

Position Description

Position Title	ATSI Planned Surgery Project Officer
Position Number	30013516
Division	Clinical Operations
Department	Patient Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2025-2027 or Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Administrative Grade 4. Community Development Worker Grade 2 or equivalent
Classification Code	HS4 – HS29, XV10 – ON15 or equivalent
Reports to	Nurse Unit Manager Patient Services
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 • 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 Aboriginal and Torres Strait Islander Planned Surgery Project Officer will support the development and implementation of a quality improvement project focused on improving the planned surgery care pathway for Aboriginal and Torres Strait Islander people at Bendigo Health.

The role will work collaboratively with Aboriginal Services, Aboriginal and Torres Strait Islander consumers and communities, Bendigo Health clinical and operational teams, Aboriginal Community Controlled Health Organisations (ACCHOs) and key stakeholders across the Loddon Mallee Health Network.

The primary focus of the role will be to review and improve the identification, engagement, cultural safety and navigation of Aboriginal and Torres Strait Islander patients throughout the planned surgery journey, from referral, specialist assessment, and addition to the Planned Surgery Preparation List through pre-operative preparation, admission, surgery, discharge and follow-up.

The Project Officer will map existing planned surgery pathways, identify barriers and opportunities for improvement from a First Nations perspective, and work with stakeholders to develop and implement practical improvements. A key component will be strengthening referral, discharge and continuity of care pathways and exploring opportunities for Aboriginal Community Controlled Health Organisations to be incorporated as an option for patients.

The role will be guided by the Bendigo Health Cultural Humility Framework and will ensure that Aboriginal and Torres Strait Islander perspectives and experiences meaningfully inform the design and improvement of planned surgery pathways.

The position will provide project coordination, stakeholder engagement, qualitative evaluation and reporting to support the achievement of project objectives and the sustainable implementation of identified improvements.

Responsibilities and Accountabilities

The Project Officer will support the delivery of the project through project planning, stakeholder engagement, pathway mapping, process and practice review, identification of improvement opportunities, implementation support and reporting.

The position will work collaboratively with Aboriginal Services and key stakeholders to ensure that Aboriginal and Torres Strait Islander perspectives meaningfully inform the review and redesign of planned surgery pathways.

Key Responsibilities

- Develop and maintain a project charter in consultation with Aboriginal Services and key stakeholders, ensuring alignment with the Bendigo Health Cultural Humility Framework and organisational priorities.
- Establish and maintain effective partnerships with Aboriginal Services, Aboriginal and Torres Strait Islander consumers and communities, Bendigo Health clinical and operational teams, ACCHOs and other relevant stakeholders.
- Map the current planned surgery pathway for Aboriginal and Torres Strait Islander patients, including referral, identification, specialist assessment, addition to the Planned Surgery Preparation List, pre-operative assessment and preparation, admission, surgery, discharge and follow-up.
- Review current processes and practices to identify opportunities to improve the identification of Aboriginal and Torres Strait Islander patients across the continuum of planned care.
- Identify barriers experienced by Aboriginal and Torres Strait Islander patients when accessing and navigating specialist assessment and planned surgery and explore opportunities to address these barriers.

- Review the planned surgery pathway from a First Nations perspective, identifying opportunities to improve cultural safety, communication, engagement, access, coordination and continuity of care.
- Engage with Aboriginal Services, patients, families, carers and relevant stakeholders to understand experiences of the planned surgery pathway and ensure improvement opportunities are informed by Aboriginal and Torres Strait Islander perspectives.
- Review existing referral and discharge pathways between Bendigo Health and Bendigo and District Aboriginal Co-operative (BDAC).
- Explore opportunities to include Aboriginal Community Controlled Health Organisations (ACCHOs) as an option within referral, discharge and follow-up pathways, supporting patient choice and continuity of care.
- Collaborate with key stakeholders across the Loddon Mallee Health Network to identify and develop opportunities to enhance planned care for Aboriginal and Torres Strait Islander patients through partnerships with ACCHOs.
- Identify opportunities for earlier engagement with Aboriginal and Torres Strait Islander patients throughout the planned surgery journey, including opportunities to improve communication, preparation, navigation and coordination of care.
- Support the development, testing and implementation of agreed improvements to planned surgery pathways.
- Identify opportunities to reduce barriers, delays, missed appointments, cancellations and disengagement associated with the planned surgery pathway.
- Collect qualitative information, patient feedback and stakeholder insights to evaluate the impact of the project and identify emerging themes and further opportunities for improvement.
- Develop and provide quarterly qualitative project reports, including project progress, achievements, challenges, stakeholder feedback, emerging themes and recommendations.
- Maintain appropriate project documentation, action registers, stakeholder communication and project records.
- Contribute to the evaluation of project outcomes and development of recommendations for sustainable implementation and broader application across Bendigo Health.
- Support the dissemination of project learnings and improvement opportunities to relevant governance groups and stakeholders.
- Undertake other duties consistent with the purpose and classification of the position.

Key Selection Criteria

Essential

1. Demonstrated experience in project coordination, quality improvement, service development, pathway redesign or a related area within a health or community service environment.
2. Demonstrated understanding of the health and wellbeing needs of Aboriginal and Torres Strait Islander peoples, including the importance of culturally safe, culturally responsive and culturally humble healthcare.
3. Demonstrated ability to engage and collaborate effectively with Aboriginal Services, Aboriginal and Torres Strait Islander consumers and communities, clinical and operational teams, community organisations and other key stakeholders.
4. Demonstrated experience in process mapping, service review, quality improvement or pathway redesign, including the ability to identify barriers, analyse opportunities and develop practical recommendations.
5. Demonstrated understanding of, or experience working within, planned surgery, elective surgery or other planned care pathways, including the challenges associated with navigating complex healthcare systems.

6. Highly developed written and verbal communication skills, with demonstrated ability to prepare project documentation, reports and presentations and communicate effectively with a diverse range of stakeholders.
7. Demonstrated ability to work autonomously, manage competing priorities and deliver project activities within agreed timeframes, while contributing effectively as part of a multidisciplinary team.
8. Demonstrated ability to collect, analyse and present qualitative and quantitative information, stakeholder feedback and project outcomes to inform service improvement.

Desirable

9. Experience working collaboratively with Aboriginal Community Controlled Health Organisations (ACCHOs) or other Aboriginal community-controlled services.
10. Relevant tertiary qualification and/or demonstrated experience in health service improvement, project management, public health, health administration, community development or a related discipline

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.