

Position Description

Position Title	Quality Improvement Support Officer – Safer Together Program
Position Number	30011658
Division	Office of the CEO
Department	Loddon Mallee Local Health Service Network
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 4
Classification Code	Dependent upon qualifications
Reports to	Safer Together Coordinator
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Drivers Licence - Immunisation Requirements

The Loddon Mallee Local Health Service Network

The Loddon Mallee Local Health Service Network (LMLHSN) is collaborative partnership between public funded health services in the Loddon Mallee region, aimed at improving health care quality, safety, and service delivery across the region. LMLHSN's vision is to shape the future of health service delivery, ensuring a great person-centred care experience across the region while delivering the right care at the right time in the right place. LMLHSN operates under the values of Respect, Integrity, and Collaboration.

The geography of this Network spans from the more densely populated Macedon Ranges Shire in the south to the remote and more sparsely populated Mallee Region in the far northwest. This grouping reflects the existing patient flows which follow the main transport routes along the Murray River and down towards Bendigo and Melbourne. This diverse region presents unique healthcare challenges, which the LMLHSN addresses through a region-wide approach to service planning and delivery. The population served is 334,000 (Victoria) + 9,305 (NSW). Due to the geographical diversity of the region some of the work of the LMLHSN is best completed in sub-regional groupings.

Local Health Services Network: Bendigo Health, Boort District Health, Cohuna District Hospital, Dhehkaya Health, Echuca Regional Health, Heathcote Health, Inglewood and Districts Health Service, Kerang District Health, Mallee Track Health and Community Service, Mildura Base Public Hospital, Robinvale District Health Services, Rochester & Elmore District Health Service, Swan Hill District Health.

LMLHSN Vision: Shaping the future of health service delivery to give our communities a great experience throughout the Loddon Mallee region.

LMLHSN Values: Respect, Integrity and Collaboration

LMLHSN Priorities:

Regionwide Service &
Workforce Sharing; Central
Systems and Shared
Services; Regional Solutions
with Local thinking; Safety
and Quality
Cultural Safe Care for Aboriginal people.

Bendigo Health

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

Our organisation 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.

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

The Position

The STP Quality Improvement Project Support Officer will sit within the LMLHSN, to drive improvement and share learning as a region. The STP QI Project Support Officer plays a key role in enhancing improvement capability and supporting the effective implementation of STP priority projects across the network.

This role provides support to the STP team and works closely with the STP Coordinator and Improvement Leads to assist with implementing improvement activities. The STP Quality Improvement Project Support Officer helps identify and address operational challenges and ensures clear communication is shared across all health services.

The STP QI Project Support Officer will:

- Work closely with the STP team with a focus on the effective delivery of initiatives aligned with the STP's four strategic priorities: reducing avoidable harm, reducing avoidable admissions, safe use of medicines, and value-based healthcare.

- Build and foster relationships across a range of internal and external stakeholders, within SCV and across LMLHSN health services.
- Lead and facilitate Community of Practice sessions.

The role reports to the LMLHSN STP Regional Coordinator and collaborates with the Loddon Mallee Local Health Services Network team to support broader STP projects, ensuring successful delivery of the Safer Together Program's strategic priorities.

Responsibilities and Accountabilities

Key Responsibilities

Administrative Support

- Maintain program documentation, contact lists, and shared resources
- Monitor key dates and deliverables to support project tracking
- Assist with the development of communications and presentations for STP initiatives

Community of Practice Support

- Coordinate planning, scheduling, and facilitation of Community of Practice sessions
- Manage administrative tasks including meeting invitations, setting agendas, calendar coordination, and minute-taking
- Follow up on meeting outcomes and define actions to ensure accountable and effective outcomes.

Communication & Engagement

- Develop local STP communication campaign (e.g., EOIs, training, surveys) for relevant projects
- Assist in SCV-led engagement activities to strengthen relationships with local project teams

Reporting & Compliance

- Assist in preparing reports for SCV, including use of templates, data collation, and formatting
- Provide data analysis for reporting purposes.
- Monitor reporting timelines and ensure compliance with submission deadlines

Stakeholder Coordination

- Schedule and manage stakeholder meetings across the LMLHSN region as required
- Prepare and circulate agendas, background materials, and meeting documentation
- Record and distribute meeting outcomes and action notes as required

Continuous Improvement Support

- Contribute to the communication of improvement achievements across the LMLHSN region

- Support the development of process, progress, and evaluation reports for internal and external stakeholders.
- Providing targeted, hands-on support to health services, particularly those with limited improvement capacity.

Key Selection Criteria

Essential

1. Minimum of 5 years in a similar role.
2. Demonstrated experience in stakeholder engagement and communication: Proven ability to share information effectively, foster relationships with diverse stakeholders, and support collaboration across teams and regions.
3. Experience in continuous improvement strategies and change management.
4. Strong organisational and administrative skills: Experience in coordinating meetings, managing calendars and agendas, using MS suite and virtual platforms, and maintaining accurate records and shared resources.
5. Ability to lead and facilitate Communities of Practice: Capability to plan, schedule, and deliver collaborative sessions, including the preparation of materials and follow-up communications.
6. Clear and effective written and verbal communication: Proven ability to craft clear, engaging messages, meeting notes, and presentations using Microsoft 365
7. Ability to work both independently and as part of a team: A self-starter with a collaborative mindset—comfortable taking initiative while also being flexible and responsive within changing program environments.
8. Respect and inclusion: Works well with others to achieve shared goals—communicates openly, respects different perspectives, and helps resolve conflict constructively to support a positive team environment.

Desirable

9. A tertiary qualification in a related field or post-secondary qualification in change management or quality improvement.
10. Assist in reporting and data collation: Skills in compiling reports, working with templates and formatting tools, and monitoring deadlines to meet compliance requirements.
11. Formal training or active enrolment in an accredited improvement methodology program.
12. Interest in health improvement: Interest in improving healthcare systems and outcomes; clinical knowledge in a related area is welcomed but not essential.
13. Proficiency in coordination and facilitation of training/local collaboration activities.

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.
- 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.