

Position Description

Senior Improvement Advisor

Classification:	HS5 Administration Officer Grade 5
Business unit/department:	Organisational Sustainability and Service Improvement
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025 Choose an item. Choose an item.
Employment type:	Full-Time Ongoing
Hours per week:	38
Reports to:	Director - Organisational Sustainability and Service Improvement
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	June 2026

Austin Health acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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

The Senior Improvement Advisor is responsible for providing expert improvement advisory services across Austin Health, to support and drive measurable and sustainable improvements in patient access, experience and outcomes. They will deliver this by building organizational capability through delivery of training and education in improvement science, engagement of staff through the Improvement Network, advice and coaching to staff members leading improvement work, and direct leadership of priority organizational improvement initiatives.

About the team

The Organisational Sustainability and Service Improvement team works within CSSO directorate. enables an enterprise approach to improvement and innovation, and project management. The focus of the Service Improvement and Innovation function is on improvement projects with an organisation

wide impact; service improvement and innovation support; development of community of practice to support service improvement and innovation; coaching and capability building in improvement and project methodologies; and to support the development of staff engagement in service improvement and innovation.

Position responsibilities

Role Specific:

- **Capability building:** Embed the Austin Health Improvement Capability Framework, including through leadership and delivery of training, education and coaching programs to build sustainable improvement science capability across staff and consumers, and maintenance of organisation tools and information for all staff.
- **Improvement advisory:** provide expert advice, facilitation and consultancy support to Austin Health staff to scope, design and deliver local improvement initiatives, ensuring project benefits are clearly defined, realised and sustained.
- **Project leadership:** Lead the delivery of organisation-wide improvement and redesign initiatives, aligned to strategic priorities, delivering measurable and sustainable clinical and operational outcomes.
- **Stakeholder engagement:** Lead stakeholder engagement and co-design with consumers, carers and staff to inform improvement initiatives and ensure practical, high-value solutions. Actively engage, influence and negotiate to build consensus and drive impact.
- **Evidence and analysis:** Apply contemporary and evidence-based improvement methodologies, and translate complex data and analysis into clear insights, business cases and recommendations to inform decision-making and influence outcomes
- **Partnerships:** Build and maintain strategic partnerships across Austin Health and externally (including sector and SCV programs) to support system-wide improvement and shared learning
- **Coordination:** Ensure a coordinated and integrated approach to improvement across Austin Health by identifying interdependencies, managing interfaces and aligning priorities. Contribute to development, implementation and monitoring of the annual business plan, ensuring delivery against agreed priorities and targets

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse): <http://oppc/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection criteria



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Essential Knowledge and skills:

- **Enterprise Improvement Delivery:** Proven track record leading complex, organisation-wide improvement and transformation initiatives, delivering measurable clinical, operational and financial outcomes
- **Advanced Analytical & Quantitative Capability:** Strong ability to analyse complex datasets, quantify opportunities, model impact, and track benefits realisation to inform decision-making and drive performance improvement
- **Strategic & Operational Acumen:** Deep understanding of healthcare service delivery, performance drivers, and operating models within large, complex health systems
- **Improvement Methodology Expertise:** Advanced capability in applying improvement methodologies (e.g. Improvement Science, Lean) at scale to achieve sustained change
- **Stakeholder management:** Demonstrated ability to build trust and credibility, and to engage and influence senior clinical, operational and executive stakeholders in complex environments
- **Leadership & Capability Building:** Experience engaging staff and embedding sustainable improvement capability through coaching, training and structured programs
- **Governance, Planning & Risk Management:** Strong project management skills, with capability in setting direction, prioritising work, navigating ambiguity, managing risks, and driving delivery against agreed timelines and performance targets
- **Communication & Adaptive Leadership:** Highly effective communicator with the ability to translate complex information into actionable insights and operate with credibility and authority in dynamic environments

Desirable but not essential:

- Tertiary qualifications in a health or management discipline
- Relevant improvement training (e.g. SCV Improvement Advisor, IHI Improvement Science in Action, IHI Improvement Coach, Lean/ Six Sigma)
- Relevant project management training
- Certificate IV Training and Assessment
- Experience in organizational change or organizational development
- Demonstrated capacity to undertake/support research, publication and public presentations



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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:

- 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.



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