

1. General Information

Position Title:	Project Assistant
Division/Department:	Academic and Medical Services Jreissati Pancreatic Centre at Epworth (JPCE)
Position Reports to:	Centre Program Manager – Jreissati Pancreatic Centre
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location:	Epworth Corporate
Employment Status:	Full time (1.0 EFT), fixed term (12 months)
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	<p>Internal:</p> <ul style="list-style-type: none"> • JPCE team • Patients, inclusive of family member(s) & visitors • Research investigators, research staff • VMOs/Specialist medical staff • Centre Program Manager – JPCE • Multi-disciplinary team members and Nursing staff • Epworth Office for Research <p>External:</p> <ul style="list-style-type: none"> • Research collaborators and partners (e.g. CROs and sponsors) • Professional bodies • External hospitals, clinics, laboratories and diagnostic centres • Surgical, pathology and other clinical staff at key collection centres • Other academic institutes

2. Overview of Epworth HealthCare

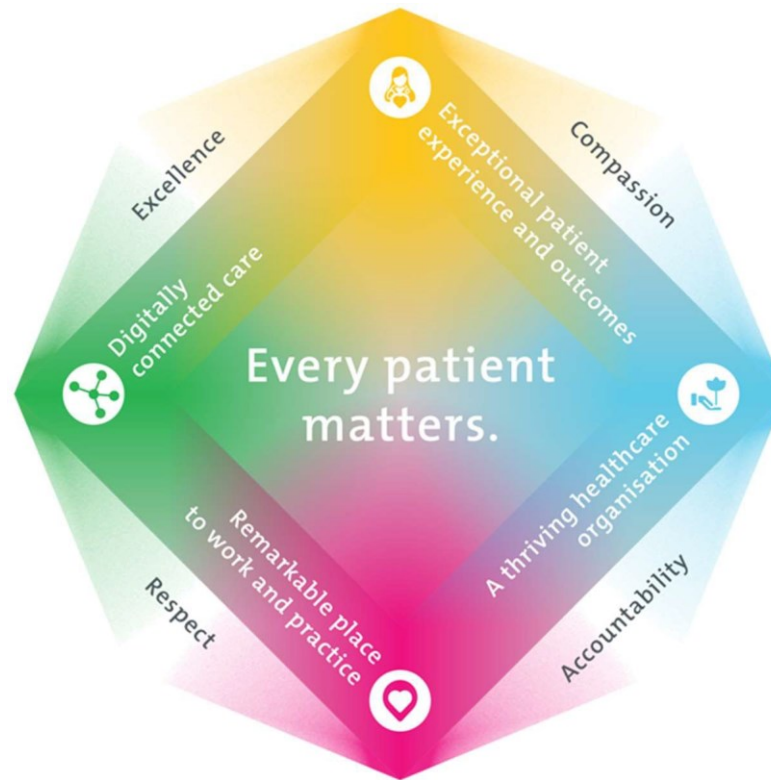
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The role of the Project Assistant – Jreissati Pancreatic Centre is to provide project support for the Centre's portfolio of patient experience and advocacy projects, and community engagement projects. These activities include event coordination for annual clinical education and awareness, in addition to the development, updating and delivery of educational resources and patient resources. The position will work closely with the Centre Program Manager - JPCE and members of the JPCE team to deliver these projects in a timely manner, in accordance with a Government grant. All staff are expected to promote excellence to our customers and the marketplace and support colleagues by sharing knowledge and expertise.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Centre Support and Education Programs</p> <ul style="list-style-type: none"> Assist the Centre Program Manager in planning and delivering annual educational and awareness events such as the GI for GPs Symposium, and World Pancreatic Cancer Day activities. Assist the Centre Program Manager and the JPCE team in reviewing and updating resources developed for clinicians and patients around the signs, symptoms, and treatment of pancreatic cancer, and other topics of relevance to this disease. Collate information from content experts and trusted sources to develop a new online resource for patients. Draft and maintain up-to-date accurate information for JPCE website visitors, and ensure content is user friendly and accessible. Support the Research Program Manager and Clinical Care Coordinator in monitoring quality of life for JPCE patients. Contribute to the overall success of the Centre and maintain its reputation as a trusted source of reliable information. 	<ul style="list-style-type: none"> Delivery of GI for GPs Symposium for annual clinical education Deliver of World Pancreatic Cancer Day activities for community engagement and awareness Draft and deliver accurate, up-to-date, audience-appropriate content for educational and patient resources. Update the JPCE website with recent developments and monitor visitor engagement. Review and stay apprised of developments in the pancreatic cancer space. Lead the planning and delivery of key awareness and educational events. Review and seek advice on legal, financial and other matters, where appropriate.
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> Provide excellent, helpful service to patients, visitors and staff. Communicate with clear and unambiguous language in all interactions, tailored to the audience Build customer relationships and greet customers and patients promptly and courteously Actively seek to understand patients' and their family's (customer's) expectations and issues Establish and maintain relationships with key stakeholders, both within and external to the organisation 	<ul style="list-style-type: none"> Patient and customer service satisfaction surveys within agreed targets. Use AIDET principles in all interactions Issues or concerns are proactively escalated to the manager and resolved in a timely manner Patient compliments and/or complaints are recorded in Riskman Consistently meet or exceeds the expectations of our patients and customers at all times Awareness of Epworth HealthCare's complaints process and assistance provided to patients if required Effectively handle and resolve patient complaints in accordance with Patient Complaint Protocol

