

# Position Description

Position Title	Refugee Champion Project Manager
Position Number	30028511
Division	Clinical Operations
Department	Cancer Centre
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Administration Grade 5
Classification Code	HS5
Reports to	Development Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person-centred care in inpatient, outpatient, community, home and residential care settings.

## The Cancer Services team

The Bendigo Cancer Centre is a partnership between Bendigo Health and Peter MacCallum Cancer Centre (PMCC), which brings together Medical Oncology, Haematology and Radiation Oncology treatment and consultative services, with the support of palliative care, allied health, cancer wellness centre and specialist nursing staff, pharmacy, clinical trials, MDM meetings and regional oncology outreach clinics.

The radiotherapy service is provided by PMCC and managed by a Site Manager and Clinical Director. Bendigo Health is responsible for radiotherapy nursing staff only.

The Oncology Service is provided by Bendigo Health. The Chemotherapy Day Unit is a day-stay unit providing a wide range of chemotherapy, hormonal therapy and biological response modifiers symptom support and medical infusions as well as access to the symptom urgent review clinic (SURC) and clinical trials.

Cancer clinics operates outpatient consulting clinics including medical transcription typing and MDM Coordination.

## PROJECT BACKGROUND

The Cancer Support for People of Refugee Background (CSPRBB) commenced in 2022 as a collaborative project between Bendigo Community Health Services (BCHS), Loddon Mallee Integrated Cancer Service (LMICS), and the Bendigo Regional Cancer Centre (BRCC). The project was funded by Department of Health over two phases. Funding ceased in January 2026.

- Phase 1 (year 1-2) focus was exploratory into the needs and gaps of this priority population group Karen, Afghan Refugee community to inform the development of a culturally appropriate co-designed model of care to be implemented
- Phase 2 (year 3-4) involved ongoing roll out navigation supports, resources, systemic changes and exploring adaptation to other settings.

Continuity, community expectations and sustainability are central to the next phase to build upon project progress and embed culturally appropriate care into routine practices within Cancer Services and the broader Bendigo Health approach.

Bendigo has a Karen community of approximately 3500-4000, with Karen now the second most spoken language in our community behind English. The Afghan community consists of about 250-300 people. Bendigo is a large and well-regarded settlement destination of choice by government and former refugees, thus the demand on health services will only continue to grow. 150-200 new Karen people are expected to settle in Bendigo in the 2025-2026 financial year. For Bendigo Community Health, a particular focus in the next year relates to supporting local community members in relation to Liver Cancer, Lung Cancer, Oral Cancer and Skin Cancer.

CSPRBB focuses on working with local Karen and Afghan communities and service providers to identify enablers, barriers, and myths surrounding cancer, prevention, cancer care and refugee-sensitive practice. It aims to improve health equity across the cancer continuum by supporting former refugees to better understand cancer prevention, early intervention, treatment, support and survivorship. Project activities have been informed by former refugees to help create support optimal care pathways that are culturally safe and easily understood. Together, we are working to support clinicians and screening services to better understand and engage with local communities of refugee background.

## The Position

The aim of the Refugee 'Champion' Project Manager will build upon learnings from the two-year consumer codesigned CSPRBB project to embed recommendations for culturally safe care for the Refugee community into routine practice within the Cancer Centre. Further to this the role will be a champion advocate and expert leader in translating culturally safe care for the Refugee community across other departments of Bendigo Health.

0.3 FTE Fixed term contract role over 12 months (commencing August 2025)

The Refugee Champion Project Manager will be based in the Cancer Centre, hours to be confirmed, 2 days per week. The role will report to the Development Manager in the Cancer Services and report to a governance group with membership from LMICS, Bendigo Community Health Services, consumers and other Bendigo Health stakeholders. This role will be evaluated for impact on patient experience and outcomes, service delivery. A final project report will be submitted at the end of the 12-month period. It is anticipated that sustainable systemic changes will be adopted into cancer care, and there will be no ongoing position.

