

Position Description

Position title:	VICCS Quality and Optimal Care Program Manager
Classification:	HS6 + Above Award
Business Unit/ Department:	North Eastern Melbourne Integrated Cancer Service (NEMICS)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Employment Type:	Fixed Term Part-Time or Full-Time
	Genuine fixed term until 30 June 2028
Hours per week:	32-40 (38 hrs + ADO)
Reports to:	NEMICS Director
Date:	2026

About VICCS

Victorian Integrated Cancer Services

The Victorian Integrated Cancer Services (VICCS) are Victoria's cancer services improvement network. They build relationships between healthcare providers and other cancer care stakeholders to develop, implement and evaluate initiatives that improve the way Victoria's health services provide care and support to people affected by cancer.

The VICCS activity supports the achievement of three of the five goals stated in the Victorian Cancer Plan 2020-2024, namely that:

- Victorians know their risk and have cancers detected earlier;
- Victorians with cancer have timely access to optimal treatment; and
- Victorians with cancer and their families live well.

There are eight geographical ICS (three metropolitan and five regional) and one state-wide paediatric ICS. Collectively, they are referred to as VICCS and are funded by the Victorian Department of Health, Cancer and Specialist Therapies Unit. The North Eastern Melbourne Integrated Cancer Service (NEMICS) manages and delivers the VICCS Optimal Care Summits program.

The vision of the VICCS is to improve patient experiences and outcomes by connecting cancer care and driving best practice. For more information visit <https://www.viccs.org.au/>.

About VICCS Optimal Care Summits

The VICCS Optimal Care Summits program is a strategic consultation and quality improvement initiative of the VICCS and is governed by the VICCS Program Directors, VICCS Network Group, and the Department of Health's Cancer and Specialist Therapies unit.

The overarching aim of the VICCS Optimal Care Summits program is to reduce unwarranted variations in cancer care and outcomes, and drive the implementation of optimal cancer care across Victorian cancer services. The program promotes the implementation of the cancer Optimal Care Pathways, equity of access and outcomes, and other Victorian Department of Health cancer frameworks and policy.

The VICCS Optimal Care Summit program is delivered by the NEMICS and funded via the VICCS Ring- Fenced Fund. The program team will deliver a range of strategic consultation mixed methods and activities including engagement across the VICCS and with clinical leaders, literature review and environmental scan, survey and focus groups, data and indicator plan and reporting, unwarranted variations priority reporting, cancer services quality improvement priorities, project planning and workplan, and measurement of impact and outcomes.

Position purpose and functions

To provide operational leadership, program management, comprehensive communication and engagement, cancer evidence and data literacy, excellent organisation and time management, and program evaluation expertise to deliver the VICS Optimal Care Summits program. To contribute to the reduction of unwarranted variations in Victorian cancer care for tumour streams, priority populations and/or priority Optimal Care Pathway steps. This role will work in an agile way and respond to VICS priorities and Department of Health requirements.

Key functions of the role include:

- The VICS Quality and Optimal Care Program Manager is accountable to the (1) NEMICS Director who provides the strategic and conceptual leadership of the VICS Optimal Care Summits program and the (2) VICS executive leadership group.
- Cancer policy and system: comprehensive understanding of cancer policy (e.g. cancer Optimal Care Pathways) and the Victorian cancer service system including practices in regional settings.
- Program governance: implement required governance arrangements, secretariat functions, working groups, and risk management as outlined in the program plan and risk register.
- Program management and leadership: deliver the VICS Optimal Care Summits program plan, mixed methods, ethics requirements, VICS Implementation Plan, VICS OCS workplan, program communications, performance requirements, and program impact and outcome evaluation.
- People management: lead, supervise, mentor, and performance monitor the work activities of the program staff, including adherence to human resources policies and standards.
- Relationship management and stakeholder partnerships: build and maintain positive and effective relationships throughout the VICS and utilise these to deliver the program to a high standard. Represent the VICS professionally and credibly across a range of activities and summits.
- Evidence and data literacy: understand the relevant evidence, data, information, and findings associated with each strategic consultation and use this information to inform priority improvement activities, projects and plan.
- Co-design: deliver co-design principles and facilitation to ensure consumers, patients, carers, and health services staff are actively involved in the program and improvement planning. Identify priority unwarranted variations and support the development of improvement projects and activities.
- Manuscript and reporting: operationalise and co-author related manuscripts, briefing papers, reports, and robust document control.
- Evaluation: lead the formative evaluation of each strategic consultation and summit, as well as the program impact and outcome evaluation and reporting.
- VICS support: work in collaboration with other VICS Optimal Care Summits roles to manage, support or cover as needed, when others are on leave. Ensure collaborative relationships with all ICS Directors, VICS central roles, and other related VICS activities (e.g. VICS MDM Quality program).

