

Position Description

Patient Support Unit – Planned Procedures Project Lead

Classification:	RN Grade 4B Year 1 (YX11)
Business unit/department:	Surgical Anaesthesia and Procedural Medicine
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Fixed-Term Part-Time
Hours per week:	3 days per week
Reports to:	Patient Support Unit Program Manager
Direct reports:	N/A
Financial management:	Budget: N/A
Date:	August 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 Patient Support Unit - Planned Procedures Project Lead is a key role responsible for driving service improvement and innovation across Austin Health's planned surgery services. Working within the Patient Support Unit, the role will lead the design, implementation and evaluation of strategic initiatives that improve patient access, operational performance and patient outcomes.

Partnering closely with the Patient Support Unit Program Manager and key clinical, operational and executive stakeholders, the Planned Procedures Project Lead will lead the redesign, implementation and optimisation of planned surgery pathways, supporting the delivery of innovative models of care that improve patient access, flow and outcomes.

This role requires an experienced project and change leader with a strong continuous improvement mindset and the ability to translate strategic priorities into meaningful operational outcomes. Through collaboration, innovation and stakeholder engagement, the Planned Procedures Project Lead will drive sustainable service improvements, enhance patient-centred care, optimise resource utilisation, and support the delivery of high-quality, equitable and efficient planned surgery services across Austin Health.

About the Directorate/Division/Department

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 responsibilities

Role Summary:

The Patient Support Unit - Planned Procedures Project Lead provides leadership in the design, implementation and evaluation of patient pathway redesign and reform initiatives across Austin Health. The role is responsible for driving service redesign, operational improvement and strategic change to improve patient access, experience, outcomes and health service performance. Through effective stakeholder engagement, project leadership and continuous improvement, the role contributes to the delivery of high-quality, patient-centred planned surgery services.

Key Responsibilities:

- Project Leadership & Pathway Redesign:
 - Lead the planning, implementation and evaluation of planned surgery reform initiatives within the Patient Support Unit.
 - Develop and manage project plans, timelines, deliverables, risks and performance measures to ensure successful project outcomes.
 - Lead the review, redesign and optimisation of planned surgery patient pathways to improve access, timeliness, patient experience and service performance.
 - Monitor pathway performance and identify opportunities to reduce variation, improve efficiency and support equitable access to care.
- Stakeholder Engagement & Collaboration:
 - Build and maintain effective partnerships with clinical, operational and executive stakeholders across Austin Health and external health service partners where required.
 - Lead stakeholder consultation, engagement and co-design activities to support the successful implementation of reform initiatives.



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- Communicate project objectives, progress, risks and outcomes to stakeholders at all levels.
 - Foster collaboration across multidisciplinary teams to achieve project deliverables and sustainable change.
- Strategic Advice and Governance:
 - Provide expert, evidence-based advice and recommendations relating to planned surgery reform, service improvement and patient pathways.
 - Contribute to governance processes, project reporting and decision-making forums.
 - Prepare briefings, reports and recommendations for senior leaders and governance committees.
 - Ensure initiatives are delivered in accordance with organisational policies, strategic priorities and governance requirements.
- Continuous Improvement & Change Management:
 - Apply continuous improvement and change management methodologies to support service redesign and reform implementation.
 - Identify opportunities to improve patient access, experience, outcomes and operational efficiency.
 - Lead the implementation of improvements and support their integration into routine practice and service delivery.
 - Promote a culture of continuous improvement, innovation and evidence-based practice.
- Risk Management:
 - Identify, monitor and manage project risks, issues and dependencies.
 - Develop and implement mitigation strategies to support successful project delivery.
 - Escalate risks and issues appropriately and contribute to effective problem-solving and decision-making.
- Data Analysis & Reporting:
 - Monitor, analyse and interpret performance data to inform planning, decision-making and continuous improvement activities.
 - Evaluate project outcomes and benefits realisation against established objectives and performance measures.
 - Prepare high-quality reports, presentations and recommendations for project, program and executive stakeholders.
 - Use data and insights to identify improvement opportunities and support evidence-based reform initiatives.

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 principles 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



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- 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 Patient Support Unit - Planned Procedures Project Lead will operate in a complex healthcare environment, leading strategic reform initiatives and delivering measurable improvements in patient access, experience, outcomes and operational performance.

These qualifications, skills and attributes are critical to the successful performance of the role.

Essential knowledge and skills:

- 1. Relevant Qualifications or Experience**
Tertiary qualifications in health, project management, public health, nursing, allied health or a related discipline, or equivalent demonstrated experience.
- 2. Project Leadership and Service Improvement**
Demonstrated experience leading complex projects, service redesign initiatives or healthcare reform programs from planning through implementation and evaluation.
- 3. Stakeholder Engagement and Communication**
Highly developed interpersonal, consultation and communication skills, with the ability to build effective relationships, influence stakeholders and drive change across multidisciplinary teams.
- 4. Change Management and Continuous Improvement**
Demonstrated experience applying continuous improvement methodologies and change management principles to implement, evaluate and sustain service improvements.
- 5. Strategic Thinking and Problem Solving**
Proven ability to analyse complex issues, identify opportunities for improvement and develop practical solutions aligned with organisational priorities.
- 6. Data Analysis and Reporting**
Experience analysing and interpreting performance data to inform decision-making, monitor outcomes and evaluate project success, with the ability to prepare high-quality reports, presentations and recommendations.
- 7. Knowledge of the Health System**
Understanding of healthcare operations, governance and improvement frameworks, including experience in planned surgery, pathway redesign, patient flow, outpatient services or access improvement initiatives.

Desirable Qualifications and Experience:

- Postgraduate qualifications in health management, project management, quality improvement, public health or a related field.
- Experience leading planned surgery, perioperative, outpatient or access improvement initiatives.
- Knowledge of the Victorian Planned Surgery Reform Blueprint and broader Victorian public health system priorities.

Quality, safety and risk – all roles

All Austin Health employees are required to:



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- 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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