

# Position Description

## Ambulatory Services Improvement Project Officer

<b>Classification:</b>	HS Grade 3
<b>Business unit/department:</b>	Ambulatory Services - ACIA
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Employment type:</b>	Fixed-Term Full-Time
<b>Hours per week:</b>	38
<b>Reports to:</b>	Ambulatory Services Improvement Project Lead
<b>Direct reports:</b>	Nil
<b>Financial management:</b>	Nil
<b>Date:</b>	July 2025

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

### Position purpose

Austin Health is committed to improving the quality, efficiency and sustainability of care provided through Specialist Clinics. This role supports a range of strategic initiatives aimed at enhancing access, patient experience, and operational performance across the Specialist Clinics program, with a focus on assisting with audit calls and providing administrative support for new initiatives.

The Project Officer will provide essential administrative support across various improvement initiatives. The position will contribute to the smooth implementation of new projects by providing hands-on administrative support, assisting with project coordination tasks and participating in the waitlist audit process.

## About the Directorate/Division/Department

Access, Critical Care, Imaging and Ambulatory Services (ACIA) incorporates the following specialties across Austin Health sites with the objective of providing efficient and coordinated patient focused service:

- Emergency Department and Emergency Short Stay Intensive Care Unit
- Care Coordination Hospital-wide Access
- Bed Resource Management
- Non-Emergency Patient Transport
- Hospital-In-The-Home inclusive of Virtual Care
- Specialist Clinics
- Ambulatory Care Centre/Transit Lounge
- Radiology Molecular Imaging and Therapy (MIT)

Specialist Clinics deliver non-admitted, appointment-based care across more than 55 medical and surgical specialties. Services are delivered across approximately 600 registered clinics spaces spanning the Heidelberg Repatriation and Austin Hospital campuses.

Specialist Clinics play a critical role in the continuum of care—supporting patients before and after hospital admission, managing chronic and complex conditions, facilitating surgical planning, and reducing demand on emergency and inpatient services. The department is central to achieving hospital-wide objectives around timely access, efficient care, and improved patient outcomes.

## Position responsibilities

### Key Responsibilities:

- **Administrative support:** provide general administrative support for the project team, including scheduling meetings, preparing materials, and taking detailed minutes. Assist in ensuring all project documentation is updated, version-controlled, and stored appropriately.
- **Audit support:** assist in the audit process by making outbound calls to patients and GPs. Ensure timely and accurate completion of audit tasks, helping to maintain momentum and meet deadlines.
- **Data collection:** support the collection and collation of data to inform project planning and measure impact. Assist in preparing summaries and visuals to support decision-making and reporting.
- **Operational testing and process trials:** actively participate in early-stage implementation activities and process testing. This includes stepping into administrative workflows, trialing new tools or procedures, and providing feedback to refine design before broader rollout.
- **Reporting and communication:** assist in the preparation of project reports, process documentation, and slide decks that clearly communicate project status, risks, and next steps. Ensure transparency and clarity for stakeholders.
- **General project assistance:** provide flexible support across various project activities, assisting with ad-hoc tasks, including troubleshooting, document management, and data entry.



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future

## Selection criteria

### Essential skills and experience:

- **A commitment to Austin Health values:** Our actions show we care; We bring our best; Together we achieve; We shape the future
- **Education or equivalent experience:** tertiary qualifications in a relevant discipline or equivalent industry experience.
- **Computer literacy:** proficiency in Microsoft Excel, PowerPoint, and Word
- **Self-motivation and teamwork:** ability to be self-directed, motivated, and collaborative within a team setting.
- **Data collection and analysis skills:** experience with data collection processes and technologies and an ability to collate performance data as required.
- **Commitment to quality:** dedication to accuracy and quality in all work.
- **Collaborative nature:** proven ability to collaborate effectively across multidisciplinary teams.
- **Fast learner and adaptable:** demonstrated capacity to learn quickly and adapt to evolving circumstances.
- **Excellent interpersonal and communication skills:** Strong verbal and written communication skills to convey complex ideas clearly and concisely and for interacting with various individuals and stakeholder groups
- **Strategic problem-solving:** strategic approach to problem-solving and planning.
- **Time management skills:** proficiency in managing multiple priorities and projects concurrently, ensuring efficient resource allocation and task prioritisation.

## Professional qualifications and registration requirements

- Tertiary qualifications in a relevant discipline or equivalent industry experience

## Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and 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-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

## Other conditions – all roles

All Austin Health employees are required to:



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future