Position Description

Position Title	Planned Surgery Project Officer
Division	Clinical Operations
Department	Patient Services
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2025-2027 or Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Administrative Grade 4 or Community Development Worker
Classification Code	HS4 – HS29 or XV10 – ON15
Reports to	Nurse Unit Manager
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.

Patient Support Unit Program

The Patient Support Unit (PSU) is a part of Bendigo Health's Patient Services Department. The PSU program was initially funded in June 2022 under the Victorian Government's COVID Catch Up Plan. They are established at each of Victoria's Elective Surgery Information System (ESIS) reporting health services. Since their establishment, PSUs have enabled timely engagement with patients on surgical preparation lists (or waitlists) and specialist clinics waitlists, referral management, and pathway redesign to non-surgical treatment options. Furthermore, the PSU have been a critical enabler of the reforms under the Planned Surgery Reform Blueprint and delivering on the system-wide aim of ensuring all Victorians can access timely planned surgery or non-surgical treatment, when they need it, and experience safe and equitable outcomes now and into the future.

Building on the success of the PSU Program, funding is available until June 2027 to continue to support patients on the perioperative patient journey. Renewed program funding will also signal a strategic transition for the PSU Program as the program evolves to focus on earlier intervention and pathway redesign to support system flow.
Through renewed program funding until 30 June 2027, the PSU Program will focus on delivering on the following priorities:

- **Planned surgical preparation list and surgical specialist clinics waitlist management:** PSUs will drive improved clinical and operational outcomes through systematic management of planned surgery preparation lists and specialist clinic waitlists, underpinned by proactive and clinically informed patient engagement.
- **Long waiter cohort**: PSUs will deliver targeted initiatives to enable timely access to care and improve patient outcomes for long waiters on the planned surgery preparation list.
- **Pathway & Process design:** PSUs will focus on developing and strengthening care pathways or processes that support planned care delivery across the entire patient journey.

The Position

Reporting to the Nurse Unit Manager, Patient Services, the Planned Surgery Project Officer will:

- Assist with the preparation and coordination of preparation list audits for planned surgery.
- Identify opportunities to improve the management of planned surgery preparation lists, patient pathways and access to care in alignment with Patient Support Unit Program aims and priorities.
- Support the implementation of initiatives that improve the management of planned surgery preparation list and enhance patient pathways.
- Support the implementation of Patient Support Unit initiatives, including relevant planned surgery reforms, specifically the Planned Surgery Reform Blueprint, into practice at Bendigo Health.
- Work closely with the Patient Services Nurse Unit Manager, Patient Support Unit Project Lead, surgical speciality team, Pre-Admission Liaison Nurse, and other key stakeholders.
- Develop and maintain positive working relationships with other departments / wards across Bendigo Health.

Responsibilities and Accountabilities

Key Responsibilities

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

The Planned Surgery Project Officer will be responsible for the following:

- Assist with identification of opportunities for improvement in planned surgery preparation list management, including processes that support timely access to care and appropriate patient pathways.
- In partnership with the Nurse Unit Manager Patient Services and Project Lead Patient Support Unit, key stakeholders and the System Access and Reform Branch, support the implementation of initiatives aligned with the overall direction of the PSU Program.
- Support the review and implementation of improvements to planned surgery processes, systems and workflows.
- Assist with the identification of opportunities to improve efficiency, reduce duplication and support the effective management of planned surgery preparation lists.
- Assist with the development, implementation and monitoring of project plans to support PSU priorities within planned surgery.
- Coordinate and lead change management activities for agreed project activities.
- Monitor and report on progress against project objectives, milestones and deliverables.
- Support the timely completion of agreed deliverables and escalate issues and risks to the Nurse Unit Manager of Nurse Unit Manager and Patient Support Unit Project Lead as required.
- Assist with the preparation of project updates, reports, and other documentation to support project evaluation and informed decision making to identify opportunities for continuous improvement within planned surgery.
- Support research, data collection and analysis, process reviews to identify trends, opportunities for improvement and areas requiring further investigation.
- Work collaboratively with Patient Services 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.
- Provide operational and technical support to relevant stakeholders in relation to planned surgery preparation list management processes and project activities.
- Participate in relevant departmental and project meetings to support communication, coordination and implementation of agreed actions.

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 organisations Health Information Management system at the level required to fulfil the role.
3. Demonstrated ability to learn new skills and adapt quickly to a fast-paced environment.

4. Ability to communicate effectively with patients, staff, and network across health services while maintaining positive working relationships.
5. Demonstrated ability to work autonomously, managing competing priorities, deliver project activities within agreed timeframes, prepare concise and timely reports, while contributing effectively as a part of a multidisciplinary team.
6. Demonstrated ability to collect, analyse and present qualitative and quantitative information, stakeholder feedback and project outcomes to inform service improvement.
7. Microsoft Word, Outlook, Excel and PowerPoint proficient.

Desirable

8. Good understanding of the Victorian Public Health System; in particular the National Elective Surgery Access Policy.
9. Demonstrated understanding of best practice project management and change management activities.
10. Demonstrated experience leading quality improvement initiatives.
11. Relevant tertiary qualification and/or demonstrated experience in health service improvement, project management, public health, health administration, community development or a related discipline and registration with a Professional Regulatory Body or relevant Professional Association.

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.