



# Position Description

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Quality Improvement Lead,  
Parkville LHSN

## Parkville Local Health Service Network

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# Parkville Local Health Service Network

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The Parkville Local Health Service Network (Parkville LHSN) is made up of seven health services (Royal Melbourne Hospital, Peter MacCallum Cancer Centre, the Royal Women's Hospital, the Royal Children's Hospital, the Royal Eye and Ear Hospital, Oral Health Victoria and Parkville Youth Mental Health and Wellbeing Service). A brief description of each is set out below.

LHSNs have been created to support reform of the Victorian health system for the benefit of patients and staff, and the sustainability of the system.

## ROYAL MELBOURNE HOSPITAL (RMH)

As one of the largest hospitals in the state, with more than 10,000 staff, RMH provides a comprehensive range of specialist medical, surgical, and mental health services, as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, surgical oncology, cardiology and virtual health.

## PETER MACCALLUM CANCER CENTRE (Peter Mac)

Peter Mac is a world leading cancer research, education and treatment centre, and Australia's only public health service solely dedicated to caring for people affected by cancer. Peter Mac has more than 3,300 employees, including more than 750 laboratory and clinical researchers across four different research areas – laboratory, clinical, translational, health services and implementation research. Across five sites in Victoria, Peter Mac provides treatment for about 40,000 people with cancer each year. Peter MacCallum Cancer Centre strives to provide world's best cancer care, discovery and translation. Everything we do is underpinned by our core values, Excellence, Compassion and Innovation.

## ROYAL WOMEN'S HOSPITAL (The Women's)

The Women's is Australia's first and largest specialist public hospital dedicated to improving and advocating for the health and wellbeing of women and newborns. Our Parkville site is a tertiary hospital providing specialist care and a leading teaching hospital internationally recognised for its medical research and innovation. Driven by a vision to set the benchmark for the care of women and newborns, the Women's key goal is to put patients and consumers at the heart of all that it does and aspires to achieve. We treat our intersection with patients and consumers as a journey, not an event, which is underpinned by a holistic approach to health and wellbeing across all stages of a woman's life.

## ROYAL CHILDREN'S HOSPITAL (RCH)

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and

medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria, and also provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas. The state's busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day.

## **ROYAL VICTORIAN EYE AND EAR HOSPITAL (Eye and Ear)**

The Eye and Ear provides a state-wide specialist tertiary and emergency eye, ear, nose and throat (ENT) health care service. It is internationally recognised as a leader in clinical service delivery, teaching and research in ophthalmology and otolaryngology. As the largest public provider of ophthalmology and ENT services in Victoria, the hospital delivers more than half of Victoria's public eye surgery, and with its partners, all of Victoria's public cochlear implants. The Eye and Ear has an extensive ambulatory care centre with more than 110 different specialist clinics, runs a 24-hour ED with a 4 bed ED Short Stay Unit (ED SSU), runs 8 Operating Theatres and one Procedure Room and provides 24 inpatient beds.

## **ORAL HEALTH VICTORIA (OHV)**

OHV is the lead oral health agency in Victoria and a global leader in the implementation of value-based models of care. DHSV provides oral health services through the Royal Dental Hospital of Melbourne (RDMH), Smile Squad (school dental program) and commission 48 community dental agencies in 85 sites across the state. DHSV lead statewide oral health promotion and prevention programs, invest in oral health research, advise the government on health policy, and support the education of oral health professionals. RDHM operates 140 dental chairs and 4 operating theatres. Community dental agencies operate 484 dental chairs and Smile Squad operates 50 treatment vans and 52 examination vans.

## **PARKVILLE YOUTH MENTAL HEALTH AND WELLBEING SERVICE (PYMHWS)**

PYMHWS is a new and dedicated public youth mental health service – established following recommendations from the Royal Commission into Victoria's Mental Health System. PYMHWS offers targeted specialist mental health care, and community services to young people aged 12 to 25 with complex mental illness. Services will include 22 inpatient beds (co-located with Footscray Hospital) and 15 hospital in the home beds; community mental health services to young people in our catchment from sites at Parkville, Sunshine and Werribee; and forensic youth mental health services including community-based services, an 8-bed unit at the Cherry Creek Youth Justice Centre, and a 3-bed acute unit within the Footscray inpatient unit.

