

Position Description

Position Title	Regional Program Support Officer – Loddon Mallee Local Health Service Network
Position Number	30008585
Division	Office of the CEO
Department	Loddon Mallee Local Health Services Network
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 2
Classification Code	HS2 – HS21
Reports to	Manager Regional Programs
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Drivers Licence • Immunisation Requirements

The Loddon Mallee Local Health Service Network (LMLHSN)

The Loddon Mallee Local Health Service Network was established on 1 July 2025 by the Victorian Department of Health to strengthen collaboration among health service providers and improve health service delivery across the Loddon Mallee region.

The strategic priorities being focused over the next three years (2025-2028) are:

- Improving access and equity of care
- Enhancing workforce support with collaborative planning
- Focusing on quality and safety and
- Optimising efficient resource use.

More information about the Victorian LHSN can be found: [Local Health Service Networks | health.vic.gov.au](https://health.vic.gov.au)

In the LMLHSN work is underpinned by the following vision and values:

- Vision: Shaping the future of health service delivery to give our communities a great experience throughout the Loddon Mallee region.
- Values: Respect, Integrity and Collaboration

LMLHSN is governed by a CEO and a Board Chair Committee, comprising representatives from the 13 public health services in the region. Strategic initiatives are delivered through projects sponsored by CEO leads and implemented by an agile network team working across all partner health services.

Staff considering employment opportunities in network are expected to:

- Work in a hybrid model, with flexibility to travel across the region for meetings and collaboration events.
- Access hot desk office/meeting room spaces at Bendigo Health and other health service sites (bookable as needed).
- Maintain a suitable home office setup (IT equipment provided) and be proficient in using online collaboration tools.

Bendigo Health

Bendigo Health is the fundholder and host of the LMLHSN function, therefore is the employer of the network staff. Bendigo Health is the major regional health service in the Loddon Mallee, learn more by visiting the website: [Bendigo Health Website - About Bendigo Health](#)

Bendigo Health is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Bendigo Health's work is underpinned by the following vision and values:

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Regional Project Support Officer reports directly to the Manager, Regional Programs. Where appointed, operational and task-based direction will be provided by the relevant Project Manager or Project Lead overseeing a specific SoE-aligned body of work.

Regional Program Support Officers will be responsible for providing a range of project support and high-level administrative assistance across portfolios including the priority areas of Access, Equity & Flow, Workforce and Safety & Quality.

The position requires the officer to work under general direction and exercise a degree of autonomy and judgement within prescribed areas with assistance available when required. This requires project support across a large number of varied projects, the administrative role associated with the position includes assisting with meeting corporate reporting requirements and carrying out a variety of project administrative functions across Project Control Groups (PCG) and project working groups.

Responsibilities and Accountabilities

This role works with a broad range of stakeholders from 13 health service partners; therefore, the ability to maintain good working relationships, communicate clearly and organise a broad range of activities, is a key responsibility.

Key Responsibilities

The major responsibilities and accountabilities include:

The Program Support Officer office will:

- Plan, coordinate and deliver program-related support activities, ensuring tasks are completed in accordance with agreed standards, priorities and timeframes.
- Act as a key liaison point for an allocated portfolio, maintaining regular communication with Project Managers or Project Leads to ensure they are informed of progress, issues, risks and emerging priorities.
- Undertake basic research and analysis, investigate options, and provide practical advice and draft recommendations to Project Managers or Leads, contributing to the preparation of program briefs, reports and other materials to support informed decision-making.
- Build and maintain effective working relationships with a range of internal and external stakeholders to facilitate collaboration, information sharing and achievement of Statement of Expectation (SoE) objectives.
- Coordinate and prioritise multiple program support activities in a high-volume environment, exercising judgement to balance competing demands and deadlines.
- Support effective program governance by coordinating meetings (including PCG and working groups), preparing agendas, papers and minutes, tracking actions, and following up outcomes to ensure timely progress.
- Communicate program updates to relevant stakeholders, escalating issues and implementation risks as appropriate to support successful delivery.
- Identify opportunities for cross-program and regional collaboration to enhance program outcomes and improve consistency of approach.
- Provide high-quality administrative and coordination support to SoE initiatives, including scheduling appointments, maintaining documentation, and supporting reporting and compliance requirements.
- Contribute to the broader work of the LMLHSNN team and undertake other duties as required under the direction of the Manager, Regional Programs, including occasional regional travel.

Key Selection Criteria

Essential

1. **Demonstrated high-quality administrative and coordination skills**, with the ability to support projects or programs through to completion in accordance with agreed standards, priorities and timeframes, and with strong attention to detail.
2. **Demonstrated experience providing project or program support**, including coordinating tasks, maintaining documentation, and supporting delivery under the direction of a Project Manager or Lead.
3. **Well-developed written and verbal communication skills**, with the ability to work collaboratively with a diverse range of internal and external stakeholders to share information, provide updates and support outcomes.
4. **Demonstrated ability to work effectively in a remote or dispersed environment**, using collaboration tools to engage stakeholders across a regional setting.
5. **Demonstrated problem-solving and basic analytical skills**, with the ability to identify issues, consider options, and contribute practical solutions to support informed decision-making.
6. **Demonstrated ability to independently manage competing priorities in a high-volume environment**, while working effectively as part of a team and showing initiative.
7. **Proficiency in the use of Microsoft Office applications**, including SharePoint and Teams, to support collaboration, document management, and reporting.
8. **Demonstrated flexibility and adaptability**, with the ability to respond constructively to changing priorities or directions in an evolving program or network environment.
9. **Demonstrated experience providing administrative support to committees or governance forums**, including agenda preparation, minute taking, and action tracking.

Desirable

10. Experience in program or project support or knowledge/skills in project methodologies.
11. Previous experience in a health environment and knowledge of medical terminology and medico-legal matters

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).

- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.