

# Austin Health

## Position Description



### Position Title:

Program Manager - Patient Support Unit (PSU) and Projects

<b>Classification:</b>	EX04
<b>Business Unit/ Department:</b>	Surgery Anaesthesia and Procedural Medicine (SAPM)
<b>Work location:</b>	Austin Health
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
<b>Employment Type:</b>	Full-Time
<b>Hours per week:</b>	38
<b>Reports to:</b>	Divisional Director- SAPM
<b>Direct Reports:</b>	4
<b>Financial management:</b>	Budget: \$1.307m
<b>Date:</b>	July 2025

## 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 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](#).

## Position Purpose

After successfully implementing the Elective Surgery Reform Unit and delivering sustained reform across the Elective Surgery program, Austin Health have received further funding to expand the improvement and reform that has occurred thus far.

With this funding Austin Health have implemented the Patient Support Unit (PSU) to work in collaboration with key stakeholders across the organisation to transform and improve patient care across their journey and deliver Digital Transformation.

The Program Manager – PSU and Projects will provide high level of clinical and operational expertise and project support to the PSU Unit and the to the Division of Surgery Anaesthesia and Procedural Medicine. The Patient Support Unit is a major strategic initiative for the organisation that aims to transform and improve the provision of Planned Procedure and Outpatient services at Austin Health with a primary focus on implementing sustainable system improvements.

The work program is multifaceted and demanding. The Program Manager – PSU and Projects is responsible for ensuring the initiatives in the annual plan related to PSU endeavors across the organization are completed in a timely, safe, and efficient manner. This should be done in accordance with change management principles and governance reporting requirements, ensuring that the benefits are fully realized.

## About the Divisions

### Division of Surgery, Anaesthesia and Procedural Medicine (SAPM)

Austin Health's Surgery, Anaesthesia and Procedural Medicine Division (SAPM) is part of the Operations Directorate. The Division manages a number of specialties and services including theatres, CSSD, outpatients and the surgical wards at Austin and Repatriation sites.

SAPM provide a broad range of elective and acute surgical procedures including Liver and Renal transplant and Cardiac surgery. Other surgical specialities include Neurosurgery, Orthopaedics, Plastics, Vascular, Thoracics, Urology, ENT, Paediatrics, General surgery, HPB, UGI, Endoscopy and Radiology services. A number of clinical services within the Division have associated research units.

SAPM promotes a culture that aims to deliver quality patient care. Staff are encouraged to value lifelong learning and as such are provided with time for education and professional

development. The aim of this is to ensure that patients receive excellent care at all times and staff satisfaction and professional development is maintained.

### **Access, Critical Care, Imaging and Ambulatory Services Division (ACIA)**

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

- Emergency Department and Emergency Short Stay
- Intensive Care Unit
- Care Coordination
- Hospital-wide Access and 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)

## **Purpose and Accountabilities**

### **Role Summary:**

The Program Manager – PSU and Projects will lead and manage projects to achieve key strategic priorities in Surgery, Anesthesia, and Procedural Medicine. This role requires strong leadership, strategic planning, and project management experience to support care pathway transformation and improved healthcare access.

### **Program Leadership & Strategic Delivery**

- Provide overarching leadership for the planning, coordination, and delivery of PSU initiatives aligned with Austin Health's PSU annual plan, internal strategic priorities and the Department of Health's Planned Surgery Reform Blueprint.
- Drive key streams of reform including theatre optimisation, outpatient redesign, long wait strategies, and improved access for priority populations.
- Lead the delivery of an improvement program focused on enhancing access, equity, efficiency, and patient experience across Surgery Anaesthesia and Procedural Medicine.

### **Project Coordination and Implementation**

- Oversee and support the execution of complex reform activities such as preparation list audits, care pathway mapping, model of care redesign, ERAS development, same-day surgery, and long wait patient strategies.

- Ensure alignment with agreed milestones, manage interdependencies across initiatives, and maintain a clear focus on achieving measurable and sustainable outcomes.

### **Governance and Risk Management**

- Establish and maintain effective project and program governance structures, processes, and reporting mechanisms.
- Identify, assess, and manage program risks, escalating issues as required and implementing mitigation strategies to ensure program stability and success.
- Ensure governance documentation, action registers, and administrative requirements are maintained to a high standard.

### **Stakeholder Engagement and Change Management**

- Build and maintain strong, collaborative relationships with a wide range of internal and external stakeholders including clinical teams, executive leaders, consumers, and the Department of Health.
- Lead stakeholder engagement and communication strategies to support change management and successful reform implementation.
- Facilitate working groups, workshops, and forums to enable shared understanding, co-design, and clinical engagement.

