

Mr Gerard Hayes Secretary
Health Services Union Level 2
109 Pitt Street
SYDNEY NSW 2000

Email: secretary@hsu.asn.au

Re: Consultation Meeting Invitation - Proposed Changes

Dear Mr Hayes

I am writing to advise you of proposed changes to Transforming Your Experience (TYE) within the Clinical Governance Unit of South Western Sydney Local Health District (SWSLHD), which has the potential to directly affect your members.

Since 2017, TYE has strengthened patient experience, improved safety outcomes, embedded co-design, and enhanced community participation. The service now requires a more contemporary structure to support targeted patient experience projects, employee engagement initiatives, and expanded re-design work.

The evolution of TYE will create a more integrated, sustainable model that unites patient and employee experience. This supports SWSLHD's Strategic Plan 2022-2027 and NSW Health's Future Health 2032 vision by ensuring patient centred principles.

The recommended structural changes include:

- deletion of the Director TYE role (HM5)
- decrease the TYE Coaches (NM3 / HM3) from 7 to 5 FTE
- 2 FTE TYE Coach positions transfer to Education and Organisational Development Service (EODS)
- 1 FTE TYE Coach moves to the Clinical Governance Unit to support redesign work
- 2 FTE TYE Coaches to Patient Experience, Clinical Governance, with a change in reporting line to the Patient Experience Manager.

To ensure the proposed changes have the input of employees, consultation is being planned in line with the consultative provisions within the Health Managers (State) Award.

I am writing to invite you to attend a meeting with employees to discuss these proposed changes.

Meeting Details:

Date: Wednesday 11 February 2026

Time: 1.30pm

Location: Small Meeting Room, Level 1, District Administration Building, Liverpool Hospital Eastern Campus or via Microsoft Teams

We welcome your attendance and invite you to provide any comments or feedback regarding the proposed changes within two weeks from the date of this meeting, by Wednesday 25 February 2026 via email to Dr Peggy Chiang, SWSLHD-ClinicalGovernanceUnit@health.nsw.gov.au.

If you would like to discuss the proposed changes further, please do not hesitate to contact me by email SWSLHD-ClinicalGovernanceUnit@health.nsw.gov.au or by phone 0434 183 140.

Sincerely



Dr Peggy Chiang

A/Executive Director Clinical Governance

Date: 3 February 2026

encl. Current Organisation Chart

Proposed Organisation Chart

Draft Position Description | Senior Project Manager – Patient Experience

Draft Position Description | Staff Experience Lead

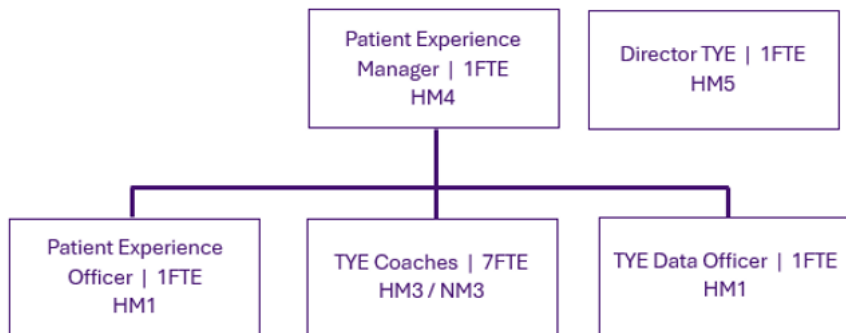
Draft Position Description | Reflective Practice Facilitator

Draft Position Description | Senior Clinical Redesign Project Officer

Evolution of Transforming Your Experience

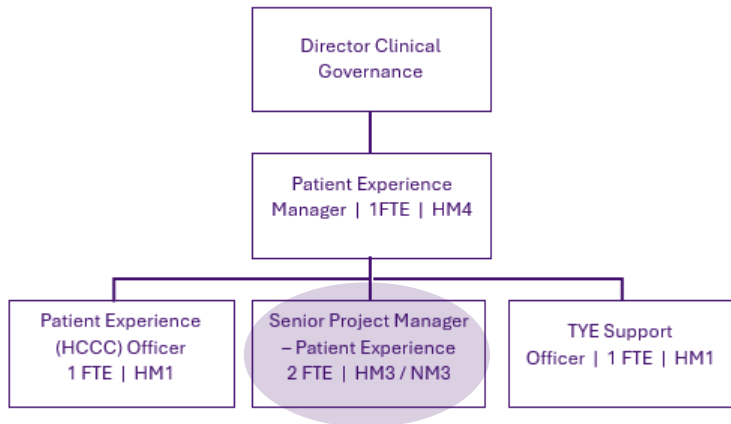
Current Organisational Chart | interim structure since May 2025

