

# GRAMPIANS LOCAL HEALTH SERVICE NETWORK



**Position Title:** Program Lead – Access, Equity & Flow

**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 or MB5 (Equivalent Nursing & Midwifery EBA Classification)

**Enterprise Agreement:** *Victorian Public Health Sector (Health & Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025; OR Nurses and Midwives Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2024-2028.*

**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://www.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](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

The Program Lead – Access, Equity & Flow provides strategic leadership and oversight across the Grampians Local Health Service Network (GLHSN), with a primary focus on enhancing patient flow and equitable access to care throughout all member health services. The role is responsible for leading, coordinating and continuously updating access and flow initiatives, ensuring alignment with the GLHSN Clinical Services Plan, emerging policy direction and priorities. By leveraging collaboration, data and technology - the role drives improvements in patient pathways, optimises bed utilisation and supports care close to home. This position is pivotal in fostering a whole-of-network approach to patient flow, enabling timely, safe and integrated care for the community.

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

### Regional Patient Flow Leadership

- Provide strategic oversight of patient flow across all GLHSN member health services, ensuring timely, equitable access to care within organisational capability frameworks.
- Lead, coordinate and monitor patient movement between sites to optimise bed utilisation and reduce bottlenecks.
- Champion a whole-of-network approach to patient flow, supporting care close to home wherever possible, as safe as possible.

### Access, Equity and Flow Initiatives

- Support the development and implementation of access, equity and flow initiatives as outlined in the GLHSN Clinical Services Plan, including emerging policy direction and priorities.
- Translate Clinical Services Plan recommendations into actionable projects that improve patient pathways, bed flow and service integration (i.e. Step Closer Care).
- Regularly review and report on progress against Clinical Services Plan objectives related to access and flow.

## **Framework Development & Implementation**

- Lead, develop and maintain a regional bed flow framework, informed by Clinical Services Plan priorities, emerging policy direction and best practice.
- Establish KPIs and bench marking tools to monitor, assess, report and drive improvements in regional patient flow and access.
- Identify risks and implement mitigation strategies to ensure consistent, high-quality patient flow across the network.

## **Collaboration & Stakeholder Engagement**

- Engage with all GLHSN member health services to understand local needs and priorities before implementing solutions.
- Facilitate collaboration, knowledge-sharing and capability-building across sites to strengthen consistency in patient flow practices.
- Actively seek and apply insights from other Local Health Service Networks and relevant external partners.

## **Technology & Innovation**

- Identify, assess and implement technological solutions to optimise patient flow and access.
- Prepare business cases for technology adoption and/or improvements, ensuring alignment with Network and Clinical Services Plan objectives.
- Evaluate the effectiveness of implemented technologies and recommend improvements.

## **Governance, Reporting & Continuous Improvement**

- Ensure all access and flow initiatives align with governance requirements and organisational priorities.
- Prepare reports, analyses and recommendations for executive and governance decision-making.
- Foster a culture of continuous improvement by evaluating outcomes and integrating feedback from across the Network.

## **Other Duties**

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

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Tertiary qualification in fields related to health administration, medicine, nursing, midwifery, paramedic, pharmacist or allied health is essential.
- Post-graduate qualification in fields related to health administration, medicine, nursing, midwifery, paramedic, pharmacist or allied health is desirable.
- Demonstrated experience in a relevant role requiring collaboration with key stakeholders, using reflective processes to influence relationships.
- Experience in a project management role or having been a part of a project management process is highly preferable, especially one that involves collaborating with a wide network of stakeholders.

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

- Demonstrated advanced communication skills, both written and oral, with ability to adapt communication style to suit diverse audiences.
- Proven ability to exercise advanced judgement, autonomy and escalation in complex environments.
- Demonstrated knowledge of quality improvement and associated methodologies is desirable.
- Previous experience working in the improvement and access field would be highly regarded.
- Comprehensive ability to utilise technology and software, including Microsoft Office suite of programs, 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 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.