

Position Title:	Cancer Service Improvement Officer
Campus:	Ballarat
Directorate:	Chief Medical Office
Department:	Grampians Integrated Cancer Service (GICS)
Reporting to:	GICS Director
Direct Reports:	Nil

Appointment Terms/Conditions:
Classification and Code: HS5

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services & Administrative Officers) Multiple 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	Compassion	Accountability	Respect	Innovation
We are stronger together.	We show that we care.	We do what we say and say what we do.	We appreciate and value all people.	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.

Integrated Cancer Services:

The Victorian Integrated Cancer Services (VICS) are Victoria's cancer services improvement network. The VICS have an important role in the implementation of the Victorian Cancer Action Plan 2020-2024. Key aspects of Victoria's current cancer plan include improving cancer outcomes and experience of cancer patients, delivering efficient, quality care supported by data and research, improving outcomes, addressing disparities across population groups, driving innovation and system reform, and ensuring good integration and coordination across service providers.

There are eight geographical ICS (three metropolitan and five regional) and one state-wide paediatric ICS. Collectively, they are referred to as VICS and are funded by the Victorian Department of Health, Cancer Unit.

The vision of the VICS is to improve patient experiences and outcomes by connecting cancer care and driving best practice. For more information visit <https://www.vics.org.au/>.

Established in 2004, the Grampians Integrated Cancer Service (GICS) is funded by the Department of Health (DH), with Grampians Health (GH) acting as fund holder in a host agency arrangement. Services to support the operations of the GICS team (also known as the Program Office) are purchased from GH and include HR, Finance and IT. GICS is not a direct provider of services, but facilitates system development and service improvement by supporting local and regional services.

As an independent organisation, GICS is governed by the Governance Group, comprised of key regional stakeholders. The governance of the organisation is further underpinned by a Memorandum of Understanding between GICS and health service providers across the Grampians region.

The Grampians region stretches from the South Australian border in the west, to Bacchus Marsh in the east, and from Edenhope to Hopetoun in the north. The area covers almost 50,000 square kilometres and a population of over 220,000 people.

Vision and Mission of GICS

Vision: Improving patient experiences and outcomes by connecting cancer care and driving best practice.

Mission: GICS will achieve the vision by:

- understanding the needs of people affected by cancer
- building and supporting collaboration between health professionals, health services and consumers
- driving quality improvement in cancer care
- supporting the development of the cancer workforce
- facilitating system-wide engagement in cancer research.

POSITION PURPOSE

This role will deliver project initiation, management, coordination, and performance monitoring in relation to cancer service improvement activities and priorities in the areas of multidisciplinary care, supportive care, reducing variation against the Optimal Cancer Pathways, survivorship care, and other Victorian Cancer Plan priorities. This role will work in an agile way and respond to new Victorian Cancer Plan, VICS strategic priorities, and local regional priorities.

KEY ACCOUNTABILITIES

- Project Management – involved in the various stages of project management; projects are aligned to the Victorian Cancer Plan, VICCS strategic plan and / or regional priorities.
- Service Improvement Coordination – source, review and interpret relevant data to identify risks, trends, opportunities and issues to ensure clear strategic direction, and priorities for GICS Work Plan activity.
- Develop and maintain opportunities for collaboration with key stakeholders across the cancer system drawing on co-design principles to improve the delivery of safe and quality care and improve care closer to home.
- GICS team support – work in collaboration with other GICS team members to achieve work plan deliverables, providing support as needed to cover when others are on leave.

KEY SELECTION CRITERIA

Qualifications and Experience

- Tertiary degree qualifications in health, public health, health promotion, social sciences or a related discipline.
- Demonstrated experience in managing successful concurrent multi-stakeholder projects or programs to deliver quality outcomes.
- A good understanding of specialist cancer services and how they operate in Victoria.

Technical/Professional Knowledge and Skills

- Identify opportunities for service innovation and system improvement ensuring familiarity with Grampians regional and member health service cancer services priorities for improving regional outcomes.
- Familiarity with the principles and directions of the Victorian Cancer Plan, Optimal Care Pathways, other relevant Victorian Government policies and broader National cancer service integration strategies and initiatives.
- Proficient knowledge of quality improvement and risk management principles and methods incorporating experience in achieving sustainable improvement and embedding change within routine practice.
- Capacity to plan, prioritize and organise own work and project resources in an environment of change and competing demands.

Work Environment

- Ability to work collaboratively, sharing responsibility for the achievement of team's goals, objectives and outcomes and thereby contributing to a positive and trusting team culture.
- A strong commitment to customer service, to both internal and external customers.

Personal Attributes

- Demonstrate a confident, optimistic and proactive mindset.
- Demonstrates analytical and systematic thinking in examining opportunities to improve and enhance experiences of care and outcomes.
- Willingness to develop new skills and knowledge rapidly with a commitment to ongoing professional and personal development.

Interpersonal Skills

- Exceptional influencing and relationship management skills including the ability to develop and maintain strong collaborative partnerships with individuals and organizations.
- Well-developed interpersonal skills, incorporating written and verbal communication, negotiation, facilitation and problem-solving skills.
- Effective negotiation skills to progress service and system innovation and improvement.
- Demonstrates professionalism, authenticity and credibility within and across a range of public and private forums.

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 by 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.