Transforming Your Experience

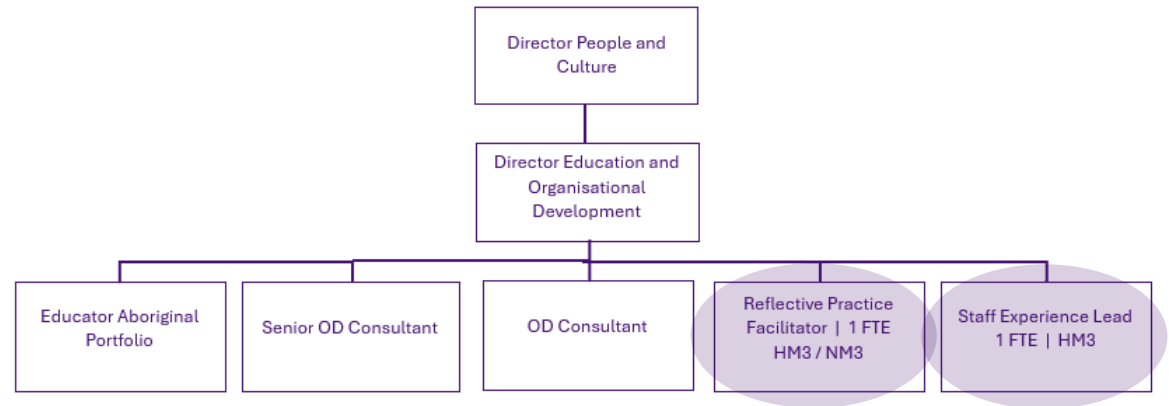


Evolution of Transforming Your Experience Proposed Organisational Charts

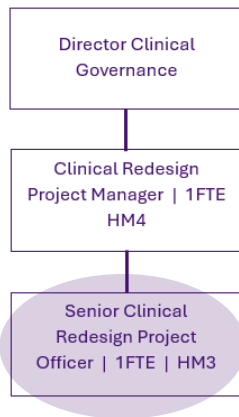
Patient Experience



Employee Experience



Clinical Redesign



POSITION DESCRIPTION

Senior Project Manager – Patient Experience (Nurse Manager Grade 3/Health Manager Level 3)

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Health Mgr Lvl 3 ,Nurse Mgr Gde 3	
State Award	Health Managers (State) Award Public Health System Nurses & Midwives (State) Award	
Category	Project Management Project Manager	
Vaccination Category	Category B	
ANZSCO Code	139916 Quality Assurance Manager	
Website	www.swslhd.health.nsw.gov.au	

PRIMARY PURPOSE

This position will provide project management mentoring, facilitation, and district-wide support to undertake strategies to enhance the quality of care, strengthen patient-centered practices and elevate the overall experience of patients, families and carers. This role drives continuous improvement by analysing patient experience data, identifying priority areas for action and partnering with clinical and operational teams to embed meaningful and sustainable change. The position directly contributes to the leadership strategy and strategic framework of SWSLHD, ensuring patient experience remains central to organisational priorities and future direction.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

Qualifications:

Relevant tertiary qualifications in a health related discipline or equivalent work experience with demonstrated project management experience and a record of achievement.

POSITION DESCRIPTION

Senior Project Manager – Patient Experience (Nurse Manager Grade 3/Health Manager Level 3)

WHS Responsibilities:

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

WWCC:

Current Working with Children Check Clearance (where applicable).

NPC:

National Police Check (This check will be conducted by the Health Service for Recommended Candidates only).

Staff Health:

Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy (Only for Category A Positions).

Work Rights:

To be eligible for permanent appointment to a position in NSW Health, you must have an Australian citizenship or permanent Australian residency.

Driver's Licence:

Applicants must possess an Australian C-Class driver's license (including P1 or P2). Those who hold a C class license (P1 or P2 included) from a state other than NSW must obtain a NSW C class (P1 or P2 included) license within three months of appointment. Learner's licenses are not permitted.

