



## Position Description

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|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Position Title             | Safer Together Program Improvement Lead                                                                                                      |
| Position Number            | 30010597                                                                                                                                     |
| Division                   | Chief Executive Office                                                                                                                       |
| Department                 | Loddon Mallee Local Health Services Network                                                                                                  |
| Enterprise Agreement       | Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2025-2027        |
| Classification Description | Administrative G6                                                                                                                            |
| Classification Code        | HS6                                                                                                                                          |
| Reports to                 | Loddon Mallee Health Network STP Coordinator                                                                                                 |
| Management Level           | Non Management                                                                                                                               |
| Staff Capability Statement | Please click here for a link to <a href="#">staff capabilities statement</a>                                                                 |
| Mandatory Requirements     | <ul style="list-style-type: none"><li>• National Police Record Check</li><li>• Drivers Licence</li><li>• Immunisation Requirements</li></ul> |

## The Loddon Mallee Local Health Service Network

**Loddon Mallee Local Health Service Network (LM LHSN)** was established by the Victorian Department of Health on **1 July 2025** to strengthen collaboration between health services and improve care delivery across the region.

The strategic priorities being focused for 2025-2028 are:

- Improving access and equity of care
- Enhancing workforce support with collaborative planning
- Focusing on quality and safety and
- Optimising efficient resource use.

More information about the Victorian LHSN can be found: [Local Health Service Networks | health.vic.gov.au](https://health.vic.gov.au)

Staff considering employment opportunities in network are expected to:

- Hybrid work model with flexibility to work from home and travel across the region as required.
- Access to hot desk workspaces at Bendigo Health and other participating health services.
- Occasional on-site meetings and collaboration days, with staff expected to be proficient in online collaboration tools and maintain a suitable home office setup.

## Safer Care Victoria

Safer Care Victoria (SCV) has launched the Safer Together Program (STP), a state-wide safety improvement initiative delivered in partnership with Local Health Service Networks, including the Loddon Mallee Local Health Service Network (LM LHSN). Through a coordinated, systems-based approach, the program supports improvements in quality, safety and sustainability across Victorian health services.



## Bendigo Health

Bendigo Health is the fundholder and host of the LMLHSN function, therefore is the employer of the network staff. Bendigo Health is the major regional health service in the Loddon Mallee, learn more by visiting the website: [Bendigo Health Website - About Bendigo Health](#)

Bendigo Health 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

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.

## Position Overview: Safer Together Program Improvement Lead

Reporting to the Safer Together Program Coordinator, the STP Improvement Lead supports health services and clinical teams across the Loddon Mallee region to implement quality and safety improvement initiatives that deliver better outcomes for patients and communities.

The role provides expert advice, coaching and facilitation in quality improvement, change management and service redesign, supporting health services to embed Safer Together priorities into local systems, processes and practices. Through capability building, project leadership and collaboration with health services, Safer Care Victoria and other key stakeholders, the STP Improvement Lead drives sustainable improvements in quality, safety and continuous improvement across the region.

## Responsibilities and Accountabilities

### Program Delivery and Improvement Leadership

- Work with the Safer Together Program Coordinator to deliver Safer Together initiatives across health services in the Loddon Mallee region.
- Develop and implement regional project plans aligned with Safer Together priority streams.
- Lead and support projects that deliver measurable improvements in quality, safety and service delivery.
- Build improvement capability through education, facilitation, coaching and the application of quality improvement and change management methodologies.
- Support the standardisation and spread of effective safety improvement initiatives and practices across the region.



### **Stakeholder Engagement and Partnerships**

- Develop and maintain collaborative partnerships with health services, Safer Care Victoria, the Department of Health and other key stakeholders to identify priorities and support improvement initiatives.
- Build and sustain effective working relationships to facilitate communication, collaboration and project outcomes.
- Support meaningful consumer and carer engagement in the design, implementation and evaluation of quality and safety initiatives.

### **Governance, Reporting and Risk Management**

- Work within the Safer Together Governance Framework, including reporting, monitoring, evaluation and sustainability requirements.
- Coordinate and support regional meetings, Communities of Practice and clinical conversations, including the preparation of relevant documentation.
- Monitor project progress and escalate risks and issues appropriately.

### **Data, Evaluation and Continuous Improvement**

- Monitor, analyse and interpret quality and safety data to inform improvement activities, measure outcomes and support reporting requirements.
- Lead evaluation activities to assess the impact, effectiveness and sustainability of improvement initiatives.
- Facilitate the sharing of innovation, lessons learned and successful improvement practices across health services in the region.

## **Key Selection Criteria**

### **Essential**

1. Tertiary qualification in health, quality improvement, project management, public health, health administration or a related discipline.
2. Demonstrated experience in healthcare improvement, change management and project delivery, leading sustainable service improvements while building staff capability through coaching, mentoring and facilitation.
3. Highly developed communication, stakeholder engagement, facilitation and relationship management skills, with the ability to influence, negotiate and collaborate effectively with clinicians, consumers, executives and external partners.
4. Demonstrated ability to plan, coordinate and deliver complex projects and improvement initiatives, including managing competing priorities, risks, timelines and deliverables.
5. Ability to prepare and present high-quality reports, presentations and other documentation to a broad range of stakeholders.
6. Experience in data analysis, monitoring and evaluation, including the ability to interpret quality and safety data to inform decision-making, measure outcomes and support reporting requirements.
7. Demonstrated ability to work independently and collaboratively within multidisciplinary teams, maintaining flexibility and effectiveness in a dynamic and changing environment.
8. Well-developed digital literacy, including experience using Microsoft Office applications, reporting systems and virtual collaboration platforms such as Microsoft Teams and Zoom.



## Desirable

9. Experience working across multiple health services, regional partnerships or health networks.
10. Formal qualifications or certification in improvement science, Lean, Six Sigma, Project Management or change management methodologies.

## 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 LMLHSN 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.*