

Position Description

Position Title:	Project Manager - Residential Transition Care Program
Reports to:	Manager - Ambulatory Aged Care Programs
Department:	Ambulatory Aged Care
Directorate:	Community Care & Mental Health & Chief Allied Health Officer
Cost centre:	F8506
Code & classification:	Grade 5 Level 1 – 5 (HS5; HS30 – HS33)
Employment conditions:	The Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027 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

The Project Manager is responsible for leading and delivering a quality improvement project examining factors influencing engagement, referral activity and occupancy outcomes within Residential Transition Care Program (TCP) services across GV Health brokered residential care providers.

The project aims to identify barriers and enablers impacting residential TCP utilisation and develop evidence-based recommendations to improve occupancy, referral pathways, service engagement and client access to residential TCP services. The role will work collaboratively with internal and external stakeholders to collect, analyse and interpret quantitative and qualitative data and support implementation of improved service models.

The position will contribute to service redesign and future planning to ensure residential TCP services remain client-centred, responsive, financially sustainable and aligned with system demand.

RESPONSIBILITIES AND DUTIES

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

- Develop and implement a comprehensive project plan outlining key activities, deliverables, milestones and reporting requirements.
- Ensure delivery of project objectives within approved timelines and budget.
- Establish appropriate project governance, stakeholder consultation processes and reporting frameworks.

- Coordinate project meetings, steering committee activities and stakeholder engagement activities.
- Monitor project risks and implement mitigation strategies.
- Lead a structured review of residential TCP occupancy, referral pathways and utilisation trends.
- Examine factors contributing to lower occupancy across residential TCP sites.
- Review referral practices across acute & subacute services.
- Investigate factors influencing discharge destination decisions, including the utilisation of alternative care pathways such as MCU@Home, Community Rehabilitation and Post Acute Care, and their impact on residential TCP occupancy
- Investigate client choice factors that influence election of residential or home-based TCP streams.
- Identify variation in performance between residential TCP providers and explore contributing factors.
- Develop tools and methodologies for data collection and stakeholder consultation.
- Collect and analyse quantitative occupancy, referral and performance data.
- Undertake stakeholder consultation as required, which might include surveys, interviews, workshops or focus groups.
- Analyse findings and prepare recommendations supported by evidence.

Develop productive relationships with:

- Residential TCP providers
- Acute and subacute hospital services
- Hospital discharge planners
- Patient Flow and Access Teams
- General Practitioners
- Aged Care Assessment Services
- TCP clinicians and administration staff
- Department of Health representatives
- Regional TCP providers and partner organisations

The Project Manager will facilitate engagement and consultation to identify barriers, opportunities and sustainable solutions to improve residential TCP utilisation.

- Provide regular progress reports to project sponsors and governance groups.
- Prepare interim and final project reports.
- Present findings and recommendations to senior management and stakeholders.
- Develop evidence-based recommendations to improve referral pathways, occupancy performance and residential TCP service delivery.
- Support translation of findings into future service planning initiatives.

KEY SELECTION CRITERIA

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

- Relevant tertiary qualification in Health, Allied Health, Nursing, Public Health, Health Management, Project Management or a related discipline.

Essential:

- Demonstrated project management experience within healthcare or community service settings.
- Experience leading quality improvement, service redesign or evaluation projects.
- Experience with quantitative and/or qualitative data collection and analysis.
- Demonstrated ability to engage and influence a broad range of stakeholders.
- Excellent written communication skills, including preparation of reports, project plans and business cases.
- Highly developed organisational and time-management skills.
- Ability to work independently while managing multiple competing priorities.
- Advanced Microsoft Office and reporting skills.

Desirable:

- Experience within aged care, rehabilitation, transition care or discharge planning services.
 - Understanding of Commonwealth and Victorian aged care programs.
 - Experience conducting stakeholder consultation, focus groups and service evaluations.
 - Formal Project Management qualification or equivalent experience.
 - Knowledge of quality improvement methodologies such as PDSA, Lean, Root Cause Analysis or Fishbone Analysis.
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KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful achievement of:**

- Delivery of project milestones within agreed timeframes.
 - Completion of stakeholder consultation activities.
 - Development of approved project tools and evaluation frameworks.
 - Production of high-quality reports and recommendations.
 - Achievement of reporting requirements to funding bodies and governance groups.
 - Effective stakeholder engagement and participation rates.
 - Identification of practical recommendations to improve residential TCP utilisation and occupancy outcomes.
 - Contribution to evidence-based service improvement initiatives
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PROJECT DELIVERABLES

The successful Project Manager will be expected to deliver:

Phase 1 (Months 1-3)

- Project plan
- Governance framework
- Stakeholder engagement strategy
- Data collection tools and protocols

Phase 2 (Months 4-6)

- Stakeholder consultation
- Surveys and interviews
- Occupancy and referral data review

Phase 3 (Months 7-9)

- Data analysis
- Interim findings report
- Stakeholder validation of findings

Phase 4 (Months 10-12)

- Final report
- Evidence-based recommendations
- Future service model options
- Presentation to GV Health Executive and relevant stakeholders

The project will be considered successful when:

- All project deliverables are completed within timeframe and budget.
- Stakeholder consultation is completed across all identified groups.
- Clear evidence-based causes of residential underutilisation are identified.
- Sustainable improvement strategies are developed and endorsed.
- Residential TCP occupancy demonstrates measurable improvement and a pathway toward the 95% occupancy target is established

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.

Community Care & Mental Health & Chief Allied Health Officer	Project Manager - Residential Transition Care Program
Reviewed by:	Manager - Ambulatory Aged Care Programs
Issue Date:	September 2026

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](#)