KEY ACCOUNTABILITIES

- Contribute to high reliability and uphold a safety culture.
- Work in collaboration with relevant specialists, stakeholders across LHD to develop and implement significant project plans and sub plans, ensuring they function as key strategies within the broader SWSLHD strategic framework and leadership strategies to achieve project objectives.
- Actively work in partnership with clinical governance, education and organisational development and all staff across SWSLHD to promote and embed an improvement and safety culture.
- Actively participate in District wide projects and initiatives as prioritised by the Executive Leadership team to improve Patient Experience
- Deliver training, education and awareness programs and toolkits related to patient experience, consumer engagement and improvement methodologies.
- Provide coaching, mentoring, and ongoing support to executive teams, facility leaders, and service managers to strengthen capability in patient-centred improvement and sustain momentum in patient experience projects.
- Prepare high-quality reports and presentations for a variety of stakeholders, including the LHD Executive and facility executives pertinent to patient experience.
- Facilitate change methodology education in line with the SWSLHD current improvement program.
- Monitor and evaluate all aspects of project implementation, including risk and contingency management, project impacts and quality measures to assess project progress and effectiveness, address issues and embed learnings to improve processes and outcomes.
- Manage stakeholder relationships through effective communication, negotiation and issues management to ensure stakeholders are engaged throughout the project and deliverables are met with minimal disruption to business services.
- Apply appropriate project governance and guidance to others utilising project management tools and documentation including schedules, tracking logs, escalation processes and reporting to ensure outcomes are achieved on time, on budget, to quality standards and in line with the established project management methodology.
- Place patients, families and carers at the centre of all decision making

POSITION DESCRIPTION

Senior Project Manager – Patient Experience (Nurse Manager Grade 3/Health Manager Level 3)

KEY CHALLENGES

- Driving consistent patient-centred practice across a large and diverse health district with varying service needs, cultures, and levels of readiness for change.
- Coordinating multiple concurrent improvement initiatives while ensuring alignment with executive priorities and broader strategic directions.
- Using initiative, discretion and judgment in a complex project management environment and being confident in effective, independent decision making.

KEY RELATIONSHIPS

Who	Why
Patient Experience Manager	Direct reporting relationship
Clinical Governance Unit	Part of team
Facilities and Services / Education and organisational development	Form partnerships

SELECTION CRITERIA

1. Relevant tertiary qualifications in a health related discipline or equivalent work experience with demonstrated project management experience and a record of achievement.
2. Demonstrated knowledge and understanding of using project and change management methodologies to implement projects, utilisation and review of evidence-based research.
3. Advanced high level interpersonal and high level written communication skills including advocacy and negotiation with key partners and the ability to prepare high level reports and papers for executive leadership teams and publication.
4. Demonstrated experience in leading, initiating and managing complex collaborative projects, with evidence of achieving innovative change. Demonstrated ability to engage with consumers/carers in development of projects.
5. Demonstrated leadership, coaching, mentoring and training skills to support strategic and clinical service planning with expertise in management and knowledge of organisational and cultural change methodologies.
6. Ability to collect and analyse quantitative and qualitative data and critically review published evidence based best practice material to inform decision making. Demonstrated ability to use contemporary health data systems.
7. Strong computer literacy including Microsoft Word, Power Point, Outlook and Excel, with at least one advanced skill set.
8. Applicants must possess an Australian C-Class driver's license (including P1 or P2). Those who hold a C class license (P1 or P2 included) from a state other than NSW must obtain a NSW C class (P1 or P2 included) license within three months of appointment. Learner's licenses are not permitted.

POSITION DESCRIPTION

Staff Experience Lead (Health Mgr Lvl 3) - Perm FT

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Health Mgr Lvl 3	
State Award	Health Managers (State) Award	
Category	Human Resources and Recruitment Organisational Development	
Vaccination Category	Category B	
ANZSCO Code	511112 Program or Project Administrator	
Website	www.swslhd.health.nsw.gov.au	

PRIMARY PURPOSE

The Staff Experience Lead's central role is to understand the business as a whole and to develop and implement initiatives that build a high-performance, future ready and values-led workforce, at all levels individual, team, department, organisational. The position contributes to one or more innovative and strategic initiatives relating to values, leadership, organisational capability, diversity, talent management and employee engagement.

