

# Position Description

## Projects Support Officer




<b>Position Title:</b>	<b>Projects Support Officer</b>		
<b>Reports To:</b>	Direct	Head, Quality and Strategic Initiatives	
	Indirect		
<b>Direct Reports:</b>	NA		
<b>Position Type:</b>	Part time FTE 0.75 or 28.5 hours per week, Maximum Term to 30 June 2024	<b>Location:</b>	305 Grattan Street, Melbourne (and working from home periodically)
<b>Key Relationships:</b>	Internal	<ul style="list-style-type: none"> <li>• Quality and Strategic Initiatives Team members, particularly: <ul style="list-style-type: none"> <li>○ Evaluation Manager,</li> <li>○ Manager, Consumer Involvement,</li> <li>○ Project Management Officer (PMO)</li> </ul> </li> <li>• Members of VCCC Alliance committees, as required</li> <li>• Consumer Network</li> <li>• Education and Training Team members</li> <li>• Program Managers and Portfolio heads</li> <li>• Collective Impact Portfolio</li> <li>• Corporate Services and Communications Team members</li> <li>• Cancer Consumer Advisory Committee</li> <li>• Alliance member Consumer Engagement Managers (or equivalent)</li> </ul>	
	External	<ul style="list-style-type: none"> <li>• Consumer and/or Equity and Diversity staff in partner or other organisations contributing to the work of the VCCC Alliance</li> <li>• Stakeholders from organisations associated with VCCC alliance such as Cancer Council Victoria and the like.</li> </ul>	

### POSITION CONTEXT

The Quality and Strategic Initiatives (QSI) Team covers a broad range of disciplines and provides a central centre of excellence for the VCCC Alliance. The team are responsible for providing quality project management, evaluation and reporting frameworks, coordinating business case development, overseeing and furthering cancer consumer involvement and implementing health equity initiatives. VCCC Alliance has demonstrated a strong and clear commitment to consumer engagement since its inception and, as our work grows and evolves, developing sustainable frameworks to integrate consumer engagement into core business continues to be a priority, managed through QSI.

QSI is a part of the broader Collective Impact Portfolio, working side by side with the Communications Team to strategically support the continuous improvement of the VCCC Alliance to achieve better identification, treatment, and management of cancer in Victoria.



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The Projects Support Officer role will work across all areas of QSI and will therefore be an interesting and varied role, with focus prioritised according to business and team needs. The role represents a great learning and growth opportunity for an adaptable, curious, organised and process oriented individual.

## **POSITION PURPOSE**

Reporting to the Head, Quality and Strategic Initiatives, the Projects Support Officer role will be pivotal in supporting the QSI Team with the implementation of processes and projects that will support effective program delivery, implementation of quality initiatives and consumer involvement activities.

The Projects Support Officer will be responsible for providing administrative and organisational support for the work of QSI's multiple portfolios and projects, prioritised in close liaison with QSI Team and Head, QSI. This will include ensuring the smooth administration and coordination of multiple activities that arise out of the day-to-day operations, including assisting the Manager, Consumer Involvement with the administrative and secretariat requirements of the VCCC Alliance Consumer Network.

The role will be responsible for the coordination of diverse stakeholder groups including the consumer network as well as internal VCCC Alliance team members including program managers and stakeholders from across the 10 alliance members as relevant to requirements.

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## **ORGANISATIONAL CONTEXT**

### **Vision**

The vision for the Victorian Comprehensive Cancer Centre Alliance (VCCC Alliance) is to save lives through the integration of consumer-engaged cancer research, education, and patient care.

Founded in the holistic principles of the internationally recognised Comprehensive Cancer Centre model, the VCCC Alliance brings together 10 of Victoria's leading research, academic, and clinical institutions to achieve what can only be done through state-wide collaboration. Together we will improve outcomes in cancer in metropolitan, regional and rural Victoria, and forge novel approaches to cancer research, education, and patient care for all.

### **Operating Environment**


The VCCC Alliance's multi-site, multi-disciplinary model brings together the complementary strengths of Peter MacCallum Cancer Centre, Melbourne Health (including The Royal Melbourne Hospital), the University of Melbourne, Walter and Eliza Hall Institute of Medical Research, The Royal Women's Hospital, The Royal Children's Hospital, Western Health, St Vincent's Hospital Melbourne (including St Vincent's Institute), Austin Health (including the Olivia Newton-John Cancer Research Institute and Austin Lifesciences) and Murdoch Children's Research Institute.

The VCCC Alliance has a 3.5-year agreement to June 2024 with the Department of Health to develop and implement new and innovative cancer research and treatment programs under an agreed Strategic Program Plan.

### **Our Team**

We are a tight-knit team of staff who support the VCCC Alliance in consumer engagement, project management, equity, and evaluation, working to facilitate the power of collective impact across the alliance and beyond.

Collective impact underpins 'how' we work and how we enable not only the work of the alliance, but how we positively influence the culture of our shared working experience. Collective impact starts by defining a shared problem and working collaboratively with our members, consumers, and partners to codesign a shared vision to solve it. We agree on how to regularly measure progress, to not only communicate headway but to also allow for continuous learning and improvement.



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Our team fosters and coordinates the expertise of the alliance and other partners to encourage and enable collective effort to achieve more than any single entity can achieve on its own. At the VCCC Alliance, our team, along with our distributed leaders, are our backbone. We are dedicated to facilitating the expertise of the alliance in the ambitious task of implementing sustainable systemic change to continuously improve equitable care and outcomes for cancer patients.

