

Position Description

Position Title	Project Officer
Classification & Salary Range	HS2
Agreement Name	Health and Allied Services, Managers & Administrative workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Position Reports To	Manager, Specialist Clinical Services, Turning Point - Richmond
Last Updated	15 th October 2026

Position Purpose

Turning Point aims to reduce alcohol and other drug (AOD) related harm to individuals, families and communities through integrated, evidence-based services that support recovery and wellbeing.

The Project Officer provides project, coordination and administrative support across Turning Point's Specialist Clinical Services portfolio. Working closely with the Manager, Specialist Clinical Services, the role supports the day-to-day coordination of projects, reporting requirements, stakeholder engagement activities and operational initiatives.

The position plays a key role in supporting the delivery, monitoring and evaluation of funded services and programs through the provision of project support, data management, reporting, administrative coordination and documentation management. The Project Officer also contributes to operational planning, continuous improvement activities and the review of policies and procedures to ensure alignment with Eastern Health standards and service requirements.

This is a varied role that combines administration, coordination and project support responsibilities within a dynamic clinical service environment.

Major Duties and Responsibilities

Project and Service Coordination

- Provide project, coordination and administrative support across Specialist Clinical Services.
- Support the planning, implementation, monitoring and evaluation of service initiatives and funded programs.

- Assist in coordinating project timelines, deliverables, meetings and stakeholder activities.
- Monitor project actions and follow up outstanding items to support timely completion of activities.
- Maintain project documentation and records to support governance and reporting requirements.

Reporting, Data and Evaluation

- Prepare draft monthly, quarterly and annual reports for internal stakeholders and funding bodies, ensuring accuracy and timeliness.
- Develop, maintain and review reporting tools, databases and data collection systems.
- Assist with data collection, analysis and service monitoring activities.
- Support evaluation and quality improvement initiatives through collation and reporting of service information.

Administrative Support

- Provide administrative support to the Manager, Specialist Clinical Services and associated programs.
- Coordinate meetings, forums, presentations and stakeholder consultations.
- Prepare agendas, minutes and action registers, and distribute meeting documentation as required.
- Maintain records, correspondence, filing systems and other administrative processes.

Operational Support and Continuous Improvement

- Support operational, administrative and service coordination activities across Specialist Clinical Services.
- Assist with reviewing and maintaining policies, procedures, guidelines and operational documentation.
- Support quality, compliance, accreditation and reporting requirements.
- Contribute to initiatives that improve service efficiency and effectiveness.
- Identify opportunities to improve administrative processes and ways of working.

Stakeholder Engagement and Communication

- Liaise with clinicians, managers, funders, partner organisations and other stakeholders.
- Assist in the development and dissemination of newsletters, guides, presentations, resources and other communication materials.
- Support stakeholder engagement activities that contribute to service delivery and project objectives.

Other Duties

- Undertake other duties as directed by the Manager, Specialist Clinical Services, consistent with the classification and scope of the position.

- Contribute to a positive, collaborative and values-based workplace culture.

Key Selection Criteria

Essential Selection Criteria:

- Relevant tertiary qualification in health, social sciences, public health, project management, business administration or a related field.
- Demonstrated experience providing project, coordination and/or administrative support within a health, community or government setting.
- Well-developed organisational skills with the ability to manage competing priorities, meet deadlines and maintain attention to detail.
- Demonstrated ability to support service improvement initiatives, projects or operational activities.
- High-level written and verbal communication skills, including experience preparing reports, correspondence, meeting minutes and presentations.
- Experience maintaining documentation, procedures, databases or reporting systems.
- Strong interpersonal skills with the ability to build and maintain effective working relationships with a range of stakeholders.
- Understanding of quality improvement, governance and compliance principles within a healthcare or community service environment.
- Demonstrated proficiency in Microsoft Office applications, particularly Word, Excel, PowerPoint and Outlook.
- Commitment to Eastern Health's values and person-centred care principles.

Desirable Selection Criteria:

- Additional training or qualifications in project management, business administration or quality improvement.
- Experience working within alcohol and other drug, mental health, community health or integrated care settings.
- Experience supporting government-funded programs and reporting requirements.
- Experience using reporting, survey or project management systems.
- Demonstrated ability to identify and implement improvements to administrative or service processes.

Qualifications

Relevant tertiary qualification in health, social sciences, public health, project management, business administration or a related field.



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. Read more about Eastern Health's strategic goals [here](#).

Our Commitment to Diversity, Equity and 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 Torres Strait Islander people, 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](#).

Aboriginal and Torres Strait Islander Candidates

Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical support for all Aboriginal and Torres Strait Islander people.

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. For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following to uphold Eastern Health's Promise and Values:

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring and improvement
- Comply with legislation and accreditation standards
- Ensure service and care are consistent with the Eastern Health approach to patient and family centred care

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

Occupational Health and Safety, Quality and Improvement

Eastern Health is committed to providing and maintaining 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, particularly 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.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position.

For more information about Quality and Safety please click [here](#) and for Staff Wellbeing please click [here](#).

Final 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 influenza prior to commencing employment.

Application Support



If you need support or adjustments during the application or recruitment process, please contact the hiring manager or our Talent Acquisition team on (03) 9955 7555 (option 1). For current employees please select option 2.

Candidate Statement

I _____ have read, understood and accepted the above position description and associated attachments.

Signed: _____

Date: _____

