

Strategic Project Officer

position number	iChris
status	Full Time, Fixed term (FT)
FTE	1.0
network	Strategy & Development
agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026
classification	(HS3) Grade 3
reports to	Senior Manager, Growth & Impact

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and on the East Coast of Tasmania. Our work is guided by our Strategy 2025–2035, a bold pathway toward our vision of healthy communities, healthy people.
what we do	We partner with communities to improve health and wellbeing and address health and social inequality. Our aspiration is for healthier communities where everyone – regardless of background or geography – can access quality care and experience better health and social outcomes.
our organisation	cohealth is driven by a 10-year strategy shaped by over 900 coworkers, clients, community members, and partners. We aim to be the exemplar of place-based, integrated, person-centred care that empowers individuals and communities across Australia. To achieve this, we are focused on three strategic objectives: • Demonstrating the value of the cohealth model • Enhancing the sustainability and resilience of our organisation • Scaling our impact Our work is underpinned by five key enablers: people and culture, community connection, partnerships, ways of working, and infrastructure.

our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here

network overview

Strategy & Development Network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

position overview and purpose

The Strategic Project Officer works across a range of projects supporting the Strategy and Development Network to translate strategies into projects and programs across cohealth. The Strategic Project Officer will also provide broader support to the Network in the delivery of its strategic priorities. This role will work closely with the Project Manager, Tender and Philanthropy Lead, Commercial and Community Insights Lead and the Communications Manager and with stakeholders across the business as well as external to cohealth.

key accountabilities

project management

- Contribute to the delivery and successful implementation of strategic projects for cohealth
- Support the development of detailed project plans where project deliverables are clearly defined, monitored, and reported
- Provide a range of project management and support services to ensure project outcomes are achieved on time, on budget, to quality standards and with agreed scope
- Work across multiple projects, including engaging with stakeholders and consumers to meet emerging pressures and needs
- Establish and maintain effective working relationships and facilitate collaborations across the Network to facilitate the exchange of information and support project completion in line with project plans

	Support the establishment & maintenance of cohealth's project management systems, processes & tools
Service Design	- Lead and support the co-design of services with stakeholders, including clients, partners, and frontline staff - Apply client-centred and evidence-based design methodologies to improve service accessibility, equity, and outcomes - Map current and future service journeys to identify gaps, pain points, and opportunities for improvement - Translate strategic priorities into actionable service models, frameworks, and processes - Work collaboratively across teams to embed new service models and ways of working - Develop and maintain documentation, guidelines, and tools to support delivery consistency
creative thinking, innovation and continuous improvement	- Provide advice on issues, options, and solutions as directed and collaboratively implement agreed outcome - Apply understanding of clients or stakeholders' context to design and implement systems for continuous improvement within teams or organisations - Actively seek out ways to improve effectiveness and quality of work - Support the study, analysis, gathering and interpretation of internal and external data sets (including but not limited to financial, operational, impact, quality, population, market, etc.) to inform strategy and project decision making, identify trends, and generate reports for project teams and senior management - Support the building of financial models and analysis - Support competitor and market analysis and provide the business with actionable insights and recommendations - Consider wider business context when considering options to support recommendations, actions and/or resolve issues - Identifies emerging issues that impact on the operating environment and develops innovative and practical solutions and recommendations to ensure effective service delivery to consumers and the community
written communication	- Prepare project documentation, PowerPoints, reports, policy documents that are concise and accurate that support the development and delivery of projects and programs - Analyse, review, and provide feedback on documentation and reports that align with key principles and objectives - Support the development of key Strategy and Development documentation, including (but not exclusively) tenders, grants, business cases, workshop syntheses and stakeholder correspondence

communication and Impact	• Communicate effectively, ensuring that the message is clear, fluent, and considered • Model respectful communication, that is inclusive and collaborative, recognising and valuing diverse perspectives
stakeholder engagement	• Manage relationships with stakeholders (in collaboration with the Senior Strategic Project Officer and Senior Manager- Growth & Impact) and provide advice on issues, options, and solutions as directed and collaboratively implement agreed outcome • Build and maintain positive, collaborative relationships with cohealth staff, external stakeholders, and community • Assist in the coordination and delivery of cohealth and community events and workshops with relevant stakeholders
administration	• Provide secretariat support for project committee meetings and working group meetings, including preparation of documentation, briefing notes and correspondence • Assist in the development, implementation, and maintenance of repository registers as they relate to business and strategic planning • Participate in and assist with various financial management activities, including but not limited to, sourcing quotations, recording and processing invoices • Contribute to a broad range project administrative duties as required
culture and teamwork	• Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values
quality and continuous improvement	• Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Strategy and Development Network, and ensure compliance with documented procedures and processes
health & safety compliance	• Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers) • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment • Take corrective action to remedy safety hazards or risks and restore a safe working environment

key selection criteria

Essential

- A tertiary qualification in health, business, project management, or a related field
- **At least 2 years of experience of project management** and/or contribution to the full life cycle of projects
- Sound coordination, organisational and time management skills
- Highly developed written and verbal communication skills to effectively convey complex information to various stakeholders
- Proven ability to build and maintain relationships and manage expectations with diverse stakeholders
- Works collaboratively to support the codesign process and builds team commitment to system reform by demonstrating personal commitment to the agreed processes
- Builds trust in partnerships through timely and quality delivery of outcomes
- Contributes to discussions to facilitate a partnership approach
- Foundational understanding of Smartsheet or other PM software
- Ability to analyse and synthesise qualitative and quantitative data, identify trends, and draw meaningful conclusions

Desirable

- Proven ability to support the planning and monitoring of complex service development projects within a legislative framework
- Understanding of public health, community health and/or community services sectors.
- Strong commercial and financial acumen
- Experience with innovation methodologies such as Lean Start-up and Design Thinking
- Entrepreneurial mindset

position requirements

- Bachelor degree in Project Management or similar in an aligned discipline
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License

- Immunisation Category C to be produced for sighting upon request

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.



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