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| Title | Patient Support Unit Lead | Position  Reports to | Director of Surgical Services |
| Classification | *HS6* | Employment Status | Full-Time |
| Enterprise Agreement | *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 over 160 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.eyeandear.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.

### Patient Support Units

### The Patient Support Units (PSUs) commenced in June 2022, under the Victorian government’s COVID Catch Up Plan. They were established at all Elective Surgery Information System (ESIS) reporting health services.

### The PSUs are a critical enabler to achieving the Planned Surgery Reform Blueprint’s aim to ensure that all Victorians can access timely planned surgery or non-surgical treatment, and experience safe and equitable outcomes now and into the future.

### PSUs deliver timely engagement with patients on surgical preparation lists (or waitlist), referral management and pathway redesign to non-surgical treatment or optimisation options.

### PSUs also have a focus on priority populations to enhance patient experiences and drive equitable care delivery. Priority populations include but are not limited to Aboriginal and Torres Strait Islander patients, patients living with disability, culturally and linguistically diverse patients and patients from a low socio-economic background.

### To continue building on the success of the PSU Program, funding will be provided to support this function until 30 June 2026. The program funding reflects a strategic transition already underway for the PSU Program, as it evolves to focus on early intervention, pathway redesign and specialist clinics (outpatients) reform.

**PSU program priorities**

To enable the key functions of the PSU, the program will focus on delivering on the following priorities:

1. **Planned surgical preparation list and surgical specialist clinics waitlist auditing**: PSUs will use effective engagement approaches to support patients on the surgical preparation lists and surgical specialist clinics waitlist.

This facilitates auditing of both waitlists (planned surgery and surgical specialist clinics), regular and personalised engagement, rapid prioritisation and assessment, early access and referral to non-surgical treatment pathways (i.e. evidence-based alternatives to surgery and optimisation pathways).

The Customer Relationship Management (CRM) platform delivers a range of functions in the form of modules, including the automation of manual auditing processes. Module 1 (Planned Surgery Preparation List Audit) automates the surgical preparation list audit, enhancing patient management and operational efficiency. Module 4 (Specialist Clinic Waitlist Audit) automates the specialist clinic waitlist audit – improving the efficiency of the administrative audit and patient communication. The CRM modules are available at participating health services and further engagement is underway to expand this platform across the state.

1. **Pathway redesign:** PSUs will drive early intervention and engagement through holistic patient support across the planned care journey. Priority areas include:
2. expanding same day surgery (e.g. development of policies)
3. theatre optimisation initiatives (e.g. improvements in theatre start time or utilisation)
4. improving access to endoscopy with an emphasis on long waiting cohorts.

Pathway redesign initiatives should consider the entire patient journey, from referral to discharge, including post-operative care.

1. **Long waiting and extreme long waiting cohorts:** PSUs will deliver tailored initiatives to enable timely care and enhance patient experiences. Examples include: implementing high intensity theatre lists that target priority populations, targeted support and review clinics for complex patients.

### Position Summary:

The successful candidate will have the opportunity to drive pathway transformation, improved surgical access and collaboration initiatives, as well as other Partnership priorities. The role will work closely with internal teams and partner health services to deliver key reforms and change through local and inter-health service forums and working groups.

To be successful in the role, you will be a great collaborator, learn fast, adaptable, an excellent communicator and have a strategic approach to problem-solving and planning. You should have a good grasp of health service operations and skilled in managing multiple priorities and projects.

You will need to have experience in planning, implementing and evaluating programs to achieve priority objectives within the public sector.

