

POSITION DESCRIPTION

Position Title:	Surgical Outpatient Improvement Lead
Business Unit/Department:	SEAS Leadership
Division:	Surgery, Endoscopy, and Anaesthesia Services
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers
Classification:	HS4
Reports To:	Surgical Reform Manager
Direct Reports:	Nil
Date Prepared/Updated:	1 September 2026

Position Purpose
The Surgical Outpatient Improvement Lead is responsible for leading the design, implementation and evaluation of outpatient improvement initiatives across surgical specialties. The role will improve access to care, referral management, clinic capacity, patient flow and patient experience through service redesign, pathway optimisation and implementation of alternative models of care. Working closely with clinical, operational and administrative stakeholders, the position will identify and prioritise improvement opportunities, analyse performance, implement agreed solutions and monitor whether improvements are sustained. The role supports implementation of Victorian specialist clinic reform initiatives and local outpatient access improvement priorities. The position reports to the Surgical Reform Manager and works with surgical units, Specialist Clinics, Digital Health and other operational teams to deliver Victorian specialist clinic reform requirements and local outpatient improvement priorities.
Business Unit Overview
The Division of Surgery, Endoscopy and Anaesthesia is responsible for the provision of both elective and emergency surgical and endoscopic procedures across Western Health. Services are provided across our Footscray, Sunshine, Williamstown, Bacchus Marsh and Sunbury campuses and include both adult and paediatric services. We provide in excess of 16,000 elective procedures per year in conjunction with a significant emergency surgery program.
Key Responsibilities
Lead outpatient improvement projects aimed at increasing access, reducing delays and improving patient experience across surgical specialties.

Our Vision

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- Review referral pathways and implement referral optimisation initiatives to ensure patients are directed to the most appropriate service the first time.
- Develop and implement standardised referral, triage and clinical pathway processes.
- Analyse outpatient demand, capacity, utilisation and waiting list data to identify opportunities for service improvement.
- Monitor and report on performance indicators and support achievement of access and activity targets.
- Work with clinical and operational teams to redesign models of care, including telehealth, virtual care and patient initiated review pathways.
- Identify and implement opportunities to improve efficiency through enhanced use of EMR and digital systems.
- Develop business cases, reports, presentations and recommendations to support decision-making.
- Build effective relationships with clinicians, operational leaders and administrative teams to achieve sustainable service improvement outcomes.
- Coordinate stakeholder engagement and facilitate working groups required to implement change.
- Support implementation of change initiatives including staff engagement, process redesign, training and evaluation.
- Lead implementation of agreed changes through to operational handover and embedding into business as usual practice.
- Contribute to organisational improvement initiatives, policy implementation and specialist clinic reform priorities.
- Evaluate improvement initiatives and ensure benefits are measured and sustained

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:

- Surgical Unit Heads, Surgeons, Anaesthetists and Nursing Leaders.
- Specialist Clinics management, nursing and administrative teams.
- Surgical Operations Managers.
- Digital Health and EMR teams.
- Performance and Data teams.
- Quality and Clinical Governance teams.
- GP Integration Unit.
- Finance and Corporate Services teams.
- Improvement and Transformation staff.
- Patient experience team

External:

- General Practitioners.
- Primary Care and Community Health providers.
- Partner Health Services.
- Relevant government and health agencies.
- Professional bodies and networks.
- Patients and carers

Selection Criteria

Essential

- Relevant tertiary qualification in health, nursing, allied health, public health, business, project management or a related discipline.
- Demonstrated experience leading service improvement, operational redesign, quality improvement or transformation initiatives.
- Strong analytical skills with the ability to interpret data and translate findings into practical improvement opportunities.

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- Demonstrated project management skills including planning, implementation, stakeholder engagement and benefits evaluation.
- Excellent written and verbal communication skills.
- Proven ability to build productive relationships with clinical, operational and executive stakeholders.
- Experience preparing reports, business cases and presentations for a range of audiences.
- Ability to work independently and manage competing priorities.

Desirable

- Experience working in a hospital outpatient, surgical or specialist clinic environment.
- Knowledge of Victorian specialist clinic, referral or planned surgery policies.
- Experience in healthcare performance reporting and data analysis.
- Experience with EMR-enabled redesign and digital health initiatives.
- Qualification in project management, improvement science, Lean, Six Sigma or related methodology.
- Experience implementing alternative models of care, virtual care or telehealth services.

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 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

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 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:	<u>Click here to enter the Employee's name.</u>	
Employee's Signature:	<u></u>	Date: <u>Click here to enter a date.</u>