

Position description

SENIOR PROJECT OFFICER

The Senior Project Officer is responsible for the planning and delivery of results-oriented improvement collaboratives and programs. Utilising the model for improvement, you teach and coach others to use improvement science to make impactful change within their workplaces.

You are results-oriented, with a passion for supporting others to learn and achieve improvements to outcomes, to the benefit of Victorians.

The position provides opportunities to stretch yourself at this level, in a supportive team-based environment.

Are you:

- A leader with proven ability to build and maintain effective relationships.
- Able to drive and achieve large-scale quality improvements within complex settings and time constrained goals. This includes experience utilising the Model for Improvement (or a similar methodology) where multiple teams learn, adapt and spread impactful changes to accomplish a common aim.
- An excellent communicator, who can create a compelling vision and motivate teams to achieve results?
- A proficient project manager who is detail-focused, able to manage deliverables to ensure they are achieved with agreed timelines and budgets.

Title	Position Title
Classification	VPS 5
Team	Improvement
Agency	Safer Care Victoria
Work location	150 Lonsdale Street Melbourne
Position numbers	DH/SCV/632292
Employment type	Fixed term: ASAP – 17 January 2026 Full-time (76 hours per fortnight)
Salary range	Value range 1: \$102,637–\$113,410 Value range 2: \$113,412–\$124,183
Position reports to	Manager – 100,000 lives
Further information	Lainie Cooper, Manager 100,000 lives Best Care Best time lainie.cooper@safercare.vic.gov.au
Closing date	TBC

ORGANISATIONAL ENVIRONMENT

Our aim is to ensure outstanding healthcare for all Victorians. Always.

Safer Care Victoria will work to enable all health services to deliver safe, high quality care and experiences for patients, carers and staff.

- We challenge the norm
- We accept nothing less than excellence
- We tell it like it is
- We are one team
- We bring our whole selves

Agency

Safer Care Victoria was established in January 2017 to ensure our health services are providing safe, high-quality care to patients: every time, everywhere. As well as monitoring the standards of care provided, Safer Care Victoria is partnering with patients, clinicians and health service managers to support the continuous improvement of health care.

Branch

With specialist skills in improvement, innovation and codesign with consumers, this partner leads and supports the delivery of SCV's results-oriented improvement work. This includes responsibility for the teaching of improvement science to SCV, the department, and the state more broadly. This partner has expertise in using the model for improvement to test, scale and implement results-oriented change. It also has specialist skills in partnering with consumers to codesign programs of work. The team partners with the Centres of Clinical Excellence to support improvement programs and collaboratives.

PURPOSE AND ACCOUNTABILITY

Purpose

The senior project officer works as a member of the Improvement team and has responsibility for delivering improvement collaboratives and programs that are designed to achieve outcomes to the benefit of Victorians, as well as to teach and embed the model for improvement.

The role reports to the Manager, Best Care Best Time and will work closely with other team members to ensure the implementation and delivery of Safer Care Victoria's functions and vision.

Accountabilities

Operating at **value range 1**, you will:

1. Contribute to the full life cycle of projects to meet agency objectives including:
 - (A) Undertaking research, analysis and implementation of projects based on defined outcomes and outputs.
 - (B) Managing projects or sub-projects and being accountable for the successful delivery and completion of the projects/sub-projects within resourcing, timeline and budget parameters.
 - (C) Monitoring and evaluating projects to ensure agency objectives are met.

2. Provide advice to internal and external stakeholders and prepare and present detailed reports, ministerial briefs, cabinet and agency submissions on complex matters.
3. Build and maintain positive relationships with key stakeholders to facilitate a partnership approach.
4. Where responsible for overseeing, monitoring or delivering projects, ensure they are delivered in accordance with relevant legislation and government regulations and guidelines.
5. Responsible for the delivery of large-scale improvement collaboratives with support from the improvement branch.
6. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
7. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
8. Demonstrate how the actions and outcomes of this role and work unit impact clients and the agency's ability to deliver, or facilitate the delivery of, effective support and services.

