Grampians Health

Position Title:	Safe Systems & Performance - Risk Integration Lead
Campus:	All GH Campuses
Directorate:	Chief Nursing and Midwifery
Department:	GH Quality
Reporting to:	Assistant Director, Safe Systems and Performance
Direct Reports:	Nil

Appointment Terms/Conditions:

Classification and Code:	**Registered Nurse -** Registered Nurse Grade 5 Clinical Consultant, Year 1 – 2 (ZA7, ZA8). Health Professional - Grade 3, year 1 – 4. Psychologist – Grade 3, Years 1 – 4, (PL1 – PL4). Pharmacist – Grade 3, Years 1 – 4 (SX6 – 8 SX81) Managers and Administration Worker - Grade 6 (HS6)
Enterprise Agreement	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement Allied Health Professionals (Victorian Public Health Sector) Single Interest Medical Scientists, Pharmacists and Psychologists (VPS) (Single Interest Employers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over $700m.

Collaboration *We are stronger together.*	*Compassion* *We show that we care.*	*Accountability* *We do what we say and say what we do.*	*Respect* *We appreciate and value all people.*	*Innovation* *We adapt and innovate to achieve best outcomes.*
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.

Grampians Health Ballarat   Grampians Health Dimboola   Grampians Health Edenhope   Grampians Health Horsham   Grampians Health Stawell

POSITION PURPOSE

This role champions the alignment of enterprise risk management with innovation and transformation across Grampians Health, enabling proactive, informed, and adaptive decision-making. Operating across all service areas, it builds organisational capability to proactively manage risk while enabling sustainable change. The position ensures that insights from investigations, audits, and risk assessments are translated into strategic actions that strengthen safety, performance, and resilience.

The role is central to embedding a forward-looking, enterprise-wide risk culture—where risks are not only mitigated but leveraged as catalysts for innovation. It supports transformation initiatives driven by adverse events, quality improvement activities, and systemic reviews, ensuring that change is informed by robust risk intelligence and aligned with Grampians Health's strategic objectives.

Key responsibilities include developing and maintaining a comprehensive enterprise risk framework that encompasses clinical, operational, corporate, environmental, and compliance domains. This includes oversight of workplace health and safety, insurance, legislative obligations, and governance structures. The role fosters a consistent, organisation-wide approach to risk identification, evaluation, and response—enabling informed decision-making and strategic agility. With expertise in systems thinking, change management, data analytics, and operational excellence, the role provides strategic guidance to ensure that risk insights are embedded into innovation processes. It supports teams to be accountable, equipped, and empowered to deliver safe, effective, and connected care.

Quality Strategies

- Facilitate cross-functional engagement to ensure insights from incident reviews, sentinel events, and audit outcomes are translated into operational workflows that proactively manage risk and enhance safety.
- Support teams in interpreting and applying risk mitigation action plans, ensuring alignment with Grampians Health's governance frameworks, compliance obligations, and strategic priorities.
- Lead initiatives that strengthen organisational capability in quality improvement methodologies, documentation standards, and clinical governance—anchored in enterprise risk principles.
- Track progress against risk-related action plans, escalate implementation challenges, and contribute to transparent reporting for executive leadership and governance committees.
- Promote continuous learning and accountability by ensuring recommendations from risk reviews are actioned, evaluated for impact, and embedded into practice.
- Apply emerging best practices in continuous improvement and change management, with a strong focus on identifying and mitigating systemic risks.
- Works with the GH defined quality standards to provide operational direction, coaching, and support to teams focused on sustainable improvement.
- Fosters a culture of continuous improvement, embraces new technologies and ensures quality initiatives are aligned with broader organisational goals.
- Collaborates with internal stakeholders to ensure transformation efforts are informed by enterprise risk insights and have strong cross-functional buy-in.
- Ability to guide teams through transformation initiatives with a focus on managing the human impact of change, ensuring psychological safety and engagement throughout the process.

Risk Management

- Support the implementation of the Enterprise Risk Management (ERM) and Business Continuity Frameworks to ensure alignment with ISO 31000 and recognised best practice.
- Collaborate with the Quality Leadership team to identify, analyse and respond to current and emerging risks across the organisation.
- Contribute to the development and embedding of the organisations risk appetite and tolerance settings across the enterprise risk categories.