**Note\* that the Royal Melbourne Hospital is the employer of LHSN staff on behalf of the Parkville LHSN.**

## POSITION DETAILS

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<b>Position Title:</b>	Quality Improvement Lead, Parkville LHSN
<b>Service:</b>	Parkville Local Health Service Network (consisting of the Royal Melbourne Hospital, Peter MacCallum Cancer Centre, the Royal Women's Hospital, the Royal Children's Hospital, the Royal Eye and Ear Hospital, Dental Health Services Victoria and Parkville Youth Mental Health and Wellbeing Service)
<b>Location:</b>	The Royal Melbourne Hospital – Elizabeth St campus (with expectation to visit other Parkville LHSN sites)
<b>Reports To:</b>	Quality and Improvement Manager, Parkville LHSN
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016–2020
<b>Classification:</b>	HS4
<b>Employment Status:</b>	Fixed Term, Part time
<b>Immunisation Risk Category:</b>	Category C
<b>Date of Review:</b>	February 2026

## POSITION SUMMARY

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The Quality Improvement Lead is responsible for leading and supporting programs and projects across within Parkville LHSN's Quality and Safety priority, particularly the Safer Together Program (STP). This role will work closely with the Parkville LHSN Quality and Improvement Manager and the Parkville LHSN health services to develop, coordinate and implement the agreed Parkville LHSN quality and safety initiatives and activities. A key focus will be supporting the delivery of STP for the Parkville LHSN. STP is Safer Care Victoria's (SCV's) statewide safety improvement program. Its overarching aim is to establish a continuously improving learning health system that is safer, more person-centred, and sustainable - delivering better outcomes for Victorians.

# KEY ACCOUNTABILITIES

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## Safety and Quality

- Support the Quality and Improvement Manager to deliver the Quality and Safety priority initiatives for the Parkville LHSN.
- Provide support across the Parkville LHSN for the delivery of STP priority projects and activities including coordination with SCV project teams and the local project teams.
- 1. Coordinate the Parkville STP Community of Practice and Clinical Conversation
- Lead the delivery of any cross-Network collaborative improvement initiatives or projects.
- Support the Quality and Improvement Manager to explore Network clinical governance models and a Network consumer partnership strategy
- Engage and collaborate with key stakeholders across the Parkville LHSN
- Coordinate and monitor project progress against key milestones, risks and opportunities across the project lifecycle
- Support the Parkville LHSN to share best practice contemporary frameworks, approaches, resources, and expertise to support individuals and teams to continuously improve services
- Support Parkville LHSN governance processes.
- Other work for the Parkville LHSN as directed by the Quality and Improvement Manager

## Additional accountabilities

- Demonstrate the RMH values and work in accordance with the Parkville LHSN Partnership Principles
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all Parkville LHSN members.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.

## KEY RELATIONSHIPS

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This position is integral to the Parkville LHSN and is required to maintain positive relationships with key stakeholders inside and outside the LHSN. The following list is indicative but not exhaustive:

### Internal

- Parkville LHSN members
- Quality and safety leaders from each health service
- Operational and clinical leaders at each health service
- Parkville LHSN governance bodies

### External

- Safer Care Victoria
- Department of Health
- Other LHSNs STP Coordinators and teams

## KEY SELECTION CRITERIA

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### Essential:

- Experience working within a healthcare setting
- Experience in service improvement or project management, demonstrated through successful delivery of complex projects within a healthcare setting
- Demonstrated experience in quality improvement methodology and change management
- Ability to work in a highly dynamic environment and at pace
- Excellent communication skills including well-developed writing skills and an ability to promptly prepare relevant documentation, presentations and reports on project status, outcomes and impact
- Ability to develop and maintain effective working relationships with a large and diverse range of stakeholders to foster and enable change
- High level of computer literacy, particularly in Microsoft Office software
- Ability to be self-directed, determine workload priorities, stay motivated, coordinate multiple projects at once and work to timelines as part of a team
- Knowledge of the Victorian healthcare system
- Commitment to the RMH values, to work in accordance with the Parkville LHSN Partnership Principles and to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together

## KEY PERFORMANCE INDICATORS

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### Your performance will be measured through your successful:

- Demonstration of RMH values and working in accordance with Parkville LHSN's Partnership Principles
- Ability to deliver projects within timeframes and budget
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

## AT THE RMH WE:

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- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

## OUR COMMITMENT:

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- **Equity, Inclusion, Belonging and Safety**
  - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging— safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
  - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
  - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies,

and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

- **Equal Opportunity and Accessibility**
  - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
  - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

## ACCEPTANCE

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*Note\* that the Royal Melbourne Hospital is the employer of LHSN staff on behalf of the Parkville LHSN.*

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that the RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature: \_\_\_\_\_

Employee Name (please print): \_\_\_\_\_

Date (DD/MM/YYYY): \_\_\_\_\_

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