

Position Description

/ Our Values

We value life
We make every conversation count
We will find a better way, today
We make the complicated simple

Position Title	Trauma System Insights & Performance Lead
Position Number	
Band / Job Group	JG5
Division	<p>Rapid Recovery Division</p> <p>The TAC is centered on providing services to clients and supporting them to return to work, health and independence following a transport accident.</p> <p>The Rapid Recovery division supports clients who will typically recover with minimal direct interaction from the TAC, with the aim of getting client's lives back on track as quickly as possible. Providing end to end service functions the Division is focused on delivering streamlined client lodgment, onboarding and payment processes, for an enhanced and expedited client experience. The Division also partners with industry stakeholders to shape the trauma system and associated pathways.</p> <p>The Division incorporates Client Services, Payments and Benefits, Trauma Systems, Early Response and Lodgments and Claims Business Improvement functions.</p>
Branch	Trauma Systems
Location	Geelong
Reports To	Manager Stakeholder Partnerships & Programs
Number of Direct Reports	Nil
Working with Children	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input type="checkbox"/> No
Financial Delegation	Nil
Job Purpose	<p>This role ensures that the TAC understands the performance of the Victorian State Trauma System to implement initiatives that will deliver best practice health outcomes for TAC clients.</p> <p>The role strives to streamline the process for the TAC to receive data from external parties for analysis and identifying opportunities to ensure that the client journey is seamless and positive. A key purpose of this role is to contribute to the Trauma System team increasing the governance around the TAC's engagement and investment within the Victorian State Trauma System. The role is designed to support performance and contract management discussions and external stakeholder negotiations through high quality reporting and data analysis.</p>

KEY ACCOUNTABILITIES

- Ensure that healthcare and client outcomes are aligned and are in accordance with the TAC's strategic direction
- Research external health and disability policy and trends re future initiatives
- Support project planning, cost/benefit analysis and stakeholder engagement and communications for successful strategy delivery
- Contribute to stakeholder forums, meetings and special events and represent the TAC at external forums as required
- Actively contribute to the identification of opportunities for service development and strategic initiatives
- Supporting Trauma System branch engagement across the TAC and the Victorian Trauma System
- Develop and maintain processes to support stakeholders through process evaluation, data analysis, research and capacity building
- Provide content and updates for reports and environmental scans
- Collect and analyse data to support contract management which will assist business units to effectively consult and engage with stakeholders

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- Prepare and deliver where required high quality written reports, papers and presentation including project documentation, for example CEO and ministerial briefs.
- Liaise with procurement services, actuarial, business performance and research areas to support health programs and initiatives
- Positively contribute to continuous improvement processes across TAC

Organisational Responsibilities

As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.

Role model all TAC Leadership Model capabilities and behaviors; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

KEY SELECTION CRITERIA

Relevant Qualifications, Work Experience & Specialised Knowledge

- Demonstrated experience and expertise in the capture and analysis of input and data received from various sources
- Experience identifying emerging issues and trends using research and analysis and the ability to formulate this data into program design and delivery
- Demonstrated experience in establishing, influencing and maintaining relationships with internal and external stakeholders to achieve mutual objectives,
- Demonstrated project management / coordination skills
- Planning and organisational skills demonstrated by establishing courses of action to ensure work is completed within agreed timeframes
- A relevant tertiary qualification in health, disability or similar

Capabilities

Adapt and Learn: Adapts one's approach as situations change and supports others to do the same

Cultivate Partnerships: Actively relates to and understands the perspective, and feelings of others from a diverse range of backgrounds

Cultivate Partnerships: Communicates and presents complex and abstract ideas in a clear, succinct and understandable way, suitable to the audience

Empower Others: Challenges important issues constructively, provides rationale for own position and supports others when required

Deliver Outcomes: Demonstrates thoughtful consideration for balancing achievement of different goals when delivering results

Shape Strategy and Direction: Demonstrates current organisational awareness, actively looking for recent developments that may impact on own business area

Exercise Judgement: Makes sound and timely decisions based on analysis, experience and judgment, without assistance when appropriate