

Position Title: Short Stay Unit (SSU) Project Officer

Campus: Ballarat

Directorate: Hospitals

Department: Emergency Department

Reporting to:

Direct: Nurse Unit Manager, Ballarat Emergency Department

Indirect: Director of Emergency and Critical Care

Professional: Chief Nursing and Midwifery Officer (or equivalent)

Appointment Terms/Conditions:

Classification and Code: Clinical Nurse Consultant A (or equivalent)

Enterprise Agreement: Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028.

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The project officer will play a pivotal role in the redesign, implementation and evaluation of a new Short Stay Unit (SSU) model of care at Grampians Health Ballarat. This role will focus on diagnostic work, pathway design and rapid testing of innovations to optimise patient flow through SSU, reducing Emergency Department congestion and improving safe and efficient care in the SSU.

The role will support evidence-based service redesign, ensuring the SSU model of care is scalable, sustainable and integrated with broader health system priorities, including the Electronic Medical Record (EMR) roll out in 2027/28 and the opening of the new ED/SSU build opening in 2028.

KEY ACCOUNTABILITIES

1. Diagnostics and analysis

- Undertake comprehensive diagnostics to identify inefficiencies in current SSU operations
- Analyse ED patients with a length of stay greater than 4 hours and ward discharges within 24 hours to determine scope for SSU pathways
- Cross-reference existing SSU pathways and benchmark against high-performing SSUs
- Research and assess innovative admission and discharge models (e.g. AV to SSU admissions, criteria-led discharges)
- Collaborate with the Service Improvement team to support Grampians Health project and change management goals

2. Model development and pathway design

- Develop clear inclusion and exclusion criteria for SSU admissions
- Design and document criteria-led and transit unit discharge pathways
- Develop innovative admission models such as direct AV admissions and rapid SSU pathways from front of house or triage
- Contribute to workforce modelling across nursing, medical, allied health and support staff

3. Implementation and testing

- Apply Plan-Do-Study-Act (PDSA) methodology to trial and refine new models of care
- Collaborate with ED leadership and the senior decision maker / front of house model to align SSU operations with system-wide flow initiatives
- Integrate testing outcomes into structured workflows and governance processes

4. Scaling and integration

- Support scale-up from 8 – 12 beds and subsequently 16 beds in the new ED/SSU build
- Facilitate integration with digital systems for real-time tracking and discharge planning
- Liaise with Hospital without Walls, community services, and other partners to ensure seamless patient pathways

5. Sustainability and Transition to 2028

- Support embedding of the SSU model into the EMR rollout
- Contribute to workforce planning and alignment with safe staffing benchmarks
- Assist with clinical governance, training, upskilling and audit processes
- Ensure improvements are sustainable and can be incorporated into the new Grampians Health ED / SSU

6. Support and Assist with other patient flow projects as required

- Support and assist in other Emergency Department patient flow projects, i.e. fast track utilisation
- Support and assist in projects related to the implementation of the Standards for Safe and Timely Ambulance and Emergency Care

KEY DELIVERABLES

- Comprehensive diagnostic report on current SSU performance and opportunities
- Documented SSU model of care, including inclusion / exclusion criteria and discharge pathways
- Development of new SSU pathways and pathway template
- Evidence of PDSA testing cycles and outcomes
- Workforce model recommendations and alignment with enterprise agreements
- Framework for integration into EMR and new ED/SSU
- Support and assist with other patient flow projects as required

KEY SELECTION CRITERIA

Essential:

- Knowledge of emergency and acute care pathways
- Excellent written and verbal communication skills, including stakeholder engagement
- Proven ability to manage competing priorities, meet deadlines and work independently
- Clinical background in nursing, medicine or allied health, with experience in ED or SSU operations
- Demonstrated experience in health service improvement, project management or clinical redesign

Desirable

- Analytical skills with the ability to interpret and apply clinical and operational data
- Familiarity with PDSA or other quality improvement methodologies
- Knowledge of Victorian healthcare system priorities, e.g. TECC 2, Standards for Safe and Timely Ambulance and Emergency Care
- Experience with digital health systems and EMR integration

Preferred Qualifications:

- Be eligible for registration in your field with the Australian Health Practitioner Regulation Agency (AHPRA) and hold a current practicing certificate
- Post registration qualification in Emergency Care or Project Management or working towards same.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected

their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.