### **Data Management and Analysis**

- Collect, interpret, and analyse service and performance data to generate insights that guide decision-making and continuous improvement.
- Monitor project KPIs, identify emerging trends, and contribute to the development of targeted strategies to improve access, flow, and efficiency.

### **Reporting and Documentation**

- Prepare high-quality briefs, business cases, progress reports, presentations, and updates for internal governance, executive leadership, and external stakeholders including the Department of Health.
- Ensure documentation and reporting align with program objectives, funding requirements, and internal accountability structures.

### **Process and Pathway Redesign**

- Lead or support end-to-end review and optimisation of care pathways across surgical and outpatient settings.
- Identify and implement improvements that support safer, more efficient, and patient-centred models of care.

- Promote alignment with best practice, national reform directions, and local operational needs.

### **Equity and Access Initiatives**

- Support initiatives that address barriers to access for vulnerable and priority populations, including culturally safe care models and interventions targeting long-wait patients.
- Contribute to the delivery of Austin Health's Spotlight Initiative and broader equity goals through tailored project activities.

### **Improvement Methodology and Advisory**

- Apply recognised improvement and change methodologies to support the planning and execution of reform activities.
- Provide impartial, evidence-based advice on operational, technical, clinical, and administrative practices relevant to the PSU program.

### **Team and Workstream Leadership**

- Lead and support project leads across multiple workstreams, ensuring accountability for delivery of program outcomes.
- Foster a culture of collaboration, innovation, and continuous improvement within the project team and across the organisation.

### **Accountability and Associations**

The role will work closely with internal teams across multiple Divisions and Directorates;

- Division of SAPM
- Access, Critical Care, Imaging and Ambulatory Services.
- Allied Health Division
- IT and EMR services
- Corporate Communications

### **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. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care

- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

#### **People Management Roles:**

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

## **Selection Criteria**

The PSU Program Manager will be an effective collaborator, adaptable, an excellent communicator and have a strategic approach to problem-solving and planning. Knowledgeable in health service operations and skilled in managing multiple priorities and projects whilst having a strong stakeholder engagement & benefit delivery focus.

These qualifications and skills collectively contribute to the effective performance of the position.

#### **Essential Knowledge and skills:**

1. A commitment to Austin Health values: Our actions show we care; We bring our best; Together we achieve; We shape the future
2. Tertiary level clinical qualification
3. Collaboration Skills: Ability to work effectively with diverse teams and stakeholders, fostering a collaborative environment to achieve common goals.
4. Adaptability: Capacity to adapt to changing circumstances and priorities, demonstrating resilience and flexibility in response to evolving needs.
5. Communication: Excellent written and verbal communication skills, with the ability to convey complex information clearly and concisely to various audiences.
6. Project Management: Demonstrated experience in project management, including planning, organisation and execution of sustainable initiatives within established timeframes and budgets.
7. Interpersonal Skills: Highly developed interpersonal skills, enabling effective interaction with individuals and stakeholder groups across different levels of the organization.

8. **Autonomy and Teamwork:** Ability to work independently under broad direction while also collaborating effectively as a member of a cohesive team.
9. **People Leadership and Management:** Experienced leader of people and manager of teams to achieve objectives.
10. **Computer Literacy:** Advanced proficiency in Microsoft Excel, PowerPoint, and Word, along with a strong understanding of information technology relevant to healthcare systems.
11. **In-depth understanding of the Planned Surgery Blueprint; Pillars and Reforms.**
12. **Operational and Clinical Knowledge:** Strong understanding of operational, clinical, and administrative workflows related to Planned Procedures (ESIS and Non-ESIS) and specialist clinics.
13. **IT Proficiency:** Understanding of information technology, including clinical systems and applications relevant to the healthcare setting, such as those used at Austin Health.
14. **Self-Directed and Motivated:** Ability to work autonomously with a high level of self-motivation and initiative, coupled with a commitment to accuracy and quality in all work.
15. **Data Measurement & Analysis:** Demonstrated experience with data collection processes, practices, and technologies, with the ability to analyze performance data, generate business intelligence, and identify emerging trends.
16. **Team Collaboration:** Ability to work effectively within and across teams, adapting quickly to changing environments, priorities and ambiguity.

#### **Desirable Qualifications:**

**Knowledge of Best Practices:** Understanding of local and international best practices in planned elective surgery, outpatient services and patient flow.

**Post Graduate Qualifications:** Post-graduate qualifications are considered advantageous but not essential for the role.

## **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**

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	

## **People Management Role-Direct Reports**