

Position Description

Position Title:	Project Lead - Outpatient Clinic Reform
Reports to:	Divisional Operations Director - Subacute and Ambulatory Care
Department:	Specialist Consulting Suites
Directorate:	Clinical Operations
Cost centre:	P0455
Code & classification:	ZF4 - Clinical Nurse Consultant A
Employment conditions:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028 and its successors 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

Patient support units (PSU) commenced in June 2022, as part of the Victorian governments COVID catch up plan for elective surgery. These units have been critical in enabling achievement of the planned surgery reform blueprint with the aim to ensure that all Victorians can access timely planned surgery or non- surgical treatment, and experience safe and equitable outcomes now and into the future. To continue building on the success of the PSU program there is now a focus on early intervention and pathway redesign as well as specialist clinics (outpatients) reform.

The project lead - outpatient clinic reform will report to the divisional operations director subacute and ambulatory care within GV Health. This position will lead GV Health's initiatives and project work as part of the planned care recovery and reform.

This role will involve specialist clinics waitlist auditing which includes facilitating audits of surgical specialty waitlists via regular and personalised engagement, rapid prioritisation and assessment, early access and referral to non – surgical treatment pathways. There will also be opportunity to identify and develop pathway redesign in specialist clinics as part of the planned care journey. The role will also involve working as part of the broader project team relating to the patient support unit (work closely with project lead in elective admissions)

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Working as part of the project team that employed via funding for the Patient Support Unit
- Actively participate in the project team to ensure that priorities of the program including targets and measures that relate to the project are met.

- Actively participate / complete in the in the quarterly reporting requirements using the designated reporting templates during the project period of the project
- Be the lead project officer undertaking the work in Specialist (outpatient) clinics associated with the project.
- Conduct audits of the current surgical specialties in outpatients' clinics with the highest demand, longest waiters, and/or most referrals. which includes personalised engagement via a clinical audit process.
- Ensure appropriate redesign, improvement and project management methodologies are utilized in planning and implementation to facilitate successful change, clinical communication and engagement with sustainable outcomes.
- Documentation of data and/ or working with the Health Information Service and Quality, Safety and Innovation Unit to produce data and meet data reporting requirements of the project.
- Involved in the development, updating and contribution to the approved project plan.

KEY SELECTION CRITERIA

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

Essential:

- Approved Tertiary Qualification as a Registered Nurse Division 1 - minimum 3 years surgical nursing, outpatient clinic or elective admissions experience
- Current Registration with Australian Health Practitioner Agency (AHPRA)

Desirable:

Previous experience in project involvement or undertaking patient clinical audits - but not essential.

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;
- Active participation within the broader PSU project team encompassing both elective admissions and outpatients and the administrative auditing team.
- Ensuring data is maintained and entered in line with reporting timelines and tools for reporting supplied by the Department.

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.

Clinical Operations

Project Lead - Outpatient Clinic Reform

Reviewed by:

DOD Subacute and Ambulatory Care

Issue Date:

June 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](#)