

Eastern Health



POSITION DESCRIPTION

Position Title:	Eastern Health Patient Access_Project Lead
Award Classification:	Managers and Administrative Workers
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Director Operations, Critical Care and Access

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. *'Being part of Eastern Health is being part of a welcoming team of healthcare experts'* is achieved through Eastern Health's strategic goal of HEALTHIER TOGETHER.



1. POSITION PURPOSE

The Eastern Health Patient Access Project Lead is a 12-month maximum term project role. The Patient Access Project Lead provides leadership and coordination of working groups focused on improving access to beds across Eastern Health. The role delivers high-impact, organisation-wide improvement initiatives identified and prioritised through the Access Committees eg QCT. Reporting to the Director, Operations – Critical Care and Access, and working closely with Director Operations Mental Health, Continuous Improvement, Transformation, DAIS, Senior clinical leaders and their teams, the role is accountable for enabling working groups to deliver measurable improvements. This includes coordinating and facilitating meetings, progressing improvement initiatives, developing business cases, drafting and reviewing guidelines, and actively communicating and championing change.

The Patient Access Project Lead has delegated authority to progress endorsed access improvement initiatives, make operational recommendations and escalate system-level risk and barriers to the Director Operations Critical Care and Access for decision. The Patient Access Project Lead establishes and applies improvement methodologies to design, deliver and monitor improvement initiatives. The role ensures initiatives are embedded and sustained as business-as-usual within agreed timeframes. Operating in a complex and demanding environment, the Patient Access Project Lead exercises sound judgement, provides improvement advice, coordinates effort on high-value high-impact improvement priorities, and builds strong, collaborative relationships with key internal and external stakeholders.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Lead and coordinate multidisciplinary working groups to deliver organisation-wide access improvement initiatives, with a focus on improving access to beds across Eastern Health.
- Provide leadership, guidance and advice informed by demonstrated experience in access and patient flow improvement, including the application of improvement methodologies.
- Contribute specialist knowledge and expertise to support the core objective of improving access and flow outcomes across Eastern Health.
- Work collaboratively with working group members to ensure they are supported, engaged and enabled to contribute effectively to agreed improvement goals.
- Coordinate multiple targeted improvement initiatives, enabling interdisciplinary teams to work collectively toward shared improvement aims.
- Lead the development, implementation and oversight of access improvement initiatives aligned to Eastern Health and departmental objectives, ensuring delivery within agreed scope, resourcing, timelines and budget parameters, and supporting transition to business-as-usual within defined timeframes.
- Operate with a high level of autonomy and accountability, delivering improvement initiatives aligned to agreed strategic priorities and governance direction.
- Establish clear expectations for working group operation, including meeting cadence, agendas, actions, outputs, attendance and documentation, utilising available digital platforms (e.g. Microsoft Teams, Planner and SharePoint).
- Establish systems, processes and monitoring mechanisms to guide work, track progress, identify risks and barriers, and implement effective mitigation strategies.
- Drive continuous service improvement by leading access-related initiatives that support Eastern Health to achieve key organisational outcomes and objectives.
- Proactively build and maintain effective working relationships, facilitating collaboration across internal and external stakeholders to progress the access improvement work program.
- Represent the projects teams and Director of Operations, Critical Care and Access on relevant committees, forums and stakeholder groups related to access and patient flow activities.
- Prioritise effort toward high-value improvement initiatives, providing recommendations to adapt,

adopt or abandon work that no longer delivers sufficient value.

- Identify and explore opportunities to leverage digital solutions, technology and innovation to enhance the effectiveness and efficiency of working group outputs.

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to 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

1. Leadership: builds team commitment by demonstrating personal conviction; translates organisational strategy into meaningful long-term plans and objectives for own area of responsibility; motivates others to deliver against goals.
2. Problem solving: seeks all relevant information for problem-solving; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems; implements solutions, evaluates effectiveness and adjusts actions as required.
3. Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.
4. Integrity: committed to the public interest; operates in a manner that is consistent with the organisations code of conduct; inspires trust by treating all individuals fairly.
5. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
6. Creativity and innovation: generates new ideas; draws on a range of information sources to identify new ways of doing things; actively influences events and promotes ideas; translates creative ideas into workplace improvements; reflects on experience and is open to new ways to improve practice.
7. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
8. Excellent communication and interpersonal skills

Desirable

1. Previous operational experience bed management/patient access in at the level of Deputy Director (or equivalent)
2. Tertiary qualifications in a healthcare profession and current registration with AHPRA

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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