Working with the Manager, Organisational Development, Culture and Diversity this position provides expert advice and hands on solution design for the successful implementation of programs and practices. This role also provides direct advice and guidance to leaders and human resource professionals whilst working closely with employees to introduce new programs, or ways of working, to transform the experience of staff, patients, carers and consumers. The Senior Organisational Development Consultant will also provide coaching and support to leaders across the organisation, with a focus on high quality communication and engagement.

SWSLHD is recognised as a leading provider of education, training and organisational development initiatives to a health workforce of over 17,000 staff. Education and Organisational Development Service (EODS) supports the achievement of the LHDs strategic goals, with a focus on supporting our staff to positively transform how our patients, consumers, staff and communities experience our organisation and services.

The department consists of staff with expertise in clinical and non-clinical education and organisational development focussed on the delivery of the EODS Operational Plan. The departments programs and services focus on enabling a positive workplace culture, developing high performing teams and ensuring our work environment attracts and retains talent. The key portfolios within the department include Multidisciplinary Clinical Education and Development Unit, Corporate Support Services Education and Development Unit, Learning Hub, Organisational Development Unit and Future Workforce Support Unit.

POSITION DESCRIPTION

Staff Experience Lead (Health Mgr Lvl 3) - Perm FT

Transforming Your Experience is SWSLHD's key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high quality health services and build the health of our communities –now and into the future.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL REQUIREMENTS

Qualifications:

Relevant tertiary qualifications in business, organisational development, leadership, psychology, human resources management or related field and/or demonstrated equivalent experience in the application of these practices at an organisational level in a large and complex organisation.

WHS Responsibilities:

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

WWCC:

Current Working with Children Check Clearance (where applicable)

NPC:

National Police Check (This check will be conducted by the Health Service for Recommended

POSITION DESCRIPTION

Staff Experience Lead (Health Mgr Lvl 3) - Perm FT

Staff Health:

Compliance with the SWSLHD and NSW Health, Staff Immunisation - Occupational Assessment, Screening and Vaccination Policy.

Work Rights:

To be eligible for permanent appointment to a position in NSW Health, you must have an Australian citizenship or permanent Australian residency.

Driver's Licence:

Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment and or ability to travel across the District.

KEY ACCOUNTABILITIES

- Provide high-level organisational leadership, subject matter expertise and advice to SWSLHD on one or more innovative and strategic initiatives relating to culture, leadership, employee engagement, talent management, inclusive work practices and organisational capability and performance with an aim to build a high-performance, future ready and values-led workforce, at all levels (individual, team, department, organisational)
- Lead the co-design, development, implementation and review of evidenced based programs and practices that drive business improvement across the employee lifecycle to positively impact leadership, organisational capability and performance to transform the experience of staff, patients, carers and consumers.
- Provide leadership, communication and negotiation skills of a high standard to ensure organisational development initiatives are successfully implemented.
- Research and utilise contemporary best practices in the design, development, implementation and evaluation of organisational development initiatives.
- Apply project management and change management principles to the scoping, planning an execution of programs of work.
- Maintain high levels of dialogue with staff across the organisation to achieve a shared understanding of complex problems, and solutions underpinned by a collective shared leadership culture.
- Establish and maintain strong, credible and collaborative internal and external relationships across Health and associated agencies, partnering to strengthen whole of system thinking and connection.
- Prepare reports, program evaluations, briefs and other correspondence associated with the duties of the position.
- Demonstrated commitment to, and application of, the organisation's values into ways of working.
- Demonstrated analytical and problem-solving skills that enable reporting on complex issues, sound decision making, timely responses and creative solutions.

POSITION DESCRIPTION

Staff Experience Lead (Health Mgr Lvl 3) - Perm FT

KEY CHALLENGES

- Lead, inspire and implement leadership and management development initiatives and influence decision makers and managers in a complex environment with multiple priorities.
- Regularly shift to and from detailed planning and implementation work to a strategic mindset to support alignment of organisational thinking to strategic goals and performance.
- Achieve multiple project objectives and identify project interdependencies within resources whilst balancing competing demands and priorities.

KEY RELATIONSHIPS

Who	Why
Manager Organisational Development, Culture & Diversity	Provides regular reports and updates on organisational development programs and escalates issues
SWSLHD Senior Stakeholders	The senior leaders across SWSLHD will frequently play the role of stakeholder for the projects and programs of work.
Education & Organisational Development Service	Working collaboratively with the wider EODS team supports integration on organisational development & education programs of work
External Providers	This role will work with external providers who provide supplies and services to support projects and programs.

