

POSITION DESCRIPTION

Position Title:	Senior Project Officer
Business Unit/Department:	Operations
Division:	Drug Health Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 5 – Level 1 to Level 5 (HS5 to HS33)
Reports To:	Director – Drug Health Services
Direct Reports:	N/A
Date Prepared/Updated:	November 2025

Position Purpose

The Senior Project Officer will lead and implement improvement initiatives to enhance patient access, safety, operational efficiency and overall experience across Drug Health Services (DHS). This role will work in partnership with the Development and Redesign Lead, Services Managers, Director and Head of Unit to achieve key project deliverables and divisional goals.

A key focus of this position will be to manage the operational transition of services to a new community based site in Footscray, aligning with the broader transition of other DHS operations to New Footscray Hospital. The Senior Project Officer will work both independently and collaboratively to support all aspects of project management, including risk and issues management, stakeholder engagement and the development and maintenance of project documentation.

The role requires project management expertise and an understanding of improvement methodologies.

Business Unit Overview

Drug Health Services is one of the most diverse specialist agencies in Victoria for the management of substance use, providing a range of residential and non-residential community and hospital-based alcohol and other drug treatment programs. The service caters to people across the development lifespan, with youth and adult programs, as well as specialist programs for women and for people with co-morbid AOD and mental health care needs.

As well as community AOD programs, we offer Addiction Medicine Services to the community and within the Western Health hospital in-patient network.

The service is committed to harm reduction as a guiding principle of practice, enabling clients to determine the pace and type of change they are seeking. This takes place within a robust governance environment, where treatment options are evidence-based and matched to presenting need.

Our Vision

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Key Accountabilities

- Lead and support the planning, coordination and delivery of projects and improvement initiatives that enhance patient access, safety, operational efficiency and overall experience across Drug Health Services (DHS)
- Develop and maintain comprehensive project documentation including project plans, schedules, status reports, risks and issues registers and evaluation reports.
- Manage competing project priorities and interdependencies to ensure timely delivery of key milestones and outcomes.
- Build robust working relationships with key internal and external stakeholders and support stakeholder management.
- Identify, assess and manage project risks and issues, and escalate appropriately to the Development and Redesign Lead, Director and Head of Unit as required
- Work collaboratively with DHS leadership, service managers and key stakeholders to plan and manage the operational transition of services to the new community-based site in Footscray, aligning with the broader New Footscray Hospital transition program.
- Support change management activities including stakeholder engagement, communication, training and implementation support to ensure successful adoption of new models of care and service delivery.
- Implement consistent methodology to support process and system improvement which drives improvements in operational process, system and efficiency
- Share information from participation in meetings, seminars and conferences with staff and colleagues. For example, via in-service presentations, education forums and team meetings
- Support the Directorate in the development of a performance excellence culture with clear accountability and governance structures
- Attend relevant Departmental/Division meetings as directed to understand current processes, identify gaps and work collaboratively with staff to implement innovative solutions
- Actively participate in relevant committees and working parties locally and organization wide as required
- Role model the Western Health values and behaviours when carrying out duties and in dealing with staff patients, consumers and colleagues. Exchange and promote a culture of learning, innovation and research within Clinical Operations
- Work autonomously, demonstrating initiative, sound judgement and the ability to prioritise work to achieve best outcomes for DHS and Western Health.

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:

- Director – Drug Health Services
- Head of Unit – Addiction Medicine
- Drug Health Services Development and Re-design Lead
- Drug Health Services Managers
- Drug Health Services staff
- Deputy Chief Operating Officer
- Divisional Directors/Directors
- Operations Managers
- Digital health/EMR project team
- Finance Team
- Best Care Team
- Consumer Representatives
- Support Services
- People and Culture Services

External:

- Patients and their significant others
- Department of Health
- Community service providers
- General Practitioners and external referrers

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Key Selection Criteria:	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrated experience in project planning, implementing and evaluating projects within the healthcare setting • Ability to be creative and flexible when approaching issues to manage conflicting priorities, take initiative, identify and manage risks to achieve objectives and meet deadlines in a challenging and changing environment • Demonstrated ability to effectively manage complex situations • Experience in consulting and collaborating with others to deliver outcomes • High level of communication and interpersonal skills with ability to liaise, consult and build relationships with a range of stakeholders internally and externally • Demonstrated high level writing skills • Strong communication and interpersonal skills • Ability to develop, plan, promote and market new care concepts and to support system-wide planning by thinking strategically, by identifying and ensuring measurable impact on strategic issues and opportunities for Western Health • Demonstrated ability to work within a constantly changing environment and understanding of change management <p>Desirable:</p> <ul style="list-style-type: none"> • Demonstrated experience in the preparation of funding proposals • Education and qualification in improvement and redesign science and methodologies • Relevant qualification in improvement and redesign science and/or relevant clinical experience • Experience working in a large, complex organisation and experience in the development and implementation of clinical service models, systems, processes and protocols
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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

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General Information

- Redeployment to other services and 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

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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