

## POSITION DESCRIPTION

<b>Position Title:</b>	Project Officer – Adult Specialist Clinics Improvement Project
<b>Business Unit/Department:</b>	Adult Specialist Clinics
<b>Division:</b>	Clinical Support & Specialist Clinics
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 6 (HS6)
<b>Reports To:</b>	Operational Performance & Redesign Manager
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	30 April 2024

### Position Purpose

The Project Officer -Adult Specialist Clinics (ASC) Improvement Project will support and contribute to the successful delivery of the ASC Improvement Project, with the aim of optimising efficiency, improving patient access to care, and improving the patient, staff and referrer experience. This role will also support the planning and delivery of ASC operational projects and service redesign activities to support the successful transition of ASC to the New Footscray Hospital in 2025.

This role will report to the Operational Performance and Redesign Manager and will work collaboratively with the multidisciplinary team to lead key components of improvement project delivery and ensure project milestones and deliverables are achieved.

### Business Unit Overview

The Division of Clinical Support and Specialist Clinics has a diverse workforce of supporting all services across Western Health Campuses and includes four service streams:

- Adult Specialist Clinics
- Medical Imaging
- Pathology Contract Management
- Pharmacy

The Division of Clinical Support and Specialist Clinics is committed to innovation and development of support services across Western Health to ensure Best Care for the community of Western Melbourne.

The Divisional Director (DD) and the Clinical Services Director (CSD) function in partnership to provide leadership and clinical, operational and financial governance to the Division of Clinical Support and Specialist Clinics, ensuring the efficient and effective delivery of Best Care within allocated resources.

Adult Specialist Clinics at Western Health provides planned non-admitted services to patients that require the focus of an acute setting to ensure the best possible patient outcome. Adult Specialist Clinics support the crucial aspects involved in referral and communication pathways in consultation with the attending

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<p>Specialist Units, underpinning service delivery and supporting timely access to care. The service delivery across the patient continuum of care is supported by the Specialist Clinics Nursing, Referral Management and Patient Management teams. This support is guided by the vision statement: “Partnering with Specialists and Consumers to manage health at home”.</p>
<p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Build and foster collaborative working relationships with key internal and external stakeholders</li> <li>• Document project activity and maintain all required project documentation (including project plans, status reports, risk/issue registers, project management reports, schedules etc.) to meet project governance needs</li> <li>• Monitor and update progress on key activities to ensure delivery of project outcomes and outputs within agreed timeframes</li> <li>• Manage project dependencies and competing priorities</li> <li>• Effectively manage project risks and issues and escalate to senior management in a timely manner</li> <li>• Support change management throughout the project lifecycle</li> <li>• Together with the Operations Improvement Manager and Operations Manager, lead delivery and assist with a number of key ASC improvement initiatives, including but not limited to: <ul style="list-style-type: none"> <li>○ Workflow redesign, model of care development and key improvement projects essential for transition to the New Footscray Hospital</li> <li>○ Current and future state mapping</li> <li>○ Data analysis, audits, testing and reporting</li> <li>○ Development and implementation of clinical Access and Referral Guidelines</li> <li>○ Implementation of Department of Health State-wide Referral Criteria for ASC</li> <li>○ Development and implementation of Discharge Guidelines</li> <li>○ Supporting digitisation of clinic processes and workflows, including eReferral solution</li> <li>○ Waitlist management processes</li> </ul> </li> </ul> <p>In addition to the key responsibilities specific to your role, you are required to deliver on the <a href="#">Key Organisational Accountabilities</a> which are aligned with the Western Health strategic aims.</p>
<p><b>Key Working Relationships</b></p> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Deputy Chief Operating Officer</li> <li>• Divisional Directors/Directors</li> <li>• Clinical Services Directors</li> <li>• Operational Performance and Redesign Manager</li> <li>• Operations Managers</li> <li>• Heads of Unit</li> <li>• New Footscray Hospital Project Team</li> <li>• Medical and surgical staff</li> <li>• Nurse Unit Managers</li> <li>• Nursing staff</li> <li>• Administration Managers and clerical staff</li> <li>• GP Integration Unit</li> <li>• Consumer Representatives</li> <li>• Digital Health/EMR Project Team</li> <li>• Best Care Team</li> <li>• Performance Unit</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Other health care networks and service providers</li> <li>• Patients and their significant others</li> <li>• General Practitioners and external referrers</li> </ul>

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Selection Criteria
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Successful completion of a tertiary qualification in a healthcare discipline, project management or management field</li> <li>• Demonstrated experience in project management or service improvement initiatives</li> <li>• Understanding and application of (IHI) Improvement Science and Methodology</li> <li>• Excellent interpersonal skills and high-level communication skills</li> <li>• Ability to work collaboratively as part of a multi-disciplinary team with an agile approach and a positive attitude</li> <li>• Demonstrated commitment to high quality, safe and person-centred patient care</li> <li>• Demonstrated ability to work within a constantly changing environment, to negotiate creative solutions to complex problems, and strong understanding of change management</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Relevant postgraduate qualification and/or relevant clinical experience</li> <li>• Demonstrated ability in the operation of various computer software packages and a willingness to learn the systems that are an integral part of patient management and improvement</li> </ul>
Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police/criminal history check prior to employment</li> <li>• Obtain a working with children check prior to employment (if requested)</li> <li>• Obtain an Immunisation Health Clearance prior to employment</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures</li> <li>• 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</li> <li>• 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</li> <li>• 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</li> <li>• 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, Safe Patient Care Act 2015, Mental Health &amp; Wellbeing Act 2023</li> <li>• Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines</li> </ul>
General Information
<ul style="list-style-type: none"> <li>• Redeployment to other services or sites within Western Health may be required</li> <li>• Employment terms and conditions are provided according to relevant award/agreement</li> <li>• 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</li> </ul>

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- 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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