

Position Description

Improvement lead – Organisational & Service Sustainability

Classification:	Administrative Officer Grade 6 plus over award
Business unit/department:	Chief Executive Office
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> 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:	Fixed-Term Full-Time
Hours per week:	38
Reports to:	Director – Organisational and Service Sustainability
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	September 2025

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 Improvement lead – Organisational and Service Sustainability plays a key role in supporting the delivery of Austin Health’s strategic sustainability initiatives. Reporting to the Director, this role independently leads the identification, development, and implementation of initiatives that will enhance operational efficiency, financial sustainability, and organisational resilience. The Lead will work collaboratively across departments, applying strategic insight, financial acumen, stakeholder engagement skills, and change leadership to drive measurable outcomes.

About the team

The Organisational and Service Sustainability team works within the CEO’s Office, reporting to the Chief Executive Officer and Deputy Chief Executive Officer & COO. The team is responsible for overseeing and

driving the operationalisation of initiatives that improve the sustainability and resilience of the organisation and its service offerings.

The team works across the organization to enhance accountability, coordination, and support for Executive and business owners to identify, develop and implement opportunities for operational efficiency and ensure agreed plans to achieve efficiency improvements are realized.

Position responsibilities

Role Specific:

1. Problem Identification & Opportunity Analysis

- Engage with stakeholders across clinical, operational, and corporate areas to understand complex challenges and identify opportunities for improving efficiency.
- Facilitate discovery workshops, interviews, and data reviews to uncover root causes and system-level insights.

2. Solution Design & Implementation Planning

- Co-design practical, evidence-based solutions in collaboration with multidisciplinary teams.
- Develop implementation roadmaps, including change management strategies and risk mitigation plans.

3. Data Analysis & Insight Generation

- Assemble, clean, and analyse quantitative and qualitative data using spreadsheets and analytical tools.
- Translate data into actionable insights through dashboards, graphs, and statistical summaries.

4. Business Case Development

- Quantify potential benefits, including efficiency gains, cost savings, and improved outcomes.
- Prepare compelling business cases and investment proposals to support decision-making and funding submissions.

5. Stakeholder Engagement & Facilitation

- Build strong relationships with staff at all levels, from frontline clinicians to executives.
- Facilitate cross-functional collaboration and maintain momentum through clear communication and influence.

6. Accountability & Action Driving

- Monitor progress of initiatives, track key performance indicators, and escalate barriers to delivery.
- Support teams to stay accountable to agreed actions and timelines, using structured follow-up and reporting.

7. Strategic Thinking & Systems Perspective

- Apply systems thinking to ensure solutions are sustainable, scalable, and aligned with broader organisational goals.
- Contribute to strategic planning and service redesign initiatives.

8. Continuous Improvement & Innovation

- Promote a culture of continuous improvement by identifying and sharing best practices.
- Stay informed of emerging trends, technologies, and methodologies relevant to healthcare transformation.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse): <http://oppic/>
- 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



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Selection criteria

Essential Knowledge and skills:

- Significant consulting and problem-solving expertise including root cause analysis and solution design
- Substantial project and change management knowledge and experience
- Ability to navigate ambiguity and apply critical thinking to complex, multi-dimensional challenges
- Exceptional interpersonal and communication skills, with the ability to build trust and influence across diverse stakeholder groups, and facilitate, negotiate and broker agreed outcomes.
- Strong business acumen including financial principles, cost-benefit analysis, and value realisation.
- Ability to interpret data, identify trends, and generate insights that inform decision-making.
- Strong strategic capability including the ability to contribute to planning, service redesign, or transformation programs
- Skilled in creating and presenting high-quality reports and presentations for senior leaders and governance groups

Desirable but not essential:

- Postgraduate qualifications in a relevant field (health, finance, business, or a related discipline)
- Experience in consulting, health services, government or large-scale service organisations.



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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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