

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	Health Services Officer
Position Number	
Band / Job Group	JG4
Division	Supported Recovery The Supported Recovery Division supports client recovery through identification of needs and implementation of primary care services, with the aim of getting clients' lives back on track as quickly as possible. The Division plays an active role in the implementation of the TAC's rehabilitation and Return to Work frameworks. The Supported Recovery Division incorporates Return to Work and Lump Sum, Common Law and Health functions.
Branch	Health
Location	Geelong
Reports To	Manager- Health Services
Number of Direct Reports	0
Working with Children	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Financial Delegation	0
Job Purpose	The Health Services Officer role supports the Health Services Lead to drive and improve the quality and standard of health services provided to TAC clients to allow them to achieve the best possible functional, health and return to work outcomes, while sustaining the schemes performance. The role is accountable for supporting projects and initiatives focused on health service providers, including performance monitoring, policy and process design, and client utilisation and experience. The role is committed to ensuring that healthcare providers are providing quality services that help our clients

KEY ACCOUNTABILITIES

- Support the development and implementation of systems, processes and tools to improve providers ability to deliver quality health services to TAC clients
- Support the Health Lead with developing work priorities and initiatives ensuring they are delivered effectively and efficiently
- Work within a project management framework
- Build and maintain valuable stakeholder relationships and effectively engage where appropriate
- Contribute to decision making regarding projects and issues
- Assist in the operational activities, support team members and work collaboratively to contribute to achieving team outcomes
- Deliver work whilst managing competing priorities
- Support the collection of internal and external data to identify emerging issues within the provider and health market
- Undertake research and analysis, identifying trends and preparing briefs to support informed decision-making and planning
- Represent the TAC at relevant stakeholder forums
- Contribute to and support strategic initiatives across the TAC as required
- Contribute to and support internal and external engagement including working groups, workshops and consultations
- Actively promote and practice TAC values

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.



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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 Qualification, Work Experience & Specialised Knowledge

- Relevant tertiary qualification in Health, Disability or related discipline, desirable
- Experience in and/or knowledge of the health sector
- Experience working within a project management framework
- Experience in stakeholder engagement
- Excellent prioritisation, planning and organisational skills
- Demonstrated ability to respond quickly, flexibly and effectively to emerging issues and trends
- Intermediate experience in using Microsoft Excel

Capabilities

Cultivate Partnerships: Builds and maintains relationships with stakeholders internally and externally

Cultivate Partnerships: Clearly expresses verbal and written information

Adapt and Learn: Remains positive and responds to pressure and adversity in a calm manner

Adapt and Learn: Shows openness to new ways of doing things

Deliver Outcomes: Plans and manages their own activities and resources effectively and efficiently

Embrace Accountability: Steps up to meet a challenge

Empower Others: Provides constructive feedback to colleagues when necessary

Exercise Judgement: Makes sound and timely decisions about day-to-day issues, based on gathered facts, escalating as appropriate

