

Senior Project Officer

Position Description

OFFICIAL

Branch / Unit	SCV Centre of Clinical Excellence, Improvement
Classification	VPS-5
Employment type	Fixed term (12 months)
FTE	1.0 FTE
Salary	Value range 1: \$106,534 - \$117,716 plus superannuation Value Range 2: \$117,718 - \$128,897 plus superannuation
Work location	Hybrid - Melbourne CBD / working from home
Date of revision	July 2024

Safer Care Victoria

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.

Organisational Environment

Our aim is to co-create a consistently safe and continuously improving healthcare system.

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

Safer Care Victoria employees are required to demonstrate commitment to:

The public sector values and behaviours – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

Recordkeeping – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

Diversity – The department promotes diversity and equal opportunity in employment. If you are from a diverse background, are an Aboriginal or Torres Strait Islander applicant, or if you have a disability/condition, and require advice and support with the recruitment process, please contact our Inclusion Unit at inclusion@health.vic.gov.au.

For further information, please visit <https://www.health.vic.gov.au/about/our-values>.

Role Purpose

The Senior Project Officer works as a member of a team within the Centre of Clinical Excellence and has responsibility for delivering large-scale health improvement initiatives. The initiatives will respond to established and emerging priorities identified and utilise the model for improvement and evidence-based change methodologies to improve the quality of treatment, care and support in Victoria's health and wellbeing services. The team will design, deliver and evaluate key pieces of work addressing strategic priorities.

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

Key Selection Criteria

Accountabilities

<p>Key role accountabilities</p>	<ul style="list-style-type: none"> • Drive and deliver large-scale and evidence-based quality improvements within complex settings where multiple teams learn, adapt and spread impactful changes to accomplish a common aim. • Use deep understanding of improvement science and coaching experience to enable health service improvement teams to maintain pace to accelerate the achievement of results.
	<ul style="list-style-type: none"> • Sound project management and ability to contribute positively to a team environment • Demonstrated experience with all aspects of project management and coordination • Possess excellent and professional customer service manner and presentation • Establishes performance outcomes and measures for key project goals, in line with monitoring, reporting and communication requirements • Monitor progress of initiatives and recommend necessary adjustments
	<p>Able to prepare complex briefs, letters, emails and reports using clear, concise and grammatically correct language and ensures that appropriate style and formats are used.</p>
	<p>Highly developed influencing and negotiation skills, with the ability to use direct and indirect influencing strategies to gain agreement to proposals and ideas and explores alternatives to gain agreement without foregoing key objectives.</p>
	<p>Proven ability to establish and maintain relationships with people at all levels and from different backgrounds and organisations.</p>
	<p>Highly developed skills in planning and managing risks and ensures the use of honest, transparent and appropriate purchasing processes.</p>
	<p>Articulates complex concepts and put forward compelling arguments and rationales to all levels and types of audiences</p>
	<p>Supports different approaches and thought processes when working through complex problems, to identify an effective solution</p>
	<p>Demonstrates high level of awareness of own strengths and areas needing development.</p>

	Generates and evaluates options, considers the implications of each option and uses this information to make informed decisions
	Engage in a range of approaches to generate solutions, seeking expert inputs and advice to inform negotiating strategy
Time Management and Flexibility	Demonstrated willingness to be flexible and adaptable to changing priorities with the ability to meet deadlines while working in pressured situations
Information Management	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.
WHS Leadership	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.
Organisational Awareness	Demonstrate how the actions and outcomes of this role and work unit impact clients and the department's ability to deliver, or facilitate the delivery of, effective support and services.

Required Capabilities

Knowledge and skills	Capability Description
Continuous improvement	Incorporates continuous and evidence-based improvement approaches to advance industry practice and model a culture of continuous learning, which values high levels of constructive feedback and exposure to new experiences.
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.
Systems thinking	Diagnoses trends, obstacles, and opportunities in the internal and external environment; understand the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation
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
Verbal communication	Well-developed interpersonal skills, including the ability to express opinions, information and key points clearly and concisely via effective verbal and written communication.
Written communication	Demonstrated ability to prepare 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.
Personal qualities	Capability Description
Initiative and accountability	Proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.

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.
Teamwork	Cooperates and works well with others in the pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within group.

Qualifications/Specialist Expertise

Qualification	Tertiary qualification in fields related to health administration, medicine, nursing, midwifery, paramedic, pharmacist or allied health is desirable
Specialist expertise	Demonstrated knowledge of quality improvement and related methodologies is desirable Previous project management experience in healthcare would be highly regarded

Other relevant information

Mobility

The Department highlights that the work required of a modern career public service is not static but always changing, due to factors such as new government priorities, population growth, the pace and scale of technological advancement, changing community service delivery expectations and the need to respond to evolving complex public policy problems or crises.

In accordance with the *Public Administration Act 2004 (Vic)* and the *Victorian Public Service Agreement 2020* (and any relevant successor agreement), employees may be deployed to priority projects or programs based on their core skills and capabilities.

Commencement salary

The Department of Health's Commencement Salary Policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. Any above base requests require sign off by an executive delegate and will be by exception only or where required to match the current salary of a Victorian Public Service employee transferring at-level.

Emergency management

The Department is a key emergency management partner and contributes significantly to Victoria's emergency management arrangements. As part of a whole of government agreement, employees may be required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

To receive this document in another format, [email HR Advisory Services](mailto:HRAdvisoryServices@health.vic.gov.au)
<HRAdvisoryServices@health.vic.gov.au>.

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In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people. 'Indigenous' or 'Koori/Koorie' is retained when part of the title of a report, program or quotation.