

Position Description

Program Manager

Classification:	EX04
Business unit/department:	Service Improvement and Innovation Team
Work location:	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)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	38
Reports to:	Director Service Improvement
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	March 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, 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

The Program Manager reports to the Service Improvement Director and is responsible for providing expert leadership of key strategic change and improvement initiatives across Austin Health. This is an ongoing role accountable for working with senior clinical, operational, and executive leaders to lead the design and implementation of strategies to enhance organisational performance.

About the Directorate/Division/Department

The Strategy and Sustainability Directorate is responsible for:

- 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.
- Working with the Capital Planning team to help lead the Austin Health Master Plan process.
- Driving the implementation of the Austin Health Strategic and Business Plans and annual Statement of Priorities, including setting appropriate monitoring, reporting requirements and governance.

- 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.
- Undertaking service reviews and service plan development and integration.
- Supporting Austin Health's engagement with local primary care service providers and participating in joint population health planning.
- The coordination and leadership of the North East Metro Health Service Partnership program of work (as agreed by the Partnership CEO group), for the period that Austin Health is the Chair/Lead of this Partnership.

The Service Improvement and Innovation Team reports through to the Strategy and Sustainability Directorate, and enables an enterprise approach to strategy, improvement and innovation, and project management. The focus of the Service Improvement and Innovation function is on leading design and implementation of strategies and improvement projects with an organisation wide impact. It also leads service improvement and innovation support, and coaching and capability building in improvement and project methodologies.

Position responsibilities

Strategy Leadership and Program Delivery

- Lead the development of practical and impactful organisational strategies and implementation plans designed to address complex organisational challenges, which deliver measurable improvements in performance outcomes.
- Lead, drive and deliver complex and typically cross-organisational strategy, improvement and transformation programs, on time, and to budget, and adapting to changing organisational context and priorities as required.

Stakeholder Engagement & Collaboration

- Build strong coalitions for change, working effectively to engage stakeholders priorities, build buy-in, and sustain cross-organisational collaboration.
- Engage effectively and co-design solutions with consumers, carers, and medical and operational staff, and with teams across and beyond Austin Health.

Capability Building & Training

- Through delivery of training, collaboration, and direct provision of project support, develop strategy and improvement capability across Austin Health.
- Contribute to development, maintenance and promotion of shared tools, templates, and other resources for Austin Health.

Project Governance & Reporting

- Establish and maintain robust project frameworks, governance and delivery documentation for effective planning, change management and accountability.
- Use, maintain and promote the Austin Health improvement and project methodologies, tools, and templates.



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Communication Analysis & Consultancy

- Present complex data and stakeholder analysis, project reports, and initiative outcomes to stakeholders and committees in engaging and influential ways.
- Prepare reports, briefing papers, business cases, and other relevant documentation as required, including for Austin Health board, executive and clinical and operational leadership audiences, and the Department of Health.
- Provide line management and project stakeholders with appropriate visibility of priorities, progress and outputs, and escalate risks as needed.

Teamwork, Culture and Collaboration

- Work flexibly and collaboratively with team members to support delivery and load-balance as needed, including by supporting others during project peaks and to cover periods of leave.
- Demonstrate professionalism

Selection criteria

Essential skills and experience:

- Strong knowledge of contemporary health services, operations, and strategic and service delivery objectives.
- Proven ability to lead and deliver large-scale strategy, implementation, and change projects in complex healthcare settings.
- Demonstrated leadership in complex stakeholder engagement, with the ability to build trust and credibility, influence, and maintain effective relationships at all levels, and in the face of ambiguity and competing priorities.
- Flexible, collaborative team player who adapts quickly to change and works effectively across teams and with consumers, carers, and the community.
- Highly developed organisational and planning skills, with the ability to prioritise, meet deadlines, and manage risks.
- Strong analytical skills, with expertise in working with data, evidence and qualitative information to diagnose problems, prioritise solutions and track impact.
- Experience in managing, motivating, and developing staff through effective leadership and coaching.
- Excellent communication, presentation, scheduling, and reporting skills, with proficiency in Office 365 and relevant project management tools
- Tertiary qualifications in a health, business or management discipline

Desirable but not essential:

- Relevant post graduate qualifications
- Relevant improvement training (e.g. IHI Improvement Training, 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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