Position accountabilities

- Work collaboratively and positively under the direction of the NEMICS Director and in collaboration with the VICS program leadership group, who provide executive leadership of the VICS Optimal Care Summits program.
- Promote and represent the interests of the VICS, ensuring representation of the VICS network, programs, member health services, and achievements of the VICS Optimal Care Summits program.
- Work in collaboration with VICS Program Directors, VICS central staff, VICS Clinical Directors, ICS program groups, and other cancer related stakeholders and partners.
- Work effectively and efficiently with the Victorian Department of Health's Cancer and Specialist Therapies unit.
- Manage on a day-to-day basis the VICS Optimal Care Summits Project Manager and VICS Optimal Care Summit Data Manager, also guiding the relevant communications work of the VICS Communications Manager and NEMICS Program Administrator.
- Work positively and co-locate with NEMICS program staff in the NEMICS Program Office.
- Ensure a comprehensive understanding of Optimal Care Pathways, Victorian cancer policy, cancer linked administrative datasets, the Statewide Cancer Indicator Platform, cancer audit

data collection, cancer patient experience data, cancer service performance indicators, local ICS data resources, and the cancer service system throughout Victoria including practices in regional settings.

- Implement the VICS Optimal Care Summits program plan, deliver effective and timely program and project management of each strategic consultation, program evaluation, and activity workplan requirements.
- Have a comprehensive understanding of all relevant VICS protocols, procedures and plans including the *Victorian Cancer Plan, A guide to the Integrated Cancer Services*, the VICS style and brand guidelines.
- Deliver the role's key functions using effective leadership, strategy, communication, program management, stakeholder management, organisation, time management skills, and decision-making skills.
- Excellent attention to detail with the ability to manage complex data and information accurately and effectively.
- Lead a positive team culture, adopt an open and effective communication style, demonstrate reflective practice, receive feedback, and avoid conflict.
- Ensure documentation management meets legal, professional, and organisational standards, including document control, record keeping, and reporting.
- Maintain strict confidentiality and privacy at all times, including requirements set out in the VICS Conditions of Access and Release policy, VICS Publications Protocol, and compliance with VICS disclaimer and copyright.
- Value the unique backgrounds, experiences, and contributions that each person brings to our team, and encourage and celebrate diversity.
- Identify and manage risks and issues as they arise, in consultation with the NEMICS Director and VICS executive leadership.

All employees

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse) <https://austinhealth.sharepoint.com/sites/OPPIC>
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Comply with the Code of Conduct.

Selection criteria

Essential knowledge and skills

- More than five years of experience in cancer care, registries and/or clinical governance in a hospital setting.
- A post graduate qualification in public health, health policy, epidemiology, or equivalent combination of industry experience.
- Excellent communication and engagement skills, with the ability to promote the VICS and deliver positive relationships across cancer programs and organisations.
- Demonstrated experience with delivering cancer services improvement projects and/or quality management.
- Demonstrated experience effectively managing people and creating a positive team culture.
- Excellent report writing skills including experience delivering evaluation reports, manuscripts, and/or data visualisation.
- Experience with cancer datasets, data analysis, and/or data literacy skills.
- Excellent time management, organisation and problem solving skills, with the ability to prioritise workload and meet deadlines.

Desirable

- Experience collaborating the VICS or delivering ICS service improvement initiatives.

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

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website: <http://www.austin.org.au/careers/Aboriginalemployment/>

Document review and agreement

Manager Signature	
Employee Signature	
Date	