

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Improvement Partner
<b>Award Classification:</b>	Administrative Officer – HS4
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Manager & Administrative Officers)
<b>Position Reports to:</b>	Director Continuous Improvement

### EASTERN HEALTH – HEALTHIER TOGETHER

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



## **1. POSITION PURPOSE**

The role of the Continuous Improvement team is to support Eastern Health in developing, implementing and improving Eastern Health's Improving Performance Together framework by using a practical improvement system and partnering model to support and develop people and teams to solve meaningful problems big and small.

The Improvement Partner is responsible to the Director of Continuous Improvement for leadership in developing a culture and capability for continuous improvement to achieve Improving Performance Together. The role entails leadership in working with programs and sites and all levels of staff to undertake improvement work to assist Eastern Health in progressing the organisation's high-priority improvement initiatives.

The Improvement Partner will work with key stakeholders to implement Eastern Health's continuous improvement methodology, employing a range of tools and techniques to ensure a rigorous approach to improving processes and performance.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

1. Actively and effectively build relationships with staff from across the organisation to engage them in understanding Eastern Health's approach to continuous improvement and their role in leading and participating in performance improvement and innovation as a core function of their jobs
  - a. Train and coach staff in the design and implementation of the Eastern continuous improvement approach, including, but not limited to, PDSA, A3 thinking, and using data for improvement, including applying run charts and Statistical Process Chart rules.
  - b. Partner with clinical and corporate staff to ensure support, commitment and involvement in improvement initiatives
  - c. Provide improvement methodology advice, coaching
  - d. Ensure there is a strong measurement focus for all improvement initiatives that including data analysis, benefits realisation and return on investment
  - e. Support the communication of achievements in improvement across the organisation
  - f. Prepare relevant process, progress and evaluation reports regarding improvement initiatives for internal and external stakeholders when required
2. Design, develop, and maintain improvement tools and templates to effectively implement improvement initiatives.
3. Collaborate with the Eastern Health Institute Improvement Educator to contribute to developing and delivering training programs that build improvement capability.
4. Partner with members of Eastern Health Directorates to drive advancements in quality, safety, and risk management across the organisation.
5. Undertake other activities as directed

### **3. 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.

### **4. 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.

### **5. 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 centered care.

### **6. 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.

### **7. 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.

## 8. 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.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

## 11. 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.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

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

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#### Essential

- A minimum of 1–2 years of experience in continuous improvement methodologies, with a strong focus on Plan, Do, Study Act (PDSA) and Lean methodology.
- Proven experience in training and coaching senior staff in improvement practices and change management and a strong commitment to enhancing the patient experience in healthcare.
- Proven success in leading and embedding change across teams, underpinned by strong stakeholder management skills — including the ability to design effective engagement structures, negotiate, and influence a diverse and highly skilled workforce.
- A solid understanding of safety and quality measurement and monitoring, with demonstrated expertise in analysing and using data for improvement initiatives.
- Strong ability to engage and collaborate with a diverse range of stakeholders.
- Exceptional verbal and written communication skills.
- Self-motivated, able to work effectively under pressure independently and as part of a team.
- Demonstrated alignment with and commitment to Eastern Health's Values.
- A valid Victorian Driver's Licence.

#### Desirable

- Tertiary qualification in a health-related field and/or clinical experience within an acute health setting
- Experience with leading co-design
- Redesign and/or improvement specific qualification

#### Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)