

**Position Title:** Project Lead

**Campus:** Grampians Health Ballarat

**Directorate:** Chief Operating Officer Hospitals

**Department:** Surgical and Endoscopy Services

**Reporting to:** PSU Project Coordinator

**Direct Reports:** Nil

### Appointment Terms/Conditions:

**Classification and Code:** HS 6 or equivalent

**Enterprise Agreement:** *Health and Allied Services, Managers & Administrative Workers or Nurses and Midwives (Victorian Public Sector) Enterprise Agreement*

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit [www.grampianshealth.org.au](http://www.grampianshealth.org.au).

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

## **POSITION PURPOSE**

This role is within the Grampians Health Patient Support Unit (PSU). The PSU has three strategic priorities: patient preparation and waitlist auditing, pathway redesign and to enable the planned surgery blueprint reforms. These strategic priorities are delivered through improvements, initiatives and projects run by the PSU.

The purpose of the role is to work within the Patient Support Unit (PSU) to play a lead role in the Surgical Pathway Redesign Program which is focused on Planned Surgery reform. The role will work closely with the PSU team to identify and run initiatives and projects that focus on streamlining the initial parts of the patient journey at the point of referral from GP to Surgical Outpatient Clinics. This will also include identifying opportunities and approaches to triage of patients at the point of referral from GP to Alternative Pathways (allied health or other). The role will work to Department of Health and Grampians Health priorities and targets (including Grampians Health Strategic Plan, Clinical Services Plan, Planned Care Blueprint).

## **KEY ACCOUNTABILITIES**

### **General**

- Provide clinical (where applicable), project and innovative expertise in the management of the patient planned care journey.
- Be well informed with regards to the Department of Health Planned Care strategic direction and goals. Assist with developing these into key improvements, initiatives and projects within Grampians Health and help to ensure alignment between Grampians Health and Department of Health objectives.
- Demonstrated problem solving and critical thinking, capacity to identify root caused and develop practical solutions for efficiency gains.
- Employs a patient centred approach
- Establish relationships with stakeholders in the planned care journey
- Participate in ongoing professional development and education

### **Project Change Management**

- Effectively apply project management expertise
- Ensure all project artifacts are up to date
- Collaborate with program/project leads
- Identify potential project risks and escalate to the Project Co-ordinator as necessary.
- Ability to manage resistance, support adoption and implement sustainable improvements.

### **Quality and Risk Management**

- Maintain contemporaneous risks and issues register
- Ensure stakeholder engagement is always optimised
- Ensure open communication with key stakeholders and
- Generate regular project status reports and updates.

### **Resource and Personnel Management**

- Provide oversight and guidance of the planned care journey navigation.

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Appropriate tertiary qualification in Allied Health (AHPRA registration eligible) and/or surgical nursing or demonstrated and extensive experience working within the surgical space (outpatient and/or inpatient).

### **Technical/Professional Knowledge and Skills**

- Experience in project-oriented work is essential.
- Experience in developing and implementing health service operational processes and procedures.

- Experience and knowledge in data collection and reporting.
- Evidence of strong commitment to improving patient care and patients experience of their care
- Advanced technical skills in MS Office Suite (Word, Excel, PowerPoint, Outlook, Visio)
- Extensive knowledge of current trends affecting public health currently with particular emphasis on surgical services.

### **Work Environment**

- Demonstrated ability to manage and prioritise tasks and use initiative to anticipate and solve problems while at the same time keeping your manager abreast of your work.

### **Personal attributes**

- Highly developed interpersonal and communication skills with the ability to develop effective working relationships within and external to the organisation.
- Demonstrated conflict management skills and ability to remain calm under pressure.
- Demonstrated influencing skills to persuade and gain workforce cooperation.
- Excellent attention to detail.
- Demonstrated ability to be proactive and show sound judgement in a diverse and continuously evolving complex environment.
- Strong organisational and multitasking skills

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably

practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.