

GRAMPIANS

LOCAL HEALTH SERVICE

NETWORK



Position Title: Program Coordinator

Grampians Local Health Service Network (GLHSN) Members:

Beaufort and Skipton Health Service, Central Highlands Rural Health, East Grampians Health Service, East Wimmera Health Service, Grampians Health, Maryborough District Health Service, Rural Northwest Health, West Wimmera Health Service

Department: Grampians Local Health Service Network (GLHSN)

Campus: GLHSN Member Location – whichever is geographically suitable as a primary location

Reporting to: Executive Director - GLHSN

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: HS7

Enterprise Agreement: *Victorian Public Health Sector (Health & Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025*

Time Fraction: 1.0 FTE (Full Time) – 2 Year Contract. *An extension of up to 2 years may apply, subject to funding and performance.*

ORGANISATIONAL INFORMATION (GLHSN)

In July 2023, the Victorian Department of Health commissioned an Expert Advisory Committee to examine the design and governance of Victoria's health services system. The Committee developed the Health Services Plan, which provides recommendations for a more connected systems that delivers the right care, at the right time, at the right place, for all Victorians. The Plan recommended establishing 12 Local Health Service Networks – geographic groupings responsible for planning and managing care so that it meets the population needs of their communities. For more information, visit [Local Health Service Networks | health.vic.gov.au](https://health.vic.gov.au/local-health-service-networks).

The Grampians Health Local Service Network (GLHSN), which commenced formally on 1 July 2025, incorporates eight regional health services. Grampians Health is responsible for employment contracts on the GLHSN's behalf.

In the broader context, all Networks are focused on the same priority areas. Currently these include:

- **Access, equity and flow** – improving care pathways for patients, clinical service planning across Networks, developing plans for better collaboration with the wider mental health and wellbeing sector in their region, and supporting aged care patients to stay out of hospital.
- **Workforce** – development of Network workforce plans and sharing of data to strengthen and sustain the health workforce through a coordinated, regional approach to planning and managing staff.

- **Safety and quality** – increasing safety and quality of care by embedding whole-of-system continuous improvement to deliver a safer, more person-centred, and sustainable health system.
- **Shared services** – identifying back-office efficiencies and sharing findings with other Networks.

GRAMPIANS HEALTH (EMPLOYER)

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

The Program Coordinator is a strategic enabler, responsible for uplifting program capacity and building robust systems that empower the GLHSN to deliver on its collective strategic priorities. By supporting and improving the design, delivery and outcomes of programs and projects across all priority areas, the Program Coordinator strengthens the overall portfolio—ensuring the Network’s collective efforts are aligned, integrated and delivering measurable benefits for the Network, all member health services, and the communities they serve.

The role strengthens governance, sequencing, reporting and strategic planning - ensuring the GLHSN operates proactively with clear visibility of priorities, progress and emerging themes. Through collaboration, future-focused planning and practical support, the Program Coordinator enables the GLHSN to anticipate and address challenges, deliver sustainable improvements and maximise value for all stakeholders.

This role leads Network-wide initiatives and frameworks but does not hold direct responsibility for the statutory or operational obligations of individual member health services.

KEY ACCOUNTABILITIES

Program Capacity & Strategic Alignment

- Build and maintain systems for coordination, planning and reporting to support effective program delivery.
- Uplift program management capability to ensure consistent prioritisation and execution aligned to strategic objectives.
- Embed practices that drive alignment with Network priorities and support continuous improvement—so that individual program success contributes to a stronger, more effective portfolio.

Governance & Committee Coordination

- Facilitate alignment and coordination across governance committees for shared understanding of priorities and progress.
- Support clear sequencing of committee inputs, recommendations, decisions and escalation of issues or risks as required.

- Promote consistent decision-making pathways and reduce duplication.

Priority Project Leadership & Support

- Lead or support the design and delivery of strategic project initiatives that advance Network priorities.
- Scope projects, clarify desired outcomes and provide structured support as needed.
- Step in to resolve challenges and ensure initiatives remain on track, escalating complex issues appropriately.

Portfolio, Performance, Financial Insight & Future Prioritisation

- Maintain a consolidated view of all programs, projects, inter-dependencies and delivery status across the Network.
- Analyse activity, performance and financial data to inform executive decision-making and guide the evolution of the portfolio.
- Develop and maintain frameworks and processes for future prioritisation, including the development of future-year budgets and priorities, ensuring a clear pipeline of Network priorities and business case readiness.

Network Integration

- Proactively support integration with the lead agency for procurement, legal, finance and other corporate functions.
- Liaise with relevant teams to ensure Network-wide activities are coordinated and compliant.
- Facilitate seamless collaboration and an attitude seeking to understand different perspectives.

Digital Enablement, Dashboards & Continuous Improvement

- Utilise digital tools to streamline reporting and coordination.
- Develop and maintain dashboards that provide high-level visibility of risks, issues, scheduling and emerging themes across the Network.
- Drive improvements in data quality, process efficiency and ways of working through feedback and innovation.
- Support the transition to more digital, accessible information systems across the Network.

Other Duties

- Undertake other responsibilities as required, consistent with the role and organisational priorities.

KEY SELECTION CRITERIA

Qualifications

- Tertiary qualification in health administration, business, public administration, finance or a related discipline (such as project management) is essential.
- Demonstrated experience supporting programs/portfolios and strategic projects in complex public sector or health environments at a senior level.
- Experience preparing performance, program and financial information for executive or governance decision-making.
- Proven ability to exercise advanced judgement, autonomy and escalation in complex environments.

Technical/Professional Knowledge and Skills

- Demonstrated knowledge of quality improvement and associated methodologies is desirable.
- Previous experience working in the improvement and innovation field would be highly regarded.
- Comprehensive ability to utilise technology and software, including Microsoft Office suite of programs and project management software is necessary.
- Possession of a valid Driver's Licence is necessary.

Work Environment

- The role involves working within the Grampians Local Health Service Network, encompassing both remote and on-site collaboration. Ability to travel across the region is necessary.

Personal attributes

- Demonstrated ability to exhibit adaptability and flexibility to effectively respond to changes, shifting priorities, and evolving challenges as they arise.

- Demonstrated ability to be open and accepting of new ideas and approaches to improvement.
- Supports different approaches and thought processes when working through complex problems, to identify an effective solution.
- Proven capacity to maintain collaborative relationships with teams and professionals.
- Demonstrated ability to work autonomously with proficient problem-solving skills.
- Ability to work both independently and as part of a team.

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.