- Ensure risk-based decision-making is consistent with the organisation's defined appetite and tolerance levels.
- Lead initiatives to strengthen the integration and maturity of the enterprise risk management system across all operational areas.
- Implement and monitor a comprehensive and effective risk management framework, consistent with relevant regulatory requirements; participate in the periodic organisational review of the Risk Management Framework; and the annual review of Risk Management plans
- Lead and facilitate risk management processes as required ensuring consistency and effectiveness
- Deliver accurate, timely, and actionable risk reporting to support governance, oversight, and strategic planning.
- Promote and manage the use of the Grampians Health Risk Register to ensure visibility and accountability of risk across the organisation.
- Ensure integrated incident management systems are embedded and aligned with legislative, safety, and governance frameworks.
- Provide education and support for staff in the use of Grampians Health's incident and risk management platforms (RiskMan, Risk Register, Quality Improvement Hub).
- Develop and maintain contemporary, evidence-based governance documentation
- Work within, and actively promote the Grampians Health Governance Framework
- Contribute to business continuity plans for all aspects of Grampians Health Quality operations.

Legislative Compliance

- Ensure a comprehensive legislative compliance framework is available to Grampians Health staff as per the ISO 31000:2018 Risk Management standard.
- Monitor organisational compliance and provide ongoing education to staff regarding relevant legislative and regulatory obligations.
- Establish and maintain systems and processes to support staff in meeting compliance with relevant regulations and legislation.
- Work within the established frameworks to guide and assist to support staff to maintain compliance with relevant regulations and legislation.
- Deliver timely, accurate, and actionable reports on legislative compliance to support governance and oversight functions.

Workforce Development

- Champion robust data stewardship across Grampians Health, ensuring accuracy, security, and ethical use of information.
- Embed co-design principles into clinical practice to enhance consumer engagement and improve care outcomes
- Integrate co-production approaches into all service development initiatives, fostering collaboration between consumers and staff.
- Deliver tailored education and training that empowers staff to support consumer participation in care, aligned with individual preferences and needs.
- Model Grampians Health values and 'above the line' behaviours, promoting a culture of respect, integrity, and accountability in every interaction.

Quality Improvement Culture

- Partner with each element of the Quality team to improve enhance the effectiveness and efficiency of risk management activities
- Work collaboratively with all staff to promote a continuous improvement culture
- Prepare and deliver high-quality reports, presentations, and resources that support the design, development, and implementation of risk management and safety strategies.
- Identify enterprise risks and provide evidence-based recommendations to improve outcomes for consumers and staff.
- Promote and sustain an open, just safety culture that encourages reporting, discussion and proactive mitigation of any safety issues

- Advocate for and implement strategies that minimise risk and strengthen safety across all services.
- Ensure there is Consumer representation on key work groups and decision-making forums.
- Use quality improvement systems to monitor, review and improve processes for partnering with consumers
- Collaborate in order to use data to inform quality improvement initiatives
- Work collaboratively with all staff to promote a continuous improvement culture
- Use quality improvement systems to review and enhance processes for partnering with consumers.
- Ensure communication mechanisms are inclusive and tailored to the diversity of consumers and the local community.
- Identify risk and make recommendations based on evidence to Grampians Health staff and groups to improve consumer safety
- Promote an open safety and just culture that enables reporting, discussion and mitigation of coaching safety issues

Safety & Innovation Performance

- The Lead is responsible for developing and implementing strategies that embed a fully integrated risk management framework across the organisation. This includes designing and modifying systems, creating and updating operational governance documents, and planning and coordinating large, complex programs to ensure robust governance and risk practices are consistently applied
- Actively support and operate within the Grampians Health governance framework by participating in nominated committees and forums, contributing to decision-making and ensuring alignment with organisational standards.
- Drive compliance, standardisation and operational efficiency across all Governance, Risk and Improvement systems ensuring alignment with organisational policies and best practice frameworks.
- Achieve the Key Performance Indicators (KPI) specific to this role
- Support the development, monitoring and reporting of all Grampians Health quality and safety performance indicators and related activities
- Participate in groups and committees within the region and state as directed by line manager
- Attend and actively contribute to team meetings
- Manage the performance and development of any accountable staff
- Support and work within the Grampians Health governance framework through membership and participation at nominated committees and forum
- Contribute to, and support, the implementation of the GH Quality Strategic plan
- Support the development, monitoring and reporting of all Grampians Health quality and safety performance indicators and activities
- Coach to improve the capability of all Grampians Health staff in quality and improvement
- Ensure team deliverables are completed accurately and within agreed timeframes,
- Build collaborative relationships at an operational level across the organisation