Position Description



<ul style="list-style-type: none"> Facilitate service improvement in response to feedback, i.e. patient incident, complaints/compliments, patient satisfaction, clinical indicators 	
<p>Team Work /Communication</p> <ul style="list-style-type: none"> Actively participate as a member of the department and multidisciplinary team and relevant committees Promote an open, friendly and professionally supportive and educative environment in the department Provide support for other colleagues associated with the research programs of the Centre Undertake key tasks or projects as requested by the management of the JPCE 	<ul style="list-style-type: none"> Maintain appropriate communication with key internal and external parties Attendance and active participation in departmental and multidisciplinary team Communicate effectively with investigators, donors, granting bodies and research participants Assist with the coordination and management of third-party service provider activities Assist with the preparation of high-quality written reports as required
<p>Safety and Wellbeing</p> <ul style="list-style-type: none"> Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace 	<ul style="list-style-type: none"> Adhere to infection control/personal hygiene precautions Implement and adhere to Epworth OHS policies, protocols and safe work procedures Mandatory training completed at agreed frequency Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan

<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Recognise and respond to the need for professional growth and development • Act in a consultative and educational role within Epworth Healthcare and provide regular feedback to staff • Show evidence of involvement in research initiatives to support and grow the JPCE • Ensure current practices are evidence based • Participate in the ongoing professional development of self, colleagues and the wider Epworth HealthCare community by upgrading clinical competencies and knowledge and participate in both internal and external educational opportunities 	<ul style="list-style-type: none"> • Active participation in relevant professional organisations • Participation in educational activities and events • Undertake and maintain all required training • Undertake self-directed and formal clinical and research topic learning • Participate in and support JPCE team with research-related activities, including Research Breakfasts, Research Week and Research Reporting • Evaluate personal performance and completes annual professional development plan • Complete annual and biannual mandatory training activities
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Bachelor's Degree in a relevant area such as science and/or health care from an accredited tertiary university

Position Description



<p>Previous Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Project management skills • Demonstrated computer literacy • Experience working on multiple small and medium sized projects • Experience of developing clinical educational and awareness resources <p>Desirable</p> <ul style="list-style-type: none"> • Research experience and/or knowledge in oncology
<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated computer literacy • Highly organised with a proven ability to prioritise tasks in a busy clinical research environment • Proven ability to work independently and interact well as part of a busy team • Proven ability to undertake clinical research related tasks in a timely and effective manner <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of medical terminology • Demonstrated data collection and management skills
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Belief in patient centred care • Ability to work autonomously • Sensitive to the psychosocial implications of illness • Sensitive to cultural, racial and gender differences • Helpful and professional manner • Professional work ethic • Practice within the ethos of the Epworth HealthCare Values and Behaviours • Demonstrate role model behaviour for all staff • Flexibility to assist others within the department and across sites as required

Position Description



	<ul style="list-style-type: none">• Excellent communication skills• Excellent problem solving and decision-making skills• Demonstrated ability to contribute positively within a research team• Demonstrated ability to effectively prioritise• Professional work ethic and flexible work style <p>Desirable</p> <ul style="list-style-type: none">• Flexible and available to be on call and to work weekends as required
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
6 August 2024	5 March 2026	Centre Program Manager – Jreissati Pancreatic Centre at Epworth

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____