

Position Description

Position Title:	Program Coordinator, Safer Together Program
Reports to:	Executive Director, Hume Local Health Service Network
Department:	Hume Local Health Service Network
Directorate:	Chief Executive
Cost centre:	D0430
Code & classification:	HS8
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 (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

Safer Care Victoria (SCV), established in January 2017, is the state's lead agency for improving the safety and quality of healthcare. SCV works in partnership with patients, clinicians, and health service leaders to monitor care standards and drive continuous improvement across the Victorian health system. As part of this work, SCV delivers the Safer Together Program (STP) through Local Health Service Networks (LHSNs), supporting health services to embed evidence-based practices, strengthen clinical governance, and improve outcomes in alignment with state-wide priorities.

The Safer Together Program Coordinator plays a pivotal role in leading, coordinating, and sustaining quality improvement initiatives across all health services within the Hume Local Health Service Network (LHSN). Acting as the central liaison between SCV, regional health services, and governance structures, the Coordinator drives collaboration, supports capability building, and ensures the effective implementation of SCV and STP priority improvement activities.

As a key member of the Hume LHSN Safer Together team, the Coordinator leads regional improvement efforts, ensuring consistent program implementation, timely reporting, and engagement with SCV and other key stakeholders. This role is instrumental in enabling shared learning, aligning local improvement with state priorities, and promoting safer, more effective care across the Hume region.

The Coordinator also oversees the Hume LHSN Safety and Quality committee (sub-committee of the Hume LHSN CEO Committee). The Hume LHSN will support the management of safety and quality, with the objective of improving clinical service delivery across the LHSN so that patients experience consistent safe and high-quality care across all health services in the Hume LHSN. The Hume LHSN will identify, assess and evaluate opportunities to address clinical quality and safety risks, and strengthen systems that promote high-quality, safe, person-centred care across the Hume LHSN.

SCV Strategic Priorities Supported by STP:

- Embedding consistent, evidence-based practices to reduce harm and deliver high-quality care.
- Strengthening prevention to reduce avoidable hospital admissions.
- Promoting safe medication practices to protect consumers from harm.
- Supporting necessary and effective clinical interventions that improve outcomes.
- Represent the Safer Together Program at the network and state level.
- Promote SCV tools, resources, and improvement initiatives across the region.
- Facilitate cross-health service collaboration and shared learning.
- Build strong relationships with executives, clinicians, and QI teams across HLHSN.
- Lead local implementation of SCV-supported improvement projects.
- Oversee the Hume LHSN Safety and Quality Committee
- Support strategic quality and safety initiatives on behalf of the Hume LHSN

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

EXTERNAL RELATIONSHIPS:

Liaises with:

- Twelve Health services / partner agencies in Hume LHSN
- Other Public Health Services as required, including Metropolitan and Tertiary
- Other STP Coordinators and improvement leads
- Education Providers
- Safer Care Victoria
- Department of Health

INTERNAL RELATIONSHIPS:

Liaises with:

- Hume LHSN Executive Director and team
- HRHA
- Relevant clinical teams and program managers from partner agency sites

Leadership and Coordination

- Responsible for setting up and maintaining a local governance structures for STP that enables the full functions of the Hume LHSN STP team and optimises participation across the network in the program. Conduct and support network-wide gap analyses to identify regional improvement opportunities.
- Lead the design and implementation of regional projects that address priority areas.
- Monitor improvement progress and escalate risks or project issues as needed.
- Governance of relevant Hume LHSN committees
- Build collaboration across the Hume LHSN
- Support the Hume LHSN Safety and Quality Committee to:
 - Identify and evaluate clinical risks and system-wide improvement opportunities.
 - Strengthen clinical governance, fostering a culture of safety and continuous improvement, and supporting the implementation of evidence-based practices.
- Implement initiatives aligned with SCV, Department of Health, and HLHSN priorities.
- Promote the standardisation of governance practices across the Hume LHSN.
- Monitor delivery of Quality and Safety Initiatives in the Hume LHSN Annual Workplan and report progress and risks to the Hume LHSN CEO Committee.

- Lead and coordinate key Hume LHSN sub-committees (noting committees might be added or deleted at a later date with the approval of the LHSN CEO Committee:
 - Regional Perioperative Clinical Governance Committee
 - Emergency Care Clinical Review Committee
 - Emergency Care Clinical Review Committee
 - Maternal and Perinatal Mortality and Morbidity Committees (East and West Hume)
 - Manage all committee logistics, including scheduling, agenda setting, documentation, action tracking, and reporting.
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POSITIONS REPORTING TO THIS ROLE

- STP Improvement Leads

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met;
 - Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
 - Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
 - Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
 - Actively recruit and manage all aspects of workforce demands;
 - Computer literacy at intermediate level for Microsoft applications;
 - Demonstrated business planning, policy, financial and human resources management skills;
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KEY SELECTION CRITERIA

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

Essential

- Tertiary qualification in a field related to health administration, medicine, nursing, midwifery, paramedic, pharmacist or allied health.
- Experience with establishing and managing new and innovative programs of work.
- Ability to develop planning processes, including business plans, setting performance standards and implementing strategies of a program.
- Experience with highly complex and sensitive issues that require advanced problem-solving
- Strong skills in qualitative information and data analysis, systems improvement and governance functions. Ability to develop new information or techniques.
- Ability to foster strong, collaborative relationships between multiple, diverse stakeholders, whilst promoting the objectives of the STP. Able to engage and manage stakeholders, whilst maintaining a high level of responsiveness. Strong skills in stakeholder negotiation and ability to display tact and gain cooperation.
- Excellent written and verbal communication, as demonstrated in the preparation and presentation of reports, briefs and quality improvement training to diverse audiences. Well-developed emotional intelligence with the ability to consult, engage, partner with and influence a variety of stakeholders to achieve mutual understanding and agreed outcomes.
- Experience in preparing project proposals and understanding of the components of the project management process.

Desirable

- Demonstrated knowledge of quality improvement and associated methodologies.
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
 - Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
 - 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;
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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.

Directorate	Chief Executive
Reviewed by:	Executive Director, Hume Local Health Service Network
Issue Date:	December 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](#)