

Position Title: Operational Readiness Lead – Support Services

Campus: Ballarat

Directorate: Redevelopment & Infrastructure

Department: Redevelopment

Reporting to: Senior Project Manager - Operational Commissioning

Appointment Terms/Conditions:

Direct Reports: Nil

Classification and Code: Admin Grade 4 (HS4)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple 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.

| Collaboration | Compassion | Accountability | Respect | Innovation |
|---|---|---|---|--|
| <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

Grampians Health is delivering one of its most significant service transformations through the redevelopment and opening of the new Main Tower at the Ballarat Base Hospital. The Operational Commissioning (OCx) Project underpins this transition, preparing the workforce, facilities, systems and services to safely commence operations from Day One through coordinated planning, readiness, commissioning and activation activities.

The Operational Readiness Lead – Support Services is responsible for leading operational readiness across all support services. The ORL- Support Services ensures that operational workflows, patient pathways, service models, equipment, digital systems, staffing, supply chains, and environmental requirements are fully prepared to safely and effectively deliver inpatient care on Day-1 in the new Main Tower. This role provides operational, and change-readiness leadership to ensure the new ward environments, processes, and teams are aligned, functional, and fit-for-purpose for go-live.

This role will focus on the following disciplines:

- Environmental Services
- Food Services / Catering
- Waste Management
- Hotel Services (Accommodation)
- Linen
- Mortuary

The role chaperones the Support Services Working Group through all five OCx working pillars:

1. Future State (FS)
2. Supporting Our People (SOP)
3. Preparing Our Building (POB)
4. Tech Ready (TR)
5. Move Execution (ME)

The ORL ensures alignment between departments, manages project delivery, coordinates readiness tasks, and drives progress toward gateway approvals, simulations, acceptance and Go/No-Go milestones.

KEY ACCOUNTABILITIES

- Lead the allocated cluster through all OCx phases, including Future State design, readiness planning, simulations, acceptance, and Move Week.
- Represent the cluster at OCx Pillar and Stream meetings, ensuring alignment with milestones, gateways, and acceptance criteria.
- Develop and refine Future State service models, workflows, capacity and escalation models, and patient journey mapping.
- Coordinate readiness activities across workflows, equipment, digital systems, training needs, and interface requirements.

- Plan and support simulations and operational validations to ensure service, digital, and environmental readiness.
- Ensure all staff complete required orientation, digital readiness, equipment training, and emergency preparedness.
- Engage stakeholders proactively, maintain communication, and ensure all contributors meet agreed timelines and deliverables.

KEY SELECTION CRITERIA

Technical/Professional Knowledge and Skills

- Demonstrated ability to analyse current-state and future-state workflows, identify cross-service dependencies, map integrated patient journeys, and articulate operational requirements aligned to Future State planning.
- Experience facilitating multidisciplinary workshops, documenting workflows, and supporting structured project methodologies (including reporting, action tracking, and readiness documentation).
- Ability to design, plan, or support simulation-based testing of workflows, processes, digital systems, and environment readiness—working collaboratively with Simulation/Education teams.
- Understanding of digital health systems, equipment interfaces, operational commissioning activities, change-impact analysis, and integration requirements across services
- Strong written and verbal communication skills, including the ability to create future-state artefacts (workflow maps, interface matrices, risk/issue documentation).

Work Environment

- Ability to work in high-acuity, rapidly changing environments and manage competing priorities.
- Experience contributing to safety, quality and risk systems in a hospital environment.

Personal attributes

- Collaborative leadership that unites teams and builds confidence during operational change, with strong stakeholder engagement, strategic thinking, and autonomy.
- Strong relationship-building, organisation, communication, and innovative problem-solving.

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.