

Position Description

Position Title	Improvement Coach
Position Number	30008742
Division	Quality and Risk
Department	Improvement and Innovation
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Dependent on qualifications and discipline
Classification Code	Dependent on qualifications and discipline
Reports to	Improvement and Innovation Advisor
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association (if covered by Nurses EBA) • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

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 Clinical Improvement Coach provides advice and support to clinical and operational leaders across Bendigo Health, builds capability in improvement science, and facilitates organisation wide improvement activities.

Responsibilities and Accountabilities

Key Responsibilities

- Provide specialist skills and knowledge to facilitate and support organisation wide improvement activities
- Contribute to review of current practices against best evidence and support organisation wide initiatives to address gaps in practice
- Liaise with key stakeholders to ensure a coordinated approach to organisation wide improvement activities
- Ensure consumers are engaged in identification and undertaking of improvement activities
- Contribute to data collection, analysis and reporting for activities related to knowledge translation and organisation wide improvement
- Build capability in improvement science through role modelling, coaching, teaching and engagement with teams
- Encourage collaboration and sharing of ideas across departments
- Contribute to scaling, spreading and sustaining improvements across Bendigo Health
- Promote improvement activities within and outside Bendigo Health
- Support delivery of agreed Safer Care Victoria initiatives within Bendigo Health
- Contribute to the curation and development of learning materials, tools and resources to build capability in improvement
- Contribute to the development and review of relevant controlled documents

Key Selection Criteria

Essential

1. A degree in a science or health discipline
2. A strong understanding of engaging with consumers to lead improvements
3. Expertise in improvement science
4. Demonstrated expertise in facilitating sustainable healthcare improvement
5. Ability to prioritise work to meet required deadlines

6. Experience in analysing and interpreting data from a variety of sources and developing clear reports and plans
7. Excellent verbal and written communication skills, including the ability to engage with staff at all levels with a healthcare organisation.
8. Computer literacy, with proficiency in Microsoft Office (Word/Excel/PowerPoint) and the ability to learn software programs.

Desirable

9. Proven ability to work in a team environment
10. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
11. Flexibility to operate in an environment of change and continuous improvement.

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.