

Eastern Health

POSITION DESCRIPTION

Position Title:	East Metro & Murrindindi Local Health Service Network (LHSN) Safer Together Program (STP) Coordinator
Award Classification:	Administrative Officer – HS5
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 Local Health Service Network (LHSN) Safer Together Program (STP) Coordinator is a key member of the Allied Health, Strategy, Improvement & Experience directorate at Eastern Health. Operating across the East Metro & Murrindindi (EMM) LHSN, this role is essential in supporting the implementation and local adoption of STP priority projects. The 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.

Reporting to the EMM LHSN Executive, the STP Coordinator serves as a regional representative and advocate for the Safer Together Program and associated Safer Care Victoria (SCV) initiatives. The role plays a central part in strengthening communication between SCV and local health services, facilitating shared learning, and promoting the dissemination of improvement outcomes and development opportunities. Through strategic coordination and stakeholder engagement, the Coordinator ensures that improvement efforts are aligned, impactful, and sustainable across the East Metro & Murrindindi LHSN.

MAJOR DUTIES AND/OR RESPONSIBILITIES

Governance & Collaboration

- Set up and maintain local governance structures for STP that enable the full functions of the East Metro & Murrindindi LHSN STP team and optimise participation across the network in the program.
- Establish and chair an LHSN STP Community of Practice to support regional shared learning.

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 (e.g. STP Coordinator meetings)
- Build cross-network relationships with other STP Teams to promote statewide collaboration where possible.
- Facilitate two-way communication between SCV and health services.

Continuous Improvement Capability Build

- Actively and effectively partner with continuous improvement teams and leaders across the East Metro & Murrindindi Local Health Service Network to support build improvement expertise and facilitate continuous improvement activities
 - Coach leaders in improvement methodology and implementing continuous improvement approaches.
 - Ensure there is a strong measurement focus for all improvement initiatives that include data analysis using run charts and statistical process charts, benefits realisation and return on investment
 - Support the communication of achievements in improvement across the East Metro & Murrindindi Local Health Service Network
 - Prepare relevant process, progress and evaluation reports regarding improvement initiatives for internal and external stakeholders when required

Support & Troubleshooting

- Help health services prioritise participation in the SCV priority project, given the known limited resources.
- Support SCV in linking in with disengaged services to maximise active health service participation.

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 Compensation (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

- **Demonstrated Experience in Continuous Improvement and Change Management:** Proven ability to lead and support continuous improvement initiatives within healthcare settings, including experience applying improvement methodologies to drive measurable outcomes. Demonstrated experience (minimum 3 years) in 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, including clinical leaders, executives, and external partners, 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.
- **Improvement initiative Coordination and Governance Experience:** Experience in establishing and maintaining governance structures, coordinating multi-site or regional improvement initiatives, and supporting the implementation and monitoring of Improvement initiative deliverables and KPIs.
- **Data analysis and interpretation:** Ability to interpret and use 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.
- **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. Demonstrates alignment with Eastern Health Values and a commitment to person-centred care.

- Formal training or active enrolment in an accredited improvement methodology program (e.g., Lean, IHI Improvement Advisor, Six Sigma) is preferred.
- A current Victorian Driver's Licence
- COVID-19 vaccination status compliant with current Victorian Chief Health Officer directions