Position Description

Position Title	Project Officer - Patient Support Unit
Position Number	30013543
Division	Clinical Operations
Department	Specialist Clinics
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 4
Classification Code	HS4 – HS29
Reports to	Nurse Unit Manger
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 • Working With Children Check

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

Reporting to the Nurse Unit Manager, Specialist Clinics, the Project Officer will:

- Identify opportunities to improve the management of Specialist Clinics waiting lists, patient pathways and access to care in alignment with Planned Care Recovery and Reform Program aims and priorities.
- Support the implementation of initiatives that improve the management of Specialist Outpatient Clinics waiting lists and enhance patient pathways.
- Assist with the identification and implementation of efficiencies and improvements across Specialist Clinics waitlist management processes.
- Assist with the preparation, coordination and completion of waitlist audits for Specialist Outpatient Clinics.
- Support the implementation of Patient Support Unit Initiatives, including relevant Specialist Outpatient Clinics reforms, specifically the Specialist Care Reform Blueprint, into practice and processes at Bendigo Health.

Responsibilities and Accountabilities

Key Responsibilities

The Project Officer will be responsible for the following:

- Identify opportunities for improvement in Specialist Outpatient Clinics waiting list management, including processes that support timely access to care and appropriate patient pathways.
- Support the review and implementation of improvements to Specialist Clinics waitlist processes, systems and workflows.
- Assist with the identification of opportunities to improve efficiency, reduce duplication and support the effective management of Specialist Clinics waiting lists.
- In partnership with the Nurse Unit Manager, Specialist Clinics, key stakeholders and the System Access and Reform Branch, support the implementation of initiatives aligned with the overall direction of the Patient Support Unit Program.
- Assist with the development, implementation and monitoring of project plans to support Patient Support Unit priorities within Specialist Clinics.
- Coordinate agreed project activities and monitor progress against project objectives, milestones and deliverables.
- Provide project, operational and administrative support, including monitoring and reporting on project activities, milestones and outcomes to the Nurse Unit Manager of Specialist Clinics and relevant Patient Support Unit stakeholders.
- Identify, assist and coordinate change management activities to support the implementation and sustainability of Patient Support Unit initiatives and improvements to Specialist Outpatient Clinics waitlist management.
- Undertake research, data analysis and process reviews to identify trends, opportunities for improvement and areas requiring further investigation.
- Assist with the preparation of project updates, reports, briefing papers and other documentation to support informed decision making and planning.
- Work collaboratively with Specialist Clinics staff and relevant internal and external stakeholders to support project implementation, effective communication and consistent processes.
- Assist with the development and maintenance of project documentation, including project plans, action registers, risk registers, GANTT charts and reporting requirements.

- Monitor project activities and timeframes, escalate issues and risks to the Nurse Unit Manager of Specialist Clinics and PSU Project Lead as required, and support the timely completion of agreed deliverables.
- Assist with the evaluation of implemented processes and initiatives to assess effectiveness, identify further opportunities for improvement and support continuous improvement within Specialist Clinics.
- Provide operational and technical support to relevant stakeholders in relation to Specialist Clinics waitlist management processes and project activities.
- Assist with tasks associated with project evaluation, data collection and analysis, including the preparation of evidence and reporting as required.
- Participate in relevant departmental and project meetings to support communication, coordination and implementation of agreed actions.

Key Selection Criteria

Essential

1. Tertiary qualifications in a relevant health and/or business discipline.
2. Basic understanding of Health Services in accordance with the stated performance objectives of a complex organisation involved in health care.
3. Demonstrated understanding of best practice project management and change management activities.
4. Capacity to work with stakeholders including patients, staff and the community to ensure the continued delivery of safe and high-quality services.
5. Strong analytical, conceptual and writing skills and the ability to prepare concise and timely briefs and reports.
6. Ability to source and utilise a range of data to inform project planning and monitoring.
7. Microsoft Word, Outlook, Excel and PowerPoint proficient.
8. Ability to communicate effectively, network across health services and maintain positive working relationships.
9. Ability to work autonomously, exhibiting good time management skills and demonstrated ability to work effectively in a team.

Desirable

10. Post graduate qualifications in health, project management, business analysis or equivalent.
11. Understanding of the Managing referrals to non-admitted specialist services in Victorian public health services.

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.