



Position Description

Position title	Senior Project Officer – Paediatric (ACCESS) Advice, Coordination and Clinical Support System Project
Department / Division	Victorian Paediatric Clinical Network (VPCN)
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71-AO75) or equivalent
Position reports to	Victorian Paediatric Clinical Network (VPCN) Manager
No. of direct & indirect reports	N/A
Location	Hybrid – work location negotiable
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Victorian Paediatric Clinical Network

The Victorian Paediatric Clinical Network (VPCN) is a formal partnership of Victorian health services delivering acute paediatric care, established to improve the health, development and wellbeing of children and young people across the state.

The VPCN is a trusted contributor to the Victorian paediatric healthcare landscape by bringing together clinical, strategic, operational and lived experience expertise to identify and address system-wide issues and promote the consistent delivery of safe, effective, accessible, and equitable care for all Victorian children, young people, and their families. The VPCN plays a key role in shaping the future of paediatric health services in Victoria that prioritises timely, appropriate care close to home. It acts as both a clinical reference group and a collaborative platform, enabling coordinated action and shared learning across member services.

The VPCN seeks to work collaboratively with its members, as well as at the interface with other service providers including primary care, community health, social services, mental health, and adult services, as well as with consumer representatives and government agencies including Safer Care Victoria and the Victorian Department of Health. The VPCN brings together collective expertise and works to identify and address quality and safety issues impacting the Victorian paediatric service system, and support the delivery of safe, effective, accessible, and equitable health care for the benefit of all children, young people, and their families.

ROLE CONTEXT

The Senior Project Officer role was established in partnership with the Department of Health, Monash Children's Hospital and The Royal Children's Hospital (RCH) to lead the Paediatric ACCESS Project which aims to define state-wide pathways for non-urgent subspecialty advice and facilitate care closer to home.

For administrative purposes VPCN staff are employed by The Royal Children's Hospital, as part of the Strategy, Planning and Performance Division. This role reports to the VPCN Manager.

ROLE PURPOSE

The Senior Project Officer is a key member of the Victorian Paediatric Clinical Network (VPCN) team. The Senior Project Officer will lead the delivery of the Paediatric ACCESS Project. The role will work with key stakeholders including the Department of Health, Specialist Paediatric Hospitals and Local Health Service Networks, to engage in state-wide consultation activities to

- Map current state processes for access to subspecialty advice and pathways for non-urgent transfer
- Develop protocols for LHSNs to access subspecialist advice from their specialist children's hospital partner
- Develop protocols for non-urgent transfer of patients for provision of higher complexity care and step down (or back transfer)

KEY ACCOUNTABILITIES

Project and Program Management

- Apply sound project management principles and improvement methodology across all project phases, including planning, implementation, monitoring, evaluation, and reporting.
- Apply evidence-based change methodologies to support sustainable quality improvement projects
- Establish clear performance outcomes and regularly monitor progress, providing recommendations to meet program goals.
- Collection and analysis of quantitative and qualitative data to inform the process design
- Lead or support continuous improvement initiatives to enhance project effectiveness and service delivery.
- Manage administrative workflows efficiently to ensure timely and optimal project outcomes.
- Prioritize workload and competing demands through effective organizational and planning skills.
- Manage budget and resource requirements to ensure project delivery outcomes are met.

Communication and Stakeholder Engagement

- Prepare clear, concise, and well-structured briefs, reports, correspondence, and presentations to the Project Control Group and other key stakeholders as required
- Build and sustain effective relationships with stakeholders at all levels including Department of Health, Health Service Senior Leadership and the broader Paediatric sector.
- Coordinate stakeholder engagement activities including facilitation of online and in person consultation workshops
- Utilise influencing and negotiation skills to foster collaboration and reach consensus.
- Escalate critical issues appropriately and ensure timely, transparent communication with relevant parties.
- Promote a culture of shared learning and collaboration across LHSNs and partner organisations.

Organisation, Planning, and Administration

- Demonstrate strong organizational and time management abilities to manage competing priorities and meet deadlines.
- Maintain accurate records and manage information in compliance with privacy, security, and legislative requirements.
- Lead the development and continuous improvement of administrative and communication processes to enhance efficiency.

Teamwork, Leadership, and Professionalism

- Collaborate effectively within multidisciplinary teams and with leadership to achieve shared goals.

- Provide management, leadership and guidance to team members and stakeholders when required.
- Ensure project activities and recommendations align with existing policy, guidance and frameworks.
- Show initiative, autonomy, and accountability in delivering outcomes and supporting team objectives.
- Foster a positive, customer-focused workplace culture centred on continuous improvement.
- Uphold workplace health and safety responsibilities for self and others.
- Other duties as directed consistent with the employee's skill level and classification.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in a related field and/or relevant industry experience.
- Proven leadership experience in a team environment and ability to work well as a senior team member
- Experience with project management in a complex healthcare environment.
- Critical analysis, systems and strategic thinking skills.
- Proven ability to build effective working relationships with a range of internal and external stakeholders, and commitment to lead and work effectively as part of a team.

Desirable:

- Specialised knowledge and many years' experience across several disciplines.
- A strong knowledge of quality improvement and associated methodologies.
- A strong understanding of the Victorian Health System.
- Demonstrated clinical experience and/or a strong understanding of healthcare delivery within clinical settings
- Experience within a similar role in the healthcare sector.

KEY SELECTION CRITERIA

- Demonstrated experience in quality and improvement project design, development, implementation and evaluation.
- Demonstrated ability to build and maintain effective working relationships with internal and external stakeholders.
- Excellent organisational and time management skills with ability to prioritise workload and competing demands.
- Excellent verbal and written communication skills and attention to detail.
- Demonstrated ability to respond flexibly to the needs of stakeholders.
- Demonstrated ability to work with initiative and autonomy in the pursuit of team goals.
- Demonstrated ability to develop practice solutions to problems and provide advice in area of expertise.
- Ability to handle confidential and sensitive information with discretion.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Will be required to travel to attend site visits and in person meetings in Melbourne and regional Victoria

- Employees are required to maintain compliance with RCHs “Staff Immunisation - Prevention of Vaccine Preventable Diseases” procedure

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children’s Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other’s company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren’t right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don’t hold back – I’m all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation’s commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

June 2026