### **Team Purpose**

Be known for enabling the best research-led cancer care for all

### **Team Values**

Better Together *we connect and support to empower sustainable change*

Integrity *we are respectful of the cancer community and accountable for our contribution*

Bold *we cultivate ideas and dare to innovate*

Patient-Centred *we place patients with cancer at the centre of all we do*

For All *we champion equity of cancer care for every Victorian*

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## **Main Responsibilities**

### **Program Support & QSI Administration**

- Liaise with VCCC alliance members, steering groups, Chairs, program managers and consumers and engage with other key stakeholders as appropriate to support the administrative requirement arising out of Strategic Program Plan (SPP) implementation
- Undertake program and project coordination activities on a need's basis under the direction of the Head of QSI and in liaison with QSI team members on specific work, particularly the PMO, Manager Consumer Involvement and Equity Program staff.
- Support the development and review of workflows, frameworks, templates, policies and procedures required to meet the QSI Team goals:
  - identify potential process improvement opportunities in communication with the Head of QSI, Project Management Officer, Evaluation Manager and Manager, Consumer Involvement as relevant
- Manage the QSI operational plan and risk register
- Assist the QSI Team with event and meeting coordination:
  - organise and attend key stakeholder meetings with members of the QSI team as necessary and follow up on meeting actions as required
  - coordinate workshops, meetings, events, and teleconferences pertaining to the QSI Portfolio
  - coordinate the preparation and delivery of agendas and meeting minutes, production of slide packs, videos, and management of meeting recordings and minutes/notes
- Coordinate a variety of administrative processes and management of documents/files including:
  - email communication,
  - maintaining contact lists and files,
  - developing, and maintaining QSI information on VCCC Alliance intranet,
  - scheduling, report writing, tracking invoices and contracts, and other general administration as required for the various elements of the QSI Portfolio



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### **Consumer Involvement Support**

- Work closely with the Manager, Consumer Involvement to develop practice and procedures to support consumer engagement across the VCCC Alliance
- Assist with analysis and reporting, and support agreed project deliverables for the Cancer Consumer Advisory Committee, reporting on performance and impact to key internal stakeholders and external stakeholders (eg. Dept of Health)
- Undertake administrative tasks associated with the recruitment, induction, and remuneration of consumers
- Maintain the consumer register, consumer biographies and intranet resources to assist program managers with consumer requests.

### **General**

- Share information and work collaboratively and collegiately with all VCCC Alliance staff, stakeholders, and committees
- Work in accordance with VCCC Alliance policies and procedures, following reasonable directions
- Participate in the VCCC Alliance Performance Planning and Development Review processes
- Assist with or take on other relevant duties to support the VCCC Alliance team as reasonably required.

### **Special Requirements**

- VCCC Alliance and the hospital building we work within is a smoke-free environment. All employees are expected to respect this policy to the fullest degree and with a very mindful approach
- Maintain a valid Right to Work in Australia
- Satisfactory completion of National Police Check. In some cases, a Qualifications Check may be required and will be advised prior to appointment

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### **Key Selection Criteria:**

#### **Experience**

- Administrative background working in a professional office environment
- Experience in project/program coordination a distinct advantage, including the tracking of risks and deliverables
- Excellent stakeholder management skills with experience effectively managing communications with a wide range of stakeholders including senior academics, clinicians, consumers
- Experience in organising events and meetings, including secretariat experience (preparing and send agendas, minute taking and hybrid meeting coordination)
- Experience managing multiple projects and/or competing priorities to meet agreed deadlines

#### **Expertise**

- Excellent problem-solving skills with the proven ability to synthesise information and remove unnecessary complexity
- Excellent written and oral communication skills, attentive to detail and quality
- Proficient in the use of Microsoft Office suite (Office 365, Word, Excel, PowerPoint, Outlook) and online meeting technologies such as Zoom, MS Teams or similar
- Proven background experience in building strong working relationships through effective liaison and engagement with people at all levels, such as consumers, colleagues, and other external

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- Proven ability to exercise sound judgment and maintain confidentiality with sensitivity in managing relationships
  - Skilled in writing and editing reports, briefs, emails and other written communications for a range of audiences
  - Proven organisational skills, with the ability to prioritise and efficiently manage time effectively

#### **Desirable**

- Background experience working in a clinical/health sciences environment
- Experience using IT (Information Technology) programs to support workplace efficiency, program management and developing documents and team collaboration tools such as meeting room AV, hybrid meetings, Trello, Google forms and docs and so forth

#### **Qualifications**

- Tertiary degree or working towards, in a relevant discipline such as health, social science, communications, management, or related field, or equivalent work experience in a program/project management environment.

#### **The Person**

- Positive and adaptable in the face of changing organisational priorities
- Able to work in a highly collaborative and fast paced environment
- Highly outcomes focussed with the ability to work effectively with others to optimise effort and communication
- An organised and enthusiastic team player with a strong willingness to learn
- Comfortable in taking the initiative and exercising judgement with diplomacy and sensitivity in resolving matters as they arise
- Calm in dealing with time demands, incomplete information or unexpected events
- Takes responsibility for quality outcomes and learns from unsuccessful endeavours
- Thinks laterally and pursues opportunities for innovation and improvement

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#### **Equity and Inclusion:**

The VCCC Alliance is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification, and victimisation.

The VCCC Alliance makes decisions on employment, engagement, promotion, and reward based on merit. We are committed to all aspects of equal opportunity, diversity, and inclusion in the workplace and to providing all staff, contractors, appointees, secondees, volunteers and partners with a safe, respectful, and rewarding environment. This commitment is set out in more detail in the VCCC Equal Opportunity Policy and Bullying Prevention Policy.

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**Term:** The tenure of this role is linked to VCCC Alliance Strategic Plan. Potential opportunities for appointment beyond Mid-2024 will be dependent on renewed funding and operational requirements.