

Position Description

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| Position Title: | Hume Region Access Equity and Flow Project Lead |
| Reports to: | Manager – Hume Health Service Partnership (HHSP) Programs |
| Department: | Hume Health Service Partnership |
| Directorate: | Hume Health Service Partnership |
| Cost centre: | D0430 |
| Code & classification: | Grade 7(HS7) |
| Employment conditions: | Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2021 – 2025 and GV Health Policies and Procedures (and as varied from time to time) |

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Hume Region Access, Equity and Flow Project Lead is a senior project and leadership position in the Hume region. The Hume Health Service Partnership (HHSP) is one of five regional health partnerships supporting state-wide system improvement and reform initiatives. The Victorian Government recently announced the formation of Local Health Service Networks (LHSNs) to continue leading the focus on system-based improvement and reform. One of four priorities for the Hume LHSN is Access, Equity and Flow. Redesign, change management and digital innovation are key components of this improvement approach.

The Hume LHSN will include 12 health services in the region, including Albury Wodonga Health, Alpine Health, Beechworth Health Service, Benalla Health, Corryong Health, Goulburn Valley Health, Kyabram District Health Service, Mansfield District Hospital, NCN Health, Northeast Health Wangaratta, Tallangatta Health Service, Yarrawonga Health.

This Hume Region Access, Equity and Flow Project Lead is responsible for liaising with key staff from the twelve health services in the Hume LHSN, focusing on regional access, equity and flow of patients across health services.

The role will require familiarity with key initiatives including the Hume Strategic Service Plan, Planned Surgery Reform Blueprint, Hume's Digital Health initiative – Access to Care, Victorian Health Services Plan, DH Capability Frameworks and SCV Clinical Governance Framework.

Hume strategic service planning priorities include promoting self-sufficiency across the region through co-ordinated approaches to enhance and embed Residential in Reach, Palliative Care and Digital health initiatives including patient access and flow within the region & remote patient monitoring (RPM) approaches to care. Liaising with key stakeholders to ensure a strategic focus on bed management and theatre utilisation with planned surgery, flow of patients within the Hume region and to and from metropolitan health services, for step down and step up clinical care, will be central to the role.

Understanding and promoting the Hume Strategic Service Plan and Hume Access to Care digital health strategies will be an essential component of the role. Embedding utilisation of the Hume Access to Care digital health platform (Miya Flow, Access, Command and Miya Care tools) at the 12 health services will be central to improving patient access, equity and flow across the region. Ensuring consumer consultation to enable choice and preference, where possible, will be another important element in the design and sustainability of project objectives.

The role will suit an experienced project lead with relevant health service experience, preferably in a regional environment. Liaison with health service executive, relevant frontline clinical managers and staff to develop and embed a shared understanding of accessibility, equity and patient flow pathways in Hume will be critical to the success of the role.

The suitable candidate will be a leader in clinical change management and redesign principles, as well as possessing project experience and strong reporting, interpersonal and communication skills in managing multiple stakeholders across all health-related disciplines.

This role will be based at GV Health and reports to the Manager HHSP programs. Working from home is supported and travel across the Hume region will be required at times.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

Hume Region Access, Equity and Flow Project Lead will work in partnership with the Manager HHSP programs, HHSP Executive Director and project team members to collectively progress the Strategic Service Plan priorities and deliver redesign, and innovation outcomes including:

- Co-ordinating and leading the Hume Region's strategy for addressing the Hume LHSN priority of Access, Equity and Flow including:
 - Maximising bed utilisation
 - Theatre utilisation
 - Agreed patient flow pathways between health services to improve efficiency, including step-up and step-down care and streamlining inter-hospital patient transfers
 - Enabling patient care closer to home through innovative solutions such as telehealth and RPM approaches
- Promoting and embedding clinical utilisation of the Hume Access to Care digital health platform to support patient Access, Equity and Flow across the region
- Supporting clinicians with adoption of remote patient monitoring approaches to care including:
 - Uptake of Miya Care application within existing models of care
 - Development of new models of care that include remote patient monitoring and utilisation of Miya Care application.
- Ensuring all relevant stakeholders are involved and consulted in development of a Hume Access, Equity and Flow plan, including establishing, leading and coordinating project working groups as identified and required.
- Maintain and monitor effective systems for project evaluation and redesign documentation and reporting.
- Ensure Access, Equity and Flow plan and outcomes are recorded and reported monthly against project deliverables.
- Develop reports to monitor project deliverables and share with the HATC steering committee second monthly.

- Timely identification of project risk and utilisation of risk management strategies to identify, minimise and document risk.
- Report and escalate to the Manager HHSP Programs any risks or plan variations, providing advice for remedial actions.
- Prepare and implement a communication strategy for the Hume LHSN to ensure that relevant staff, consumers, committees and networks are kept up to date with progress.
- Ensure regular communication and effective working relationship with the Manager HHSP programs to ensure consistency across Hume.
- Manage and monitor change including:
 - Adopting implementation and education approaches to engage with clinicians.
 - Monitoring adoption rates of new technologies and changes to care delivery modes.
 - Identifying barriers to adoption and developing strategies to address them.
- Maintain external relationships and liaise with other public and community health services, Hume LHSN partner agencies, The Department of Health and other health services within the Hume region as required.
- Maintain internal relationships, working closely with all members of the HHSP leadership team and other relevant clinical teams and program managers.

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Registration as a Division 1 Nurse or Allied Health Practitioner

Essential:

- Minimum 4 years' experience in health sector acute setting as a Registered Nurse or Allied Health Practitioner
- Experience working with acute, sub-acute, non-admitted clinical team(s)
- Previous or current re-design and change management experience
- Demonstrated project experience defining objectives, planning and monitoring performance to achieve the stated objectives.
- Demonstrated knowledge and experience in the planning, implementation and evaluation of clinical services
- Demonstrated experience in decision making, advocacy and negotiation skills with innovative and flexible approaches to problem solving challenges
- Demonstrated expertise in change management principles and methodologies, with a proven ability to lead, implement and monitor change initiatives within a healthcare setting
- Experience in report writing.
- Current Class C Driver's Licence.

Desirable

- Experience and understanding of regional health services and the operation of both the clinical and non-clinical environments.
- Knowledge of enabling frameworks and digital systems that support them.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Monitoring and reporting bed utilisation between regional / sub-regional health services and small rural health services
- Monitoring and reporting on the uptake of RPM approaches within clinical models of care delivery
- Reporting on development and adoption of remote patient monitoring approaches supporting care closer to home
- Defined Access, Equity and Flow project plans meet project time, quality and budget targets
- Attendance and reporting updates to HHSP leadership and governing committees
- Second monthly written progress reports on Access Equity and Flow plan (or more frequently if requested)
- Establishment and coordination of reference / working groups as identified in project plan
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
- 80% attendance and active participation at committees, working groups and meetings
- Active participation in the Performance and Development review process.

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;

- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

| Hume Health Service Partnership | Hume Region Access, Equity and Flow Project Lead |
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| Reviewed by: | Jane Stephens |
| Issue Date: | April 2025 |

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)