

Position Description

Supporting Safety Project Manager

Classification:	EX05/HS5
Business unit/department:	Service Improvement and Innovation
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:	Fixed-Term Full-Time
Hours per week:	38
Reports to:	Director, Service Improvement
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	Feb 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 Supporting Safety Project Manager will lead the development and implementation of an integrated, organisation-wide model for preventing and responding to behaviours of concern and occupational violence and aggression at Austin Health. This is a 12-month fixed term position.

About the Service Improvement and Innovation Department

The Strategy, Sustainability and Engagement Directorate brings together the teams that shape Austin Health's long-term direction and ensure we deliver sustainable, high-quality care for our community. The directorate includes Service Improvement and Innovation, Strategy and Service Planning, Integrated Programs, GP Liaison, the Austin Health Foundation, and Corporate Communications. Together, these teams drive organisational strategy, foster innovation, strengthen partnerships, support integrated models of care, enhance community and philanthropic engagement, and ensure clear, consistent communication about and across the organisation.

Position responsibilities

Lead development and implementation of an enterprise-wide Behaviours of Concern (BOC) management and Occupational Violence and Aggression (OVA) prevention and risk-reduction strategy, including design and implementation of the Supporting Safety model. This will involve:

- Establishing project architecture, including project plan, governance and a stakeholder engagement plan encompassing operational and clinical leaders across nursing, allied health, mental health, and Health Safety and Wellbeing within People and Culture.
- Completing a stocktake of existing OVA prevention and risk reduction strategies, models and projects at Austin Health, informed by desktop research and stakeholder engagement.
- Undertaking a gap analysis to compare current approaches with best practices, as defined through completing the following:
 - a pragmatic review of academic literature, evidence and data
 - qualitative and quantitative benchmarking of BOC and OVA models used in peer health services, including nursing models (e.g. Safewards); support service models (eg. Security officers) and positive behaviour support approaches.
- Identifying existing strategies and projects at Austin Health that should be incorporated, adjusted, and/or expanded into a future organisation-wide Supporting Safety model (eg. including OVA education, operational escalation pathway for consumers with complex support needs, risk assessment methods)
- Designing a sustainable, organisation-wide Supporting Safety model, that is aligned to organisational strategy and safety priorities and ensures a consistent, sustainable and evidence-based clinical approach to responding to patients / consumers presenting with behaviours of concern; and to OVA risk more broadly.
- Developing a business case for implementation of the above, identifying how the model will be designed for long term sustainability with consideration of efficiencies and how existing resources can be leveraged.
- Developing an implementation plan for the model, including a measurement strategy, review and refinement model reflecting Austin Health improvement methodology, and defining governance and accountabilities for the model through the implementation process and ongoing.
- Commencing implementation of the Supporting Safety model in collaboration with organisational partners as defined in the implementation plan.

Selection criteria

Essential skills and experience:

- Substantial and relevant clinical experience with a minimum 7 years of post-graduate experience
- Demonstrated high quality leadership ability with previous clinical management and/or project and change management experience within a multidisciplinary/multi- agency team context dealing with a specialised cohort of clients who present with clinical risk
- A sound understanding of and experience in the project management lifecycle, from initiation to completion with an ability to lead the project team to a successful outcome, with the ability and skills to adapt to each project phase
- Knowledge of the relevant legislative framework, eg. Mental Health and Wellbeing Act; Disability Act; Occupational Health and Safety Act



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Strong organisational and time management skills as shown by a dynamic and flexible approach to managing boundaries for self and others, forward planning, using own initiative to prioritise work and manage shifting demands, achieving set targets and meeting strict deadlines, and mitigate potential risks
- Engaging and compelling interpersonal communication (verbal and non-verbal, written, editing) skills as well as negotiation and conflict resolution skills that enhance expectations in a way that builds effective and collaborative working relationships with others
- Proven track record in working collaboratively with consumers, carers, families and community to improve services through meaningful engagement and representation of experience and views
- Proficiency in keyboard skills and information technology systems and applications (Microsoft Office, search engines, databases, etc.)
- Demonstrated ability to maintain strict confidentiality when dealing with sensitive issues and conflicts of interest
- Highly developed problem solving, planning skills that result in actively participating in the ongoing identification, assessment, mitigation and prevention of risks through innovation and removing organisational barriers.
- Proven working style which is flexible and collaborative, with an ability to work autonomously and operate with authority in different settings
- Demonstrated capacity to undertake/support research, publication and public presentations

Desirable but not essential:

- Relevant tertiary post-graduate qualification or training in mental health, child and youth issues, dual diagnosis, forensic mental health, health management, project management training/adult education.
- Demonstrated experience in leading innovative clinical quality initiatives
- Demonstrated ability to identify opportunities for process redesign and to support/ coach staff in the implementation of co-design and redesign projects and activities
- Working knowledge of the Victorian Public Health Services and and resource allocation
- Experience preparing reports and other written correspondence and for senior management and executives

Professional qualifications and registration requirements

- Relevant professional qualification in a health related discipline (psychology, nursing, social work, occupational therapy or speech pathology) with current Registration with Australian Health Practitioner Regulation Agency (AHPRA), where applicable.
- Psychologists must be registered with a specialist endorsement in Clinical Psychology, Clinical Neuropsychology or Forensic Psychology.
- Social Workers must be eligible for membership with the Australian Association of Social Workers (AASW).
- Nurses must have a Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent.



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

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.



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**