

Position Description

Title	Service Improvement Coordinator, Ambulatory Services	Position Reports to	Director Ambulatory Services
Classification	HS5	Employment Status	Full time
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers Enterprise Agreement 2025 - 2027		

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 90 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 160,000 outpatients, 45,000 emergency patients and over 16,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our focus is providing the very best patient care possible. We strive to apply new and effective models of care, invest in research and training and share our knowledge to improve eye and ear health. We will inspire and advance specialist eye and ENT care.

At the core of everything we do are our Guiding Principles:

- **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
- **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
- **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
- **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation

Please read our full Strategic Plan here:

<https://eyeandear.org.au/about/publications/strategic-plan/>

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. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the [Child Safe Standards](#). The Eye and Ear is a smoke free environment.

Position Summary:

The primary purpose of the Service Improvement Coordinator, Ambulatory Services is to work in partnership with the Ambulatory Services clinical and non-clinical team to assist with the identification, development and implementation of service improvement initiatives and projects that will facilitate improved operational service delivery; with the flow on impact of meeting non-admitted service delivery targets and quality of care KPIs. The role will also be required to engage with and work across other departments within the Clinical Operations Division and with the Clinical Improvement Unit to assist with developing increased improvement capability and enable Ambulatory Services staff to solve problems and innovate services through the use of improvement methodology and application of project management knowledge and skills.

Key Responsibilities / Performance Outcomes:

The Service Improvement Coordinator, Ambulatory Services will:

- Support and facilitate the Eye and Ear to build an improvement program of Specialist Clinic reform work aiming to improve access to quality non-admitted service delivery and programs.
- Have an understanding of key Department of Health guidance documents and blueprints that will set the strategic priorities for the delivery of Specialist Clinic service delivery initiatives into the future.
- Work with the Director Ambulatory Services and the Ambulatory Services Management team to identify work priorities, time frames and methodology for undertaking improvement and project work across Ambulatory Services clinical and non-clinical areas.
- Develop and support the implementation of the Ambulatory Services annual improvement plan with specific focus on those actions related to Specialist Clinics initiatives and non-surgical pathways to improve access and reduce waiting times for non-admitted care at the 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. 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.
- Lead and support clear and consistent service improvement communication; this includes presenting data analysis, service planning reports and outcomes of improvement initiatives to relevant staff and committees.
- Engage and build relationships with key project stakeholders including LHSN representatives, the Department of Health and other health sector stakeholders. This includes close collaboration with peers in other health services across the LHSN.
- Support future business case development, transitioning new models of care into business as usual.
- Demonstrate knowledge of improvement methodology and its application within the healthcare setting.
- 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.

- Demonstrate a high-degree of proficiency in project management and experience in its application within the healthcare setting.
- Lead communication of project and improvement activity progress to relevant stakeholders, including Executive Committees and escalate issues as required.
- Implement change management approaches to support successful implementation of improvement activities and project outcomes.
- Be responsible for tracking and reporting of information relevant to redesign, improvement and project work.
- Other activities as agreed with the Director Ambulatory Services.

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 [Quality and Clinical Governance Framework](#) 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 [Data Integrity Framework](#)

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 for Performance in the Position

- Tertiary qualifications in an appropriate discipline and/or demonstrated equivalent relevant industry experience
- Experience working within health care sector
- Understanding of, and ability to apply, improvement methodology
- Demonstrated track record of working with teams to introduce improvements
- Demonstrated ability to analyse and interpret operational and performance data and translating identified insights into meaningful stakeholder engagement and evidence-based decision making
- Demonstrated track record of involvement in change management processes
- Demonstrated track record of evaluation of improvement activities and projects
- Highly developed interpersonal and communication skills in dealing with a range of individuals and stakeholder groups
- Ability to work independently and semi-autonomously
- Proven working style which is flexible, positive and collaborative
- High level conceptual, analytic and improvement science 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 *Managing referrals to non-admitted specialist services in Victorian public health services Policy, Specialist Care Reform Blueprint and Elective Surgery 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 Specialist Clinic, outpatient and non-admitted care pathways and patient flow
- Post graduate qualifications are an advantage
- Project management experience and planning
- Quality management experience
- Experience with report writing

Reporting Lines

Position Reports to – Director Ambulatory Services

Number of Direct reports - Nil

Key Working Relationships

Executive Director Operations
Director Ambulatory Services
Ambulatory Services Managers
Clinical Improvement Unit
Executive Directors
Clinical Directors
Medical Directors, Heads of Clinics
Clinical Managers
Manager, Quality & Risk
Manager, Clinical Informatics

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:

Tracy Siggins
Updated: August 2026

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: ____ / ____ / ____