Professional Development

- Engage in ongoing professional development, and participate in coaching conversations with the Assistant Director SSP and the Director Quality as required
- Participate in monthly accountability meetings with the line manager
- Stay informed on emerging developments in health quality through journal reviews and participation in internal and external educational opportunities
- Demonstrated commitment to continuing professional development

General Accountabilities

- Compliance with all Grampians Health Policies and Procedures
- Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals
- Participation in the Grampians Health integrated risk management and quality improvement 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 colleagues

- 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
- 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
- Grampians Health is committed to a patient/client centred approach in the provision of health care and services, consistent with the Grampians Health values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues

KEY SELECTION CRITERIA

Qualifications and experience

- Relevant post-graduate qualifications or working towards preferred
- Extensive experience in enterprise risk management, including the implementation and management of incident and risk management systems, in a health or human services environment
- Extensive experience in Root Cause Analysis, London protocol and other safety analysis tools
- Experience in the administration of RiskMan / VHIMS
- Experience and proven capacity to lead, coach and manage organisation wide change
- Experience in planning, coordinating and conducting education and training in a health or human services context
- Experience and demonstrated capacity to work closely and communicate effectively with all members of the organisation
- Experience and demonstrated ability to manage large or complex projects to achieve expected outcomes within timelines
- Blend of both strategic and tactical thinking, capable of identifying and developing partnerships opportunities aligned to the GH vision and strategy
- Exceptional communication skills and attention to detail with the ability to build strong relationships both internally and externally
- Strong people management experience with a collaborative spirit
- Consumer and stakeholder management experience
- Experience liaising with and working with government and non-government agencies
- Highly developed collaboration, negotiation, relationship building and stakeholder management skills
- Commitment to improving customer experiencing with expertise in brand and reputation management
- Proven budget management experience
- Proven experience in leading and developing high-performing and professionally diverse teams

Technical/Professional Knowledge and Skills

- Extensive experience in leading Best Practice initiatives in a health or human services environment
- Knowledge and experience of the Victorian Risk Management Framework, Safer Care Victoria Sentinel Events Program, the Victorian Incident Management System, The Australian Open Disclosure Framework and other relevant regulatory frameworks
- An extensive and contemporary knowledge of Quality Improvement including risk management, and the ability to apply this knowledge
- Knowledge of legal requirements and relevant policies and procedures relating to enterprise risk
- Extensive experience in Root Cause Analysis, London protocol and other safety analysis tools
- Experience in the administration of RiskMan / VHIMS
- Excellent written, oral, research and presentation skills
- Demonstrated, high-level leadership skills and experience in managing, supporting and developing teams
- Excellent people skills and the ability to nurture and maintain strong relationships with diverse stakeholders

- High level organisational skills with a proven ability to manage competing tasks
- Excellent understanding of, and willingness to keep abreast of, the broader issues impacting the Australian health sector
- Experience in a healthcare or government organisation will be highly regarded
- A demonstrated understanding of and commitment to, consumer safety and person-centred care
- Advanced Microsoft Office skills (Word, Excel, PowerPoint, Visio, Project and Outlook)
- Well-developed research and analytical skills with the capacity to translate research into practice
- Excellent writing, editing and proofreading skills with the ability to produce high quality written reports and correspondence
- Continuous Improvement: Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions
- Planning & Organising: Establishing courses of action for self and others to ensure that work is completed efficiently

Personal attributes

- Adaptability: Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures
- Leadership Disposition: Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behaviour styles that meet the demands of a leader role.
- Work Standards: Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- Stress Tolerance: Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization

Interpersonal skills

- Communication: Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message
- Building Strategic Working Relationships: Developing and using collaborative relationships to facilitate the accomplishment of work goals
- Negotiation: Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties
- Developing Others: Planning and supporting the development of individuals' skills and abilities so that they can fulfil current or future job/role responsibilities more effectively

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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.

- 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 an 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.