### Key Responsibilities / Performance Outcomes:

The Patient Support Unit Lead key responsibilities:

* Support and facilitate the Eye and Ear to build an improvement program of planned surgery reform work aiming to improve access to quality planned surgery.
* Develop and support the implementation of identified plans to improve access and reduce waiting times for planned surgery at the Eye and Ear. This includes ensuring robust processes are established for project planning, implementation, reporting & evaluation.
* Establish and manage project governance, including establishment of processes and structures to ensure strong governance and delivery against agreed commitments.
* Lead and support clear and consistent project communication, both within and external to the Partnership. This includes presenting data analysis, project reports and outcomes of improvement initiatives to relevant staff and committees.
* Engage and build relationships with key project stakeholders including Partner representatives, the Department of Health and other health sector stakeholders. This includes close collaboration with peers in other health services across the Partnership.
* Support future business case development, to transition new models of care into business as usual.
* Undertake and utilize data analysis to inform improvement initiatives.
* Main point of contact between the health service and the department.
* Operationalise the PSU program within their health service.
* Lead planning and reporting requirements, including submitting a PSU annual plan, quarterly activity reporting, and case studies.
* Lead continuation of staff management and strategic direction.
* Participate and attend quarterly PSU lead meetings or nominate a representative.
* Report emerging risks that may affect activity performance to the department

### Quality, Patient Safety And Risk Management

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

* Providing care that is patient and family-centred and delivered in partnership with the patient and their carer.
* Effective and timely communication with patients and relatives on matters related to their care.
* Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
* Build effective working relationships in a co-operative framework with clinicians and non clinical staff.
* Effective management of complaints with escalation to Patient Representative.
* Rapid response to public and media enquiries in accordance with Hospital policies
* Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Quality%20and%20Clinical%20Governance%20Framework.docx)) 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.
* Monitor patient demand and availability of beds within the organisation to maximise the efficient utilisation of 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](http://home.rveeh.local/InfoHub/Policy/Procedures/Data%20Integrity%20Framework.docx)).

### 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.
* All clinical practitioners involved in medication management have an obligation to practice within legislation, the Poisons Control Plan, hospital policy and procedures.

### Selection Criteria: Qualifications, Experience And Competencies

### Essential for Performance in the Position

* Tertiary qualifications in an appropriate discipline and/or demonstrated equivalent relevant industry experience
* Project management experience and planning and organisational skills, including the ability to prioritise tasks, work effectively under pressure and achieve goals within established timeframes
* Excellent writing skills, including policies and reports
* Highly developed interpersonal and communication skills in dealing with a range of individuals and stakeholder groups
* Ability to work independently and autonomously under broad direction, and as a lead and member of the Surgery Recovery Patient Support Unit
* Proven working style which is flexible, positive and collaborative
* High level conceptual and analytic skills
* High level computer literacy, including advanced Microsoft Excel, PowerPoint, and Word skills
* Strong understanding of the Victorian health care system
* Comprehensive understanding of the acute Public Health Sector and Department of Health *Planned Surgery Access Policy* and the *Specialist Clinic Access Policy*
* Ability to be self-directed, motivated and to work as part of a team
* Commitment to accuracy and quality in all prepared work

### Desirable but not essential for Performance in the Position

* Knowledge and understanding of local and international best practice in planned surgery and patient flow
* Post graduate qualifications are an advantage

### Reporting Lines

**Position Reports to –** *Director of Surgical Services*

**Number of Direct reports –** *TBA*

### Key Working Relationships

(Internal)

### The Patient Support Unit Lead is a member of and lead of the Surgery Recovery Patient Support Unit and will require close working relationships with relevant staff including

* Director of Surgical Services
* Director of Anaesthesia
* Chief Operating Officer/Chief Nursing Officer
* Board of Directors
* Executive
* Departmental Managers
* Security
* Communications and Marketing Team
* Consumer Liaison Officer
* All Eye and Ear Staff.

(External)

* Planned Care Recovery and Reform, Department of Health
* Partner Hospitals
* Patients, Carers and Consumers

*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:

Name: Sinéad Cucanic, Director of Surgical Services

Date: August 18, 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: \_\_\_\_ / \_\_\_\_ / \_\_\_\_