SELECTION CRITERIA

1. Relevant tertiary qualifications in business, organisational development, leadership, psychology, human resources management or related field and/or demonstrated equivalent experience in the application of these practices at an organisational level in a large and complex organisation.
2. Extensive experience in the analysis of complex issues and the development of solutions to build a high-performance, future ready and values-led workforce –at all levels (individual, team, department, organisation).
3. Demonstrated experience in the application of project and change management practices, tools and resources to drive project outcomes and improve stakeholder engagement.
4. High level facilitation and coaching skills with highly developed communication, interpersonal and influencing skills with a proven track record in building rapport and establishing trust.
5. Demonstrated skill in the analysis data/ information (quantitative and qualitative) to identify the drivers impacting on organisational performance and proven ability to translate this information to inform additions, or adjustments, to the programs of work.

POSITION DESCRIPTION

Staff Experience Lead (Health Mgr Lvl 3) - Perm FT

6. Strong organisational and time management skills with demonstrated success in delivering, progress reports and meeting milestones and targets against a plan of work.
7. Demonstrated leadership skills including ability to communicate with a broad range of stakeholders using different media modalities, relationship and team building skills, influence skills and ability to successfully resolve conflict.
8. Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment and or ability to travel across the District.

DRAFT

POSITION DESCRIPTION

Reflective Practice Facilitator (Health Mgr Lvl 3 / Nurse Manager Lvl 3) - Perm FT

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Health Mgr Lvl 3, Nurse Mgr Gde 3	
State Award	Health Managers (State) Award, Public Health System N&M (State) Award	
Category	Human Resources and Recruitment Organisational Development	
Vaccination Category	Category B	
ANZSCO Code	511112 Program or Project Administrator	
Website	www.swslhd.health.nsw.gov.au	

PRIMARY PURPOSE

This new role has been established to work with facilities and services to continually improve workplace culture, care delivery, and the capability of staff to provide high quality, person centred care. The Reflective Practice Facilitator works in partnership with clinical teams to facilitate reflection on workplace culture, values, and everyday care practices in order to strengthen person centred care and improve patient, carer, and staff experience.

The role supports clinical teams to pause, reflect and learn from practice by creating safe spaces for dialogue, sense making and shared learning. Through facilitation, education, and reflective methodologies (including approaches such as action learning), the role builds staff knowledge, skills, and confidence, helping teams translate reflection into practical, sustainable improvements in care delivery.

Transforming Your Experience is SWSLHD's key strategy to positively transform how our patients, consumers, staff, and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high-quality health services and build the health of our communities – now and into the future.

POSITION DESCRIPTION

Reflective Practice Facilitator (Health Mgr Lvl 3 / Nurse Manager Lvl 3) - Perm FT

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL REQUIREMENTS

WHS Responsibilities:

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

WWCC:

Current Working with Children Check Clearance (where applicable)

NPC:

National Police Check (This check will be conducted by the Health Service for Recommended

Staff Health:

Compliance with the SWSLHD and NSW Health, Staff Immunisation - Occupational Assessment, Screening and Vaccination Policy.

Work Rights:

To be eligible for permanent appointment to a position in NSW Health, you must have an Australian citizenship or permanent Australian residency.

Driver's Licence:

Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment and or ability to travel across the District.

POSITION DESCRIPTION

Reflective Practice Facilitator (Health Mgr Lvl 3 / Nurse Manager Lvl 3) - Perm FT

KEY ACCOUNTABILITIES

- Facilitate structured and informal reflective practice with clinical teams to explore culture, behaviours, and values, fostering psychologically safe environments that support openness, curiosity, and learning.
- Guide teams to understand how workplace culture influences patient experience, safety, teamwork, and outcomes, using strengths based and improvement focused approaches to enhance care delivery and identify successes, priorities, and opportunities for change.
- Build trusted, collaborative relationships with nursing, medical and allied health teams, partnering with clinical leaders to engage staff in reflective conversations, learning activities and improvement initiatives tailored to team context and readiness.
- Translate reflection and learning into practical actions that strengthen person centred, high quality care, supporting the planning, implementation, and evaluation of team based and service level improvement activities aligned with organisational goals.
- Embed consumer, carer, and staff perspectives into reflection, learning and improvement processes, and design and deliver learning that builds capability in reflective practice, cultural awareness, and person centred care.
- Document themes, learning outcomes and agreed actions, contributing to evaluation, reporting and governance processes, and ensuring all activities align with NSW Health values, policy requirements, and clinical governance standards.

