

Position Description

Position Title	Project Manager – Inpatient Transformation
Position Number	30010966
Division	Clinical Operations
Department	Clinical Operations
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2025-2027 or Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 or Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Nurse Unit Manager L2 – 3, Associate Nurse Manager, Allied Health or Administrative
Classification Code	Dependent upon qualifications
Reports to	Chief Operating Officer
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - 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 purpose of the Inpatient Transformation Project Manager is to review current inpatient capacity, service configuration and operating models across Bendigo Health and develop options to improve patient flow, service integration and alignment between clinical services and the physical care environment.

Reporting to the Chief Operating Officer, the Project Manager will lead the planning, consultation and delivery of inpatient transformation initiatives, including operational and service redesign and optimisation of inpatient spaces. The role will work closely with clinical and operational stakeholders to ensure opportunities are developed collaboratively, informed by evidence and operational requirements, and support the delivery of safe, efficient and patient-centred care.

Responsibilities and Accountabilities

Key Responsibilities

Project Management and Delivery

- Lead the planning, coordination and delivery of the Inpatient Transformation Program in accordance with agreed organisational priorities, governance arrangements and timeframes.
- Develop and maintain project plans, schedules, milestones, risk and issue registers, dependencies and implementation plans.
- Coordinate multiple interdependent workstreams and ensure project activities remain aligned with the objectives of the broader transformation program.
- Provide regular reporting to the Chief Operating Officer and relevant governance committees on project progress, risks, issues, decisions and required actions.
- Develop high-quality project documentation, briefing papers, options papers, presentations and recommendations to support Executive decision making.

Inpatient Service Transformation and Redesign

- Undertake a structured review of current inpatient service configuration, including ward utilisation, specialty alignment, clinical adjacencies, patient pathways and operational workflows.
- Work with clinical and operational stakeholders to identify opportunities to improve inpatient capacity utilisation, patient flow, access and operational efficiency.
- Facilitate current-state and future-state service mapping to identify opportunities for service redesign and improved coordination of inpatient care.
- Support the development and evaluation of options for the future configuration and utilisation of inpatient environments, considering clinical, operational, workforce, infrastructure and patient impacts.
- Analyse relevant activity, access, demand, capacity and performance information to support evidence-based recommendations and prioritisation of improvement opportunities.
- Identify opportunities for innovation and contemporary models of care that improve the utilisation of inpatient capacity and support Bendigo Health's current and future service requirements.

Stakeholder Engagement and Change Management

- Establish effective working relationships with key stakeholders.
- Plan and facilitate meaningful stakeholder engagement and consultation throughout the project lifecycle, ensuring clinical and operational perspectives inform project development and decision making.
- Develop and coordinate communication and change management activities to support staff understanding, engagement and readiness for agreed changes.
- Identify potential workforce, operational and cultural impacts associated with proposed changes and work collaboratively with relevant stakeholders to develop appropriate mitigation and transition strategies.

Implementation and Evaluation

- Develop detailed implementation and transition plans for approved service changes, ensuring patient safety, operational continuity and workforce requirements are appropriately considered.
- Coordinate implementation activities across affected clinical and support services and proactively manage issues that may impact successful delivery.
- Establish measures of success and monitor project outcomes against agreed objectives, including relevant access, patient flow, capacity, efficiency, workforce and patient experience measures.
- Undertake post-implementation evaluation and identify opportunities for further improvement and benefits realisation.
- Promote a collaborative approach to innovation, service improvement and continuous improvement across inpatient services.

Key Selection Criteria

Essential

1. Relevant experience in project management, service improvement, operational management or a related role within a healthcare environment.
2. Demonstrated ability to plan, coordinate and deliver projects within agreed timeframes.
3. Strong communication and stakeholder engagement skills, with the ability to work collaboratively with clinical, operational and corporate teams.
4. Demonstrated analytical and problem-solving skills, including the ability to review processes, identify opportunities for improvement and develop practical solutions.
5. Sound understanding of hospital operations, patient flow and the delivery of inpatient services.
6. Ability to work independently, manage competing priorities and maintain momentum across multiple project activities.
7. Well-developed written communication skills, including the ability to prepare project documentation, reports and recommendations.

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.