governance support to ensure the smooth operation of the team and project coordination and support to specific initiatives as required.

KEY ACCOUNTABILITIES

Administration and governance support for the West Metro LHSN

- Acting as Secretariat to the West Metro LHSN, including scheduling governance meetings, ensuring the smooth and timely preparation of papers and their review, distributing papers, taking and preparing minutes, and ensuring up to date action items lists.
- Supporting the development of updates and reporting on Network progress, participation, and performance against key metrics.
- Supporting West Metro LHSN-team wide initiatives
- Building and maintaining effective relationships with key stakeholders across the West Metro LHSN.

Project support for West Metro LHSN initiatives

- Providing a range of project management and support services for West Metro LHSN initiatives including tasks as outlined above as well as:
 - Maintenance of effective standardised systems to manage project documentation to assist in the day-to-day management of projects
 - Monitoring and reporting project progress against timelines and milestones
 - General administrative support to project teams, including tasks like drafting and formatting documents and presentations
- Development and distribution of a variety of professional correspondence and communications, both internally to staff, stakeholders, external suppliers or contacts. This may take the form of memos, professional letters, bulletins, agreements and meeting invitations
- Assisting with enquiries and other ad hoc requests from the LHSN team
- Coordinating responses to requests from the Department of Health and other stakeholders

ACCOUNTABILITY & SUPPORT

- Reports operationally to the West Metro LHSN Director
- Receives oversight, strategic direction, and support from the West Metro LHSN Director in line with directions and governance of the West Metro LHSN Steering Committee and supporting workstreams and affiliated forums.
- As appropriate, connects with peers and teams of other Networks.
- Gains access to tools and platforms (e.g. SharePoint) to enable effective monitoring and engagement.

KEY RELATIONSHIPS

This position is integral to the West Metro LHSN and is required to maintain positive relationships with key stakeholders inside and outside the LHSN. The following list is indicative but not exhaustive:

Internal

- West Metro LHSN leadership
- Senior leadership across both health services, in particular (executive assistants of) Chairs, CEOs and Executives
- Operational and clinical stakeholders at each health service

External

- Department of Health
- Other LHSN peers

KEY SELECTION CRITERIA

Essential:

- Demonstrated experience working in a project team involving multiple key internal and external stakeholders
- Excellent communication skills including well-developed writing skills and an ability to promptly prepare relevant documentation, presentations and reports on project status, outcomes and impact
- Ability to manage incoming work with competing priorities and meet deadlines
- Experience with organising meetings and events including minute taking
- Highly organised with strong attention to detail
- Ability to identify and propose effective solutions to problems through proactively seeking information needed to resolve work problems
- Ability to support good project management and governance, including developing systems and processes to drive efficient administration and project coordination
- Proficient use of Microsoft Office applications including Outlook, Word, PowerPoint, Excel and SharePoint to create and format appropriate documentation including reports, correspondence, project minutes and other written material

Organisational 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 received during the course of employment.
 - Comply with relevant Western Health and Mercy Health clinical and administrative policies and guidelines.
 - Comply with and accept responsibility for the implementation of health and safety policies and procedures.
 - Fully cooperate with Western Health and Mercy Health in actions required to maintain a safe and healthy working environment.
 - Protect confidential information from unauthorised disclosure and only use such information as necessary for duties at Western Health and Mercy Health.
 - Safeguard children and young people in our care by maintaining safe, positive interactions and reporting any suspected abuse.
 - Be aware of and comply with relevant legislation including:
 - Public Administration Act 2004
 - Victorian Charter of Human Rights and Responsibilities Act 2006
 - Victorian Occupational Health and Safety Act 2004
 - OHS Regulations 2017
 - Fair Work Act 2009 (as amended)
 - Privacy Act 1988
 - Responsibilities under Section 141 of the Health Services Act regarding the sharing of health information
 - Comply with the Code of Conduct for Victorian Public Sector Employees and other relevant Western Health and Mercy Health employment policies.
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