KEY CHALLENGES

- Facilitating honest reflection and learning in environments where staff may feel fatigued, time poor or cautious about speaking openly.
- Balancing psychological safety with the need to surface and challenge unhelpful cultural norms and practices.
- Supporting teams at different stages of readiness for reflection, learning, and change.
- Navigating complex clinical, operational, and hierarchical dynamics within multidisciplinary teams.
- Translating reflective and learning conversations into meaningful, sustained practice change.
- Managing resistance, scepticism or change fatigue associated with education and improvement initiatives.
- Maintaining credibility and trust while not being perceived as a compliance or audit function.
- Working across multiple services with competing priorities and operational pressures

POSITION DESCRIPTION

Reflective Practice Facilitator (Health Mgr Lvl 3 / Nurse Manager Lvl 3) - Perm FT

KEY RELATIONSHIPS

Who	Why
Multidisciplinary Clinical Education Manager	Line Manager responsible for the development, implementation, and evaluation of clinical education initiatives. Providing both support and guidance to achieve outcomes.
Multidisciplinary Clinical Education Team	To ensure that clinical education and cultural reflection work hand in hand, strengthening staff capability, improving team culture, and ultimately delivering safer, more person centred care across the facility and service.
Education & Organisational Development Service	Working collaboratively with the wider EODS team supports integration on organisational development & education programs of work
External Providers Clinical staff (Nursing, Medical and Allied Health) Nurse Unit Managers, Nurse Managers and Directors of Nursing	Will work closely with external stakeholders to builds staff knowledge, skills and confidence, helping teams translate reflection into practical, sustainable improvements in care delivery.
Nursing and Midwifery Directorate Clinical Governance Unit Project Teams	

POSITION DESCRIPTION

Reflective Practice Facilitator (Health Mgr Lvl 3 / Nurse Manager Lvl 3) - Perm FT

SELECTION CRITERIA

1. Registered Nurse with current registration with the Nursing and Midwifery Board of Australia via Apha.
2. Relevant qualification and/or demonstrated experience in education, facilitation or learning and development within healthcare or a similar complex environment
3. Demonstrated knowledge and understanding of using project and change management methodologies when working with others.
4. Demonstrated experience supporting culture change, practice improvement, or workforce development initiatives in clinical or organisational settings.
5. Strong understanding of workplace culture and its influence on care quality, patient experience, and staff wellbeing.
6. Highly developed communication, listening and facilitation skills, with a demonstrated ability to build trust and create psychological safety when working with multidisciplinary teams in complex systems.
7. Strong computer literacy including Microsoft Word, PowerPoint, Outlook, and Excel
8. Current unrestricted drivers license (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment.

Desirable Selection Criteria

9. Understanding of the principles of Practice Development
10. Experience engaging consumers or utilising lived experience feedback to inform learning and improvement.
11. Knowledge of clinical governance and quality improvement approaches.

POSITION DESCRIPTION

Senior Clinical Redesign Project Officer (Health Mgr Lvl 3) - Perm FT

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Health Mgr Lvl 3	
State Award	Health Managers (State) Award	
Category	Human Resources and Recruitment Organisational Development	
Vaccination Category	Category B	
ANZSCO Code	511112 Program or Project Administrator	
Website	www.swslhd.health.nsw.gov.au	

PRIMARY PURPOSE

The Clinical Redesign Senior Project Officer leads and supports clinical redesign and strategic change across South Western Sydney Local Health District (SWSLHD) using an evidence-based clinical redesign methodology. The role works with clinicians, managers, consumers and partners to identify root causes of system issues and co-design practical, sustainable improvements to care.

The position has a strong focus on coaching, mentoring and building the capability of staff to undertake diagnostic reviews, apply redesign and change management methods, and deliver improvements that enhance the patient journey, staff experience, service efficiency and health outcomes.

