

# Position Description

<b>Title</b>	Improvement and Innovation Advisor	<b>Position Reports to</b>	Manager Clinical Improvement
<b>Classification</b>	HS5	<b>Employment Status</b>	Full time ongoing
<b>Enterprise Agreement</b>	Health and Allied Services, Managers and Administrative workers enterprise Agreement 2021 - 2025		

As Australia's only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

## Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world's leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

[https://www.eyelandear.org.au/page/About\\_Us/Our\\_Publications\\_and\\_DVDs/](https://www.eyelandear.org.au/page/About_Us/Our_Publications_and_DVDs/)

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

## Position Summary:

The primary purpose of the Improvement and Innovation advisor is to work in partnership with clinical and non-clinical staff to build improvement capability, enabling staff across the organisation to solve problems and innovate services through the use of improvement science.

The role will also develop and lead projects related to models of care and the strategic plan.

## Key Responsibilities / Performance Outcomes:

1. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
2. Information Technology (IT) skills that are commensurate with the requirements of the role.
3. Work with the Executive Director Medical Services and the Manager Clinical Improvement to identify work priorities, time frames and methodology for undertaking improvement and project work across clinical and non-clinical areas.
4. Demonstrate a high-level of knowledge of improvement science and its application within the healthcare setting.
5. Be responsible for working with clinical and non-clinical staff, using a range of quality improvement and redesign tools to analyse current service challenges, identify system improvements, introduce change and measure outcomes. This will include identifying and analysing data to inform and measure change and demonstrating the ability to modify activity based on the outcome of change.
6. Demonstrate a high-degree of proficiency in project management and experience in its application within the healthcare setting.
7. Develop and implement project plans to support organisational objectives, ensuring a focus on evaluation and sustainability. Develop governance structures to support the delivery of project objectives. Work with a range of internal and external stakeholders to achieve project outcomes within specified timeframes. This includes leading organisational activities related to value based healthcare.
8. Lead communication of project and improvement activity progress to relevant stakeholders, including Executive Committees and escalate issues as required.
9. Implement change management approaches to support successful implementation of improvement activities and project outcomes.
10. Be responsible for tracking and reporting of information relevant to redesign, improvement and project work.
11. Other activities as agreed with the Executive Director Medical Services and the Manager Clinical Improvement.

## Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](#)) to deliver safe high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.

- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear Data Accountability Framework ([link](#)).

## Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

## Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
<b>Qualifications</b>	Tertiary level qualification	Tertiary level qualification in health related discipline
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working within health care sector</li> <li>• Understanding of, and ability to apply, improvement methodology</li> <li>• Demonstrated track record of working with teams to introduce improvements</li> <li>• Demonstrated track record of involvement in change management processes</li> <li>• Demonstrated track record of evaluation of improvement activities and projects</li> </ul>	<ul style="list-style-type: none"> <li>• Change management experience</li> <li>• Quality management experience</li> <li>• Experience with report writing</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Improvement science</li> <li>• Project management</li> </ul>	<ul style="list-style-type: none"> <li>• Quality systems</li> </ul>
	<ul style="list-style-type: none"> <li>• Time management</li> </ul>	
	<ul style="list-style-type: none"> <li>• Understanding of health services operations</li> </ul>	

## Reporting Lines

**Position Reports to** – Manager, Clinical Improvement

**Number of Direct reports** - Nil

## Key Working Relationships

Executive Director Medical Services

Manager Clinical Improvement Unit

Executive Directors

Clinical Directors

Medical Directors, Heads of Clinics

Clinical Managers

Manager, Quality & Risk

Manager, Clinical Informatics

Manager, Patient Services and Access

## External

Department of Health

Other health services

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

## Author of Position Description or Manager of Position:

Patricia McGarrity  
August 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

## Agreement

I have read, understood and agree to comply with the position description.

Name: \_\_\_\_\_

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

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_