

Eastern Health



POSITION DESCRIPTION

Position Title:	East Metro & Murrindindi Local Health Service Network Safer Together Program Improvement Support Officer
Award Classification:	Administrative Officer – HS4
Award / Agreement Name:	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Manager & Administrative Officers)
Position Reports to:	Director of Continuous Improvement

EASTERN HEALTH

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.



POSITION PURPOSE

The East Metro & Murrindindi (EMM) Local Health Service Network (LHSN) Safer Together Program (STP) Improvement Support Officer plays a key role in enhancing improvement capability and supporting the effective implementation of STP priority projects across the network. This role is designed to provide targeted, hands-on support to health services, particularly those with limited improvement capacity, ensuring equitable access to improvement expertise. The Improvement Support officer, together with the EMM LHSN STP Coordinator, works closely with local improvement teams to build capability, foster collaboration, and drive engagement, ensuring the effective delivery of initiatives aligned with the STP's four strategic priorities: reducing avoidable harm, reducing avoidable admissions, safe use of medicines, and value-based healthcare.

The role is pivotal in coordinating LHSN STP efforts and delivering training in collaboration with East Metro and Murrindindi LHSN health services to build local improvement capability. It also serves as a key point of contact for health services participating in STP projects, offering implementation support, addressing operational barriers, and facilitating the dissemination of lessons learned. Through coaching, administrative coordination, and improvement advisory support, the Improvement Support Officer helps foster a culture of continuous learning and shared improvement across the EMM LHSN.

MAJOR DUTIES AND/OR RESPONSIBILITIES

Communication & Engagement

- Share SCV communications (e.g., EOIs, training, surveys) with relevant health service stakeholders.
- Participate in SCV-led engagement activities (where possible) to build relationships with local health service project teams.
- Attend regular SCV stakeholder meetings
- Build cross-network relationships with other STP Teams to promote statewide collaboration where possible.
- Facilitate two-way communication between SCV and health services.

Community of Practice Support

- Provide admin support in planning, scheduling, and running Community of Practice sessions.
- Assist with meeting invites, calendar management, agendas, and note-taking.
- Support follow-up actions and communications post-meetings.

Reporting Support

- Assist in preparing routine reports required by SCV, including templates, data collation, and formatting.
- Help ensure reporting deadlines are tracked and met.

Stakeholder Meeting Coordination

- Support scheduling and coordination of stakeholder meetings across the region.
- Prepare and distribute agendas and pre-reading materials.
- Record and circulate action notes or minutes where required.

General Administrative Duties

- Maintain shared program folders and records.
- Track key dates, deliverables, and contact lists.
- Assist in the preparation of communications and presentations for STP activities.

Continuous Improvement Capability Build

- Actively and effectively partner with continuous improvement teams and leaders across the EMM LHSN to support the build of continuous improvement capability and facilitate continuous improvement activities
- Provide 1:1 formal Improvement coaching to services participating in STP priority initiatives (if agreed with SCV project team)
- Support the communication of achievements in improvement across the East Metro & Murrindindi Local Health Service Network
- Assist in the preparation of relevant process, progress and evaluation reports regarding improvement initiatives for internal and external stakeholders when required

Celebrating Local Work

- Identify local improvement efforts for STP Clinical Conversation webinars.
- Support services to prepare to present at SCV webinars and forums.

Undertake other activities as required.

SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.

Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis, including completion of all core training requirements as per the QPI Learning and Development profile.

QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

ATTACHMENTS

- Attachment 1 Key Selection Criteria

NOTE

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.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Safer Together Program Coordinator (Senior Improvement Advisor)
Award Classification:	Administrative Officer – Grade 5 (HS5)
Award / Agreement Name:	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) or relevant award/agreement depending on qualification
Position Reports to:	Director of Continuous Improvement

Essential

- Continuous Improvement and Change Management Experience: Proven ability to coach and support continuous improvement initiatives. Demonstrated experience (minimum 3 years) or working towards applying structured continuous improvement methodologies, such as PDSA cycles, Lean thinking, and A3 problem-solving, within a complex healthcare environment.
- Strong Stakeholder Engagement and Relationship Management Skills: Demonstrated ability to build and maintain effective relationships with a wide range of stakeholders to foster collaboration and drive engagement in improvement initiatives.
- Safety, quality, and patient experience focus: Strong understanding of safety, quality, and patient-centred care principles, and ability to apply improvement tools to reduce harm and enhance care experience.
- Excellent Communication and Facilitation Skills: Highly developed written and verbal communication skills, with experience in facilitating meetings, communities of practice, and workshops, and in preparing reports and presentations for diverse audiences.
- Strategic Thinking and Alignment: Ability to align local improvement priorities with broader system-level goals, including those of Safer Care Victoria and the Department of Health, and to provide strategic insights based on data and stakeholder feedback.
- Adaptability and Problem-Solving: Demonstrated capacity to work independently and flexibly in a dynamic environment, including the ability to troubleshoot challenges, support disengaged services, and respond to emerging priorities.
- Commitment to Continuous Improvement and Building Capability: A proactive approach to identifying and celebrating local improvement efforts, supporting continuous improvement capability building, and contributing to statewide learning through forums and LHSN approaches.
- Personal attributes and organisational fit: Self-motivated, adaptable, and proactive, with high levels of self-awareness and emotional intelligence.
- A current Victorian Driver's Licence
- COVID-19 vaccination status compliant with current Victorian Chief Health Officer directions

Desirable

- Formal training or active enrolment in an accredited improvement methodology program (e.g., Lean, IHI Improvement Advisor, Six Sigma) is preferred.

- Data analysis and interpretation: Ability to or working towards knowledge build in interpreting and using data (e.g., dashboards, performance metrics) to identify trends, inform decision-making, and communicate improvement opportunities across the network. Advanced capability in using data to drive improvement, including the interpretation and communication of run charts, Statistical Process Charts (SPC) charts, and other performance tools to inform decision-making, benefits realisation and sustainable monitoring plans. Ability to coach others in the practical application of data to drive improvement.