The Senior Clinical Redesign Project Officer will play a key role in embedding redesign methodology across the District, supporting governance and reporting, delivering education in redesign, change and project management tools, and contributing to a positive, improvement-focused culture aligned with CORE values.

Transforming Your Experience is SWSLHD's key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high quality health services and build the health of our communities –now and into the future.

POSITION DESCRIPTION

Senior Clinical Redesign Project Officer (Health Mgr Lvl 3) - Perm FT

RESPIRATOR USE

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ESSENTIAL REQUIREMENTS

WHS Responsibilities:

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

WWCC:

Current Working with Children Check Clearance (where applicable)

NPC:

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Staff Health:

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POSITION DESCRIPTION

Senior Clinical Redesign Project Officer (Health Mgr Lvl 3) - Perm FT

KEY ACCOUNTABILITIES

- Lead the end-to-end design, implementation and sustainability of priority redesign and strategic change projects, ensuring alignment with SWSLHD objectives and clinical governance requirements.
- Build effective partnerships with internal and external stakeholders, applying co-design and consultation approaches to develop innovative, evidence-based solutions, including collaboration with ACI Centre for Healthcare Redesign (CHR) project teams.
- Apply robust project management methodologies across the redesign lifecycle, including planning, diagnostics, solution design, implementation and evaluation.
- Analyse and interpret complex qualitative and quantitative data to diagnose system issues, inform decision-making and support the development of efficient and sustainable models of care.
- Develop, implement and maintain comprehensive project documentation, including project management plans, communication plans, implementation plans, risk registers and evaluation frameworks.
- Establish and support effective governance and working group structures, including meeting facilitation, preparation of papers, action tracking and reporting to stakeholders and executive committees.
- Identify, manage and mitigate project risks and issues to support successful delivery of agreed outcomes.
- Design and implement change management strategies that support adoption, embedding and long-term sustainability of redesign initiatives.
- Build redesign, improvement and change capability across SWSLHD through coaching, mentoring and hands-on support of clinical and non-clinical teams.
- Provide strong leadership and practical support to multidisciplinary teams implementing redesign projects, modelling best practice project and change management behaviours.
- Develop and deliver education and capability-building activities on redesign tools and methodologies, including Accelerated Implementation Methodology (AIM) and project management training.
- Contribute to and support other programs of work as required, in line with SWSLHD priorities and Clinical Governance requirements.

KEY CHALLENGES

- Monitoring the quality of work generated by team members with limited experience in redesign methodology and project management and providing feedback / training as required.
- Dealing with high volume workloads and managing competing priorities and ensuring deadlines are met.
- Facilitating the completion of agreed redesign projects as well as ensuring that outcomes of redesign activities are implemented effectively to achieve benefits through improved service delivery for communities, patients and SWSLHD.

POSITION DESCRIPTION

Senior Clinical Redesign Project Officer (Health Mgr Lvl 3) - Perm FT

KEY RELATIONSHIPS

Who	Why
Clinical Redesign Manager	The position serves as a direct report to this position. Liaise, consult and provide accurate and timely advice and recommendations.
Clinical and Non-Clinical project teams and senior stakeholders	The position must provide clarity around strategic direction and goals, evaluate outcomes and achievements, and provide advice on issues.
Broader Clinical Governance Team	Working collaboratively to deliver strategic priorities and build capability across SWSLHD
External Providers Agency for Clinical Innovation (ACI)	The ACI provides direction and support on Clinical Redesign through the Centre for Healthcare Redesign (CHR).

SELECTION CRITERIA

1. Tertiary qualifications in a health-related field (or equivalent practical experience), together with clinical experience preferably in the hospital setting.
2. Demonstrated experience in project management, change management and or clinical redesign in a health environment.
3. High level verbal and written communication skills and demonstrated ability to communicate, consult and negotiate effectively with stakeholders.
4. Demonstrated leadership, coaching, mentoring and training skills to support effective change in a clinical setting
5. High level analytical and problem solving skills including ability to collect, analyse, interpret and report on complex data and information from numerous sources and incorporate into project plans.
6. Demonstrated ability to inspire, lead and motivate staff and stakeholders, as well an ability to form effective working relationships with senior clinicians, senior managers and external partners.
7. High level capability with Microsoft Office suite, including excel and the ability to learn and adapt to the use of a variety of software systems and databases.
8. Current unrestricted driver's license which is valid in NSW (Class C license or equivalent) and ability to travel as required.