# Responsibilities and Accountabilities

## Key Responsibilities

Key stakeholders for collaboration (BH internal and external)	Priority Activities	Measurable outcomes
BRCC (including Chemotherapy, Peter Mac and Clinics)	Advocate the use of the Talk to Me app throughout all BRCC, including Peter Mac and provide training to new staff on use as needed	Staff acceptability survey to gain feedback on the usability of the Talk to Me app
	Educate staff and embed in processes, available resources in Karen and Dari language. This includes ensuring BH processes are followed to approve the use of in language resources within the organisation.	Resources in Karen and Dari language are available via BH sources
	Work with BRCC staff, both clinical and non-clinical, on alternate access models, and embed change through organisational policy and procedural processes e.g.: initial patient and family phone calls / appointments / supportive care screening / SURC clinic phone calls in language.	New access models embedded in BH policy and procedures for sustainable change
	Continue to scope, including community consultation for preference/priority, and implement culturally welcoming signs and artwork	Community consultation and implementation of culturally welcoming environment
	Wayfinding – look at options to help patients navigate the hospital e.g. signs in language	Scoping, trail of improvement process and evaluation
	In collaboration with BCHS, work on Allied Health video BRCC introduction to the cancer centre video, Peter Mac radiotherapy video translation in Karen and Dari languages	BRCC and Peter Mac videos available in Karen and Dari languages.
	Act as an expert advisor on culturally safe care for Refugee community for local cancer workforce and ensure appropriate connections are made to ensure welcoming and supported care aligned with optimal care pathway	
	Participate, report into the Refugee steering/ governance group as required for accountability and ongoing refinements of the model of care, and system changes	
Broader Bendigo Health Departments	Building on the foundational work done in the BRCC, continue to support BH staff and embed in BH processes, as well as available resources in Karen and Dari language, reaching both the BRCC and broader hospital e.g., Surgical services and specialist clinics. This includes ensuring BH processes are followed to approve the use of in language resources and timely involvement of liaison and navigator staff within the organisation.	Resources in Karen and Dari language are available via BH sources

Key stakeholders for collaboration (BH internal and external)	Priority Activities	Measurable outcomes
	Aspiration for broader inclusion across Bendigo Health to share learnings, linking closely with the cultural diversity team	
	An ideas log will be collected, as part of the role, for additional work outside the scope of this project, for future BH support initiatives for former refugees.	
BH Cultural and Diversity Team	Cultural training on refugee journey and cancer staff implications for practice, including interpreter service use.	Staff training embedded into onboarding/training learning and development
	Work in collaboration with the cultural diversity team throughout role, this includes refining the Karen liaison role within the BRCC.	
	Have further local health service resources available in other languages, including Karen and Dari	Key patient resources available in multiple languages
Outside organisation collaboration	Collaboration with BCHS and BH regarding the BCHS patient navigation and BH liaison roles	Development of communication tools and reduce potential duplication of navigational supports
	Working with LMICS to seek additional funding through avenues such as grants to continue position post fixed term contract.	Relevant grant applications completed to secure ongoing funding for position
	Be a key contact and expert for sub regional services seeking expert guidance on culturally safe care and support for refugee patients, act as a connector of care	

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

1. Tertiary degree qualifications in health, public health, health promotion, nursing, social sciences, project management or a related discipline.
2. Demonstrated experience of at least three years managing successful multi-stakeholder projects or programs to deliver quality outcomes or aptitude for such with transferrable skills.
3. Demonstrated knowledge of the Victorian health system including how to work closely with the LMICS team in collaboration with clinicians and other stakeholders to meet agreed outcomes.
4. Exceptional influencing and relationship management skills including the ability to develop and maintain strong collaborative partnerships with individuals, groups and consumers with a lived experience of cancer.
5. Well-developed interpersonal skills, incorporating written and verbal communication, negotiation, facilitation and problem solving.
6. Capacity to plan, prioritise and organise own work and project resources in an environment of change and competing demands.
7. A strong commitment to a customer service model of service delivery and a culture of robust and respectful teamwork

## Desirable

8. A good understanding of specialist cancer services and how they operate in Victoria
9. An understanding of refugee community settlement in the area, barriers and challenges to accessing care
10. Project Management qualifications or a solid understanding of various methods of project management and key components

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*