

Austin Health Position Description



Position Title: Service Planning Project Officer

Classification:	EX05
Business Unit/ Department:	Strategy, Performance & Improvement
Work location:	Austin Health
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Fixed-Term Full-Time
Hours per week:	38
Reports to:	Chief Strategy & Sustainability Officer
Direct Reports:	Nil
Financial management:	Nil
Date:	November 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in transplantation, cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

Position Purpose

This position supports Austin Health's strategic planning, and its delivery through the business planning process. It is responsible for quarterly and annual reporting of progress of the Enterprise and Executive Business Plans, as well as Austin Health's Statement of Priorities.

The position also leads clinical and entity service planning to guide service, workforce and infrastructure investment. It will play a key role in the implementation of the Health Services Plan, and the establishment of the North Metro Local Health Service Network, and the development of the initial three year plan.

About the Strategy and Sustainability Directorate

The Strategy and Sustainability Directorate is responsible for:

- Driving the development and implementation of the Austin Health Strategic and Business Plans and annual Statement of Priorities, including establishing appropriate monitoring, reporting requirements and governance.
- Leading Austin Health's response to the health service reform and implementation of the key recommendations outlined in the *Health Services Plan- Report of the Expert Advisory Committee*, including:
 - o Establishment of the Local Health Service Networks (LHSNs)
 - o Implementation of a Victorian Role Delineation Framework
- Undertaking service planning at the clinical service, organisation and LSHN level.
- Working with the Capital Planning team to help lead the Austin Health Master Plan process.
- Supporting Austin Health's engagement with local primary care service providers and participating in joint population health planning.
- Leading the Service Improvement and Innovation team to deliver improvements in care and complex business redesign to facilitate safe, high-quality outcomes across Austin Health.
- Determining opportunities to establish innovative programs of work that integrate service delivery and improve health outcomes for our local community.
- Leading Austin Health's strategic focus on developing new models of care to better meet the needs of our community, including the focus on delivering care at home or in the community.

Purpose and Accountabilities

Role Specific:

Strategic and Business Planning

- Support the development of Austin Health's Strategic Plan.
- Guided by the Austin Health Planning Framework, support the development of Business Plans at the Enterprise and Executive levels, to ensure successful delivery of the Austin Health Strategic Plan through the business planning process.
- Lead the development of the Austin Health Statement of Priorities Part A.
- Provide quarterly performance reports to Board and the Executive Committee against the Enterprise and Executive Business Plans, and Austin Health's Statement of Priorities.
- Prepare the Statement of Priorities report for the Report of Operations in the Austin Health Annual Report.
- Provide periodic progress reports for the Austin Health Strategic Plan.
- Support the business planning process at other levels of the organisation through the development of business planning templates and presentations at key operational meetings.
- Work with the Corporate Communications team to develop and implement a communication strategy for the Austin Health Strategic Plan that incorporates Austin Health's guiding principles and strategic outcomes into communications.

Service Planning

- Lead the development of clinical service plans and entity service plans to guide service, workforce and infrastructure investment.
- Ensure all service planning is informed by:
 - o Extensive stakeholder engagement, including key internal and external stakeholders, and consumers
 - o Population analysis
 - o Population health needs assessment
 - o Robust analysis of historical, current and expected future service demand
 - o Environmental scanning, including a review of policy and funding context and direction
 - o Workforce trends and challenges
 - o Future state analysis, including consideration of emerging healthcare trends and technology
- Work closely with the Capital planning team on Entity Service Planning and Master Planning.
- Support Department of Health (DH) to lead service planning.
- Foster robust relationships with key external stakeholders, including service planners at neighbouring health services, and key DH departments including Strategic System Planning and Entity Service Planning.

Health Services Plan

- Support the development of Austin Health's response to the Health Services Plan.
- Support the planning for the 'go live' of the North Metro LHSN in July 2025 through collaboration with network partners, including:
 - o Establishment of the LHSN governance structure
 - o Prioritisation of LHSN initiatives and development of the 3-year plan

Victorian Public Healthcare Awards

- Coordinate Austin Health's submissions for the Victorian Public Healthcare Awards, including:
 - o Lead the entry nomination process, and shortlisting potential entries for review by the Executive Committee
 - o Where required, engage a writer to assist with entry preparation
 - o Support teams to prepare entries according to entry guidelines
 - o Prepare the Health Service of the Year Award entry
- Work closely with the Corporate Communications team throughout the process

Other

- Respond to relevant data and information requests.
- Provide relevant information to the philanthropy team to support philanthropic grant applications.
- Other duties consistent with the position where required and/or requested by the Chief Strategy and Sustainability officer to support the organisation.

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection Criteria

Essential Knowledge and skills:

- A commitment to Austin Health values: Our actions show we care; We bring our best; Together we achieve; We shape the future
- Hospital-based clinical experience and/ or health service strategy and planning experience.
- Demonstrated understanding of the Australian and Victorian Healthcare system including policy priorities and funding.
- Ability to build trust and credibility, and to develop and maintain constructive and collaborative strategic working relationships.
- Experience engaging and communicating with stakeholders at all levels across business areas, support functions and organisations, including the Executive

Committee, and senior clinical and operational leaders, and with key external stakeholders from other health services and the Department of Health.

- Demonstrated ability to gather, collate, analyse and present data to inform decision making.
- Excellent writing skills, including a demonstrated ability to prepare written reports for a high standard using clear and concise language, organise data into a logical sequence and include content appropriate for the purpose and audience.
- Highly developed organisation skills including the ability to forward plan, use own initiative to prioritise work, achieve set targets, meet strict deadlines and mitigate potential risks
- Proficient in Office 365 suite including MS Outlook, Word, Excel, PowerPoint.

Desirable but not essential:

- Relevant post graduate qualification in a health, business or related discipline.
- Relevant project management training and experience

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	