Operating at **value range 2**, you will perform all the above together with increasing involvement to:

1. Operate within increased level of autonomy and accountability in delivering within broad strategic directions.
2. Provide professional leadership and guidance.
3. Make decisions that establish precedents.
4. Manage stakeholders through effective negotiation and influence.
5. Manage cross-functional delivery of departmental policies and services impacted by sensitive and complex issues.

SELECTION CRITERIA

Knowledge and skills

1. Proven ability to drive and achieve large-scale quality improvements within complex settings and time constrained goals. This includes experience utilising the Model for Improvement (or a similar methodology) where multiple teams learn, adapt and spread impactful changes to accomplish a common aim.
2. Improvement science: Uses their deep knowledge of improvement science to lead the timely development, adaptation and completion of the IHI Five Core Design Components (i.e. project aims, measures, content theory, execution theory and dissemination plans) to accelerate results
3. Teaching & training: applies their deep knowledge of the Model for Improvement and Co-design to develop and deliver structured, flexible, relevant and interesting capability building programs for SCV and health sector.
4. Coaching: Using their deep understanding of improvement science and coaching experience to enable teams to maintain pace to accelerate the achievement of results
5. Data Analytics: Analyses and evaluate quantitative and qualitative data and research evidence from a range of sources to make recommendations and inform decision making
6. Written communication: prepares complex briefs, letters, emails and reports using clear, concise and grammatically correct language; edits written communications to ensure they contain the information

necessary to achieve their purpose and meet audience needs; ensures appropriate style and formats are used.

7. Problem solving: seeks all relevant information for problem solving; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems; implements solutions, evaluates effectiveness and adjusts actions as required.
8. Project management: consults, liaises with and influences key stakeholders; produces detailed project plans where objectives are clearly defined and action steps for achieving them are clearly specified; monitors performance against objectives and manages project risks and issues; ensures project objectives are met.
9. Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

Personal qualities

6. Conceptual and analytical ability: deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can project how these can link to innovations.
7. Creativity and innovation: generate new ideas; draws on a range of information sources to identify new ways of doing things; actively influences events and promotes ideas; translates creative ideas into workplace improvements; reflects on experience and is open to new ways to improve practice.
8. Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
9. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for other's feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

Qualifications

- A tertiary qualification in fields related to health administration, medicine, nursing, midwifery, paramedic, pharmacist or allied health is desirable.

Specialist expertise

- Certified Improvement Coach or equivalent
- Deep knowledge and application of model for improvement.
- Demonstrated experience teaching, coaching and building capability in improvement science, including an understanding of adult learning principles
- Previous experience working in the health sector would be highly regarded.

SAFETY SCREENING

All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to

obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration and Border Protection website (www.immi.gov.au) and search under 'Character and Police Certificate Requirements – How do I obtain a police certificate?'

CONDITIONS AND BENEFITS

People who work for Safer Care Victoria must comply with the Code of Conduct for Victorian Public Sector Employees 2007 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of Safer Care Victoria can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see www.careers.vic.gov.au/why/benefits-conditions.

Safer Care Victoria promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on DiversityInclusion@dhhs.vic.gov.au.

MANDATORY VACCINATION POLICY:

The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its workers and clients. As it is an essential element of any role within the department that employees be able to attend work onsite and to do so safely, employees are required to be fully vaccinated against COVID-19 as a condition of their employment. This requirement applies unless they have a medical condition which means they cannot be vaccinated against COVID -19. Therefore, the department will ask any prospective employee, who has been identified as the preferred candidate for a role within the department, to provide proof of their COVID-19 vaccination status prior to any offer of employment being made. If a prospective employee has a relevant medical condition which means they cannot be vaccinated against COVID-19, they should contact the department to discuss their individual circumstances.

HOW AND WHERE TO APPLY

Safer Care Victoria prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

- Online – existing staff of SCV or DHHS: click through to the job opportunities page from DHHS' intranet homepage.
- Online – external applicants: visit the job search page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search.

OTHER RELEVANT INFORMATION

For other important information about the recruitment process, please read the Information for applicants page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants or request a copy from the contact for further information listed under the 'Position details' section of this document.