

# Position Description

<b>Position Title:</b>	Safer Together Program (STP) – Improvement Lead
<b>Reports to:</b>	Program Coordinator - Safer Together
<b>Department:</b>	Hume Health Services Partnership
<b>Directorate:</b>	Hume Health Services Partnership
<b>Cost centre:</b>	D0436
<b>Code &amp; classification:</b>	Grade 6 (HS6)
<b>Employment conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

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**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).

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## ABOUT THE SAFER TOGETHER PROGRAM

Safer Care Victoria (SCV) 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, through the SCV Improvement Branch, SCV is partnering with patients, clinicians and health service managers to support the continuous improvement of health care. To facilitate these objectives, SCV is collaborating with Local Health Service Network's (LHSN's) to implement the Safer Together Program (STP)

The STP will take a systems approach to target key priority areas focused on creating a safer and more sustainable healthcare system for all Victorians.

It will provide a coordinated, statewide safety improvement program ensuring the care provided by our Victorian system is:

- Safer – improving patient outcomes through a reduction in avoidable harm;
- Person-centred – guided by people's values, beliefs and their specific contexts to provide the care in the right way, at the right time and in the right place;
- Sustainable – making the best use of all resources. Improving quality and safety in the health system has been identified as a strategic priority for LHSNs

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## POSITION SUMMARY

Reporting to the Hume STP Coordinator, the STP Improvement Lead will be an expert in directing the steps of quality improvement, problem solving, quality design and change management to support health services in the Hume region to embed the STP initiatives in their existing work practices and projects. The Improvement

Lead will play a key role in fostering collaboration between health services whilst enhancing effective working relationships and ensuring all Safer Together priorities are actioned.

The Improvement Lead will have expert skills in identifying opportunities for quality improvement and assisting with problem solving and quality design within a strategic approach to achieve sustainable improvement and innovation.

The Improvement Lead will assist the Safer Together Coordinator to implement complex system and process improvement using coaching capabilities as a catalyst to promote and uplift teams' knowledge and capability regarding quality and safety in a clinical setting. Improvement Leads will also work in collaboration with other Hume LHSN staff to ensure the implementation and delivery of the Hume LHSN functions.

Working with the Safer Together Coordinator, the Improvement Lead will coordinate and support Hume health services in developing a region-wide clinical governance program. This role will be pivotal in embedding quality improvement and change management into daily operations, while cultivating a culture of continuous improvement across the Hume region.

The role requires someone who can operate at both a strategic level (thinking about system-wide impacts) and an operational level (implementing on the ground with teams) with a focus on sustainable improvement and collaboration.

This position is expected to maintain and grow both internal and external relationships including:

#### **EXTERNAL RELATIONSHIPS:**

- Better at Home project team
- Health services, including both Executive and Clinical teams (across the Hume Region)
- Safer Care Victoria
- Department of Health (DoH)
- Regional Safer Together Program Coordinators across Victoria

#### **INTERNAL RELATIONSHIPS:**

- Hume Health Service Partnership, Executive Director and team
- Clinical teams including acute, sub-acute and non-admitted care services and programs
- Information technology team
- Quality improvement teams

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## **RESPONSIBILITIES AND DUTIES**

**The following duties are inclusive of but not limited to the following:**

- Direct and oversee steps in quality improvement, problem solving and quality design, particularly in clinical settings.
- Lead and implement strategic
- Support the integration of the STP within ongoing projects and existing workflows.
- Lead teams within health services to identify solutions and continuous improvement strategies that can be applied across the region.
- Play a key role in fostering collaboration between Hume health services to improve quality and safety.

- Enhance effective working relationships and interdisciplinary teamwork to achieve Safer Together priorities.
- Act as a conduit to ensure alignment and integration of safety and quality initiatives across Hume health services and stakeholders.
- Build and sustain effective working relationships with a network of internal and external contacts to facilitate communication and support project objectives.
- Assist the STP Coordinator in implementing complex system and process improvements.
- Ensure that improvements are not only effective but also sustainable.
- Support standardisation of safety improvement initiatives across the Hume Region.
- Ensure that STP priorities are translated into actionable outcomes, aligning them with broader organisational goals.
- Collaborate with other Hume health service teams to deliver the functions and services of the Hume LHSN.
- Work with and undertake coaching and training initiatives with the Hume region staff and teams.
- Monitor and report against the STP project plan.
- Project reporting, monitoring and escalation of risks related to the progress of the project.
- Undertake gap analysis to identify opportunities for improvement.
- Report progress to relevant committees within the Hume LHSN and SCV, as required.
- Identify opportunities for quality improvement across clinical and non-clinical areas.
- Apply a strategic approach to problem solving that is aligned with the STP goals, ensuring long-term positive impact.

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## KEY SELECTION CRITERIA

### Formal Qualification(s) and Registration(s) Requirements:

- Tertiary qualification in a field related to health administration, medicine, nursing, midwifery, paramedicine, pharmacy or allied health

### Essential:

- Previous experience in health-related training and change management, including knowledge, understanding and significant experience working in the health care system.
- Specialised knowledge resulting from experience in health service management, with the ability to lead complex transformations in healthcare environments.
- Demonstrated project management or project coordination experience defining objectives, planning and monitoring performance to achieve the stated objectives.
- Analytical skills to interpret health service data, service needs and the achievability of desired outcomes.
- Self-motivation and able to work under pressure both independently and within a team.
- Demonstrated knowledge of quality improvement and associated methodologies.
- Demonstrated planning, organising and problem-solving skills involving the ability to engage staff and consumers, adapt previous experience to new situations, adopt improvement science strategies and project management disciplines.

**Desirable:**

- Postgraduate qualifications supporting expertise in project management, governance, public health, health systems, or equivalent.
  - Good understanding of the importance of clinical governance frameworks.
  - Experience liaising with clinical teams across all health-related disciplines
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**KEY PERFORMANCE INDICATORS****Your performance will be measured through your successful achievement of:**

- 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;
  - Timely preparation and distribution of meeting agendas and minutes.
  - Attendance and active participation at meetings as required.
  - 100% compliance with training requirements as outlined in the GV Health Education Framework.
  - Active participation in the Performance and Development review process.
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**ALL GV HEALTH STAFF ARE REQUIRED TO**

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of 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;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- 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 and maintain all 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;
- Comply with requirements of the 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 Victorian Department of Health Victoria;

- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children’s Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.

**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 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.

<b>Hume Health Services Partnership</b>	<b>Improvement Lead – Safer Together Program</b>
<b>Reviewed by:</b>	Program Coordinator - Safer Together
<b>Issue Date:</b>	May 2026

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## 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.

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## OUR PURPOSE

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

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## 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](#)

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## 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](#)

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## 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](#)