

Position Description

Position Title	Project Lead – Centralised Referrals Program
Position Number	30028807
Division	Clinical Operations
Department	Surgical Services
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Clinical Nurse Consultant A or Allied Health Grade 4
Classification Code	ZF4 or Allied Health Grade 4
Reports to	Director of Nursing, Surgical 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 Project Lead - Centralised Referrals Program is a fixed-term 12-month project leadership role established to lead the design, development and implementation of a single-entry referral model across Bendigo Health.

Patients, referrers and clinicians currently navigate multiple referral pathways across specialist clinics, allied health services, women's health services, community programs and referral management functions. This creates variation in referral processes, duplication of effort, inconsistent triage practices and complexity for referrers and consumers.

Working across clinical, operational and technical teams, the Project Lead will drive an organisation-wide transformation project to develop a streamlined referral management system featuring a single point of entry, clear referral pathways, standardised triage processes and improved visibility of patient flow across services.

The role will work closely with Specialist Clinics, Allied Health, Women's and Children's Services, Referral Management Services, Digital Services, Information Technology teams, operational leaders and clinicians to map current referral pathways, design future-state processes and support implementation across the organisation.

This role requires a highly motivated clinician with strong project coordination, stakeholder engagement and service improvement capabilities. Previous experience in process mapping and change management is desirable; however, candidates with demonstrated leadership capability and a willingness to develop these skills are encouraged to apply.

Responsibilities and Accountabilities

The Project Lead is accountable for planning, coordinating and delivering the Centralised Referrals Program within the 12-month project term and agreed governance arrangements. The role will support a sustainable, patient-centred referral model that improves access, efficiency and visibility of referral management processes across Bendigo Health.

Project Deliverables and Indicative Timeline

Months 1 to 3

- Establish project governance, reporting and stakeholder engagement arrangements.
- Complete current-state referral mapping and identify referral sources, entry points and pathways across Bendigo Health.
- Confirm project scope, baseline measures, risks and detailed implementation plan.

Months 4 to 6

- Complete future-state single-entry referral model design and organisation-wide pathway maps.
- Develop standardised triage principles, referral allocation processes and documented business requirements.
- Confirm digital integration requirements and prepare communication, change and implementation plans.

Months 7 to 9

- Pilot and progressively implement redesigned referral pathways and the centralised referral model.
- Support services to adopt new workflows and implement agreed digital referral processes.

- Monitor implementation, resolve barriers and refine the model using stakeholder and performance feedback.

Months 10 to 12

- Complete organisation-wide implementation of the agreed single referral entry point and governance framework.
- Embed performance monitoring, reporting and continuous-improvement arrangements.
- Evaluate outcomes, document benefits and lessons, and deliver final recommendations and project closure reports.

Key Responsibilities

Project Leadership

- Lead the planning and delivery of the Centralised Referrals Program.
- Develop and maintain project plans, milestones, timelines and reporting structures.
- Establish effective project governance arrangements.
- Provide regular project updates to executive sponsors and governance committees.
- Identify project risks and implement mitigation strategies.

Referral Pathway Review and Redesign

- Undertake a comprehensive review of current referral pathways across Bendigo Health.
- Identify all referral entry points, referral processes and triage arrangements.
- Analyse referral flows, duplication, bottlenecks and service inefficiencies.
- Facilitate development of future-state referral pathways.
- Design a single-entry referral model that supports all service streams.
- Support development of standardised triage and referral allocation processes.

Process Mapping

- Facilitate workshops with clinical and operational teams to document current-state processes.
- Develop clear end-to-end referral pathway maps.
- Identify opportunities for service integration and process improvement.
- Ensure referral pathways are patient-centred, efficient and sustainable.
- Document business requirements to support service redesign and technology solutions.

Stakeholder Engagement

- Build effective relationships with clinical, operational and corporate stakeholders.
- Facilitate consultation and co-design activities across multiple services.
- Support a collaborative approach to problem solving and decision-making.
- Work across professional disciplines to achieve project objectives.
- Manage competing stakeholder priorities and achieve consensus where possible.

Change Management and Implementation

- Support implementation of redesigned referral pathways.
- Assist teams to adopt new ways of working.
- Develop communication and engagement plans.
- Identify barriers to change and support solutions.
- Promote a culture of continuous improvement and innovation.

Digital Integration

- Work closely with Digital Services and Information Technology teams.
- Support opportunities to streamline referral management systems.
- Ensure referral pathway design aligns with existing and future technology solutions.
- Assist with implementation of digital referral processes where required.

Monitoring and Evaluation

- Establish project measures and success indicators.
- Monitor implementation progress and report outcomes.
- Develop recommendations for ongoing governance and continuous improvement.
- Prepare final project outcomes and evaluation reports.

Key Selection Criteria

Essential

1. Current registration with AHPRA as a Registered Nurse, or qualification and eligibility for registration as an Allied Health Professional.
2. Demonstrated experience in healthcare service improvement, project work or organisational change initiatives.
3. Demonstrated experience leading or contributing to service improvement, redesign, transformation or project initiatives within a healthcare setting.
4. Well-developed stakeholder engagement skills and the ability to build effective working relationships across diverse professional groups.
5. Understanding of patient flow, referral management, outpatient, community or clinical service delivery processes.
6. Demonstrated analytical and problem-solving skills with the ability to identify and implement service improvements
7. Experience in, or willingness to learn, process mapping, workflow analysis and service redesign methodologies.
8. Experience in, or willingness to develop capability in, change management principles and organisational change implementation.
9. Demonstrated ability to work independently and collaboratively to achieve agreed project outcomes.

Desirable

10. Postgraduate qualification in Health Management, Project Management, Leadership 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.