

# Improvement Lead – Knowledge Information & Technology

<b>position number</b>	iChris
<b>status</b>	Full Time, Fixed term (FT)
<b>FTE</b>	1
<b>network</b>	Services
<b>agreement</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022 -2026
<b>classification</b>	Grade 5
<b>reports to</b>	Senior Manager of Applications

<b>about us</b>	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.
<b>what we do</b>	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.
<b>our organisation</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• Demonstrating the value of the cohealth model</li> <li>• Enhancing the sustainability and resilience of our organisation</li> <li>• Scaling our impact</li> </ul> <p>Our work is underpinned by five key enablers: people and culture, community connection, partnerships, ways of working, and infrastructure</p>



**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

### **Knowledge, Information and Technology**

Enabling Network is responsible for the design, implementation, maintenance, and continuous improvement of a range of enabling business support functions underpinning the delivery of cohealth's services to community.

The Enabling network comprises five divisions:

- Knowledge, Information and Technology
- Finance
- Workforce Operations
- Shared Services & Transformation
- Property and Assets

### **Applications**

Applications are responsible for working across cohealth to understand operational and strategic needs to deliver an enterprise application portfolio, that includes both clinical and business as they are deeply intertwined.

With a high focus on adopting high-quality, reliable user-friendly applications that achieve the organisation's goals and remain competitive by leveraging technology, innovation and ensuring security, scalability and performance of the enterprise applications portfolio.



## position overview and purpose

The Improvement Lead is a key leadership role within the Applications, Data and Analytics team. This position reports directly to the Senior Manager of Applications.

The Improvement Lead plays a pivotal role in partnering with Executive Directors, business, finance, and operations leaders, as well as frontline teams across cohealth, to identify, prioritise, monitor, and evaluate technology-enabled improvements that deliver measurable value across the organisation.

This role works collaboratively with stakeholders from all directorates, KIT teams, and enabling and services networks to support operational initiatives and organisation-wide technology programs. Using established project management, development and product lifecycles, change management, and governance frameworks. The Improvement Lead ensures effective implementation, strong user adoption, and sustained benefits realisation from new digital capabilities.

The core purpose of the role is to build confidence, capability, and ownership in the effective use of technology across the organisation. It fosters a culture where technology-enabled improvement becomes a shared responsibility; embedded in everyday operations.

The Improvement Lead will support a balanced portfolio of:

- Operational and business-initiated improvement initiatives, and
- Enterprise-level organisational technology and digital transformation priorities.

By working closely with Directorate, business, finance, and operations leadership together with frontline teams, the role ensures new systems, data capabilities, analytics solutions, and ways of working are successfully embedded. This delivers measurable improvements in performance, efficiency, patient/client outcomes, and achievement of cohealth's strategic objectives.

### **Key Competency**

To succeed in leading technology-enabled improvement across cohealth's operations, the Improvement Lead must demonstrate deep and broad expertise in the following areas:

#### **Leadership**

The ability to influence and enable leaders and teams across cohealth to shape, prioritise and deliver technology enabled improvement initiatives that align with organisation strategy, agreed governance frameworks and operational priorities.

#### **Business Acumen**

The ability to apply strong business principles, including systems thinking, process optimisation, benefits realisation, to the identification, delivery and evaluation of technology enabled improvement initiatives, ensuring measurable value and sustainable outcomes.

#### **Technology, Data & Digital Environment**



A solid understanding of how applications, data platforms, analytics, integration, and emerging digital technologies (including responsible use of AI enabled tools) enable better service delivery, operational efficiency, and organisational sustainability.

This includes working with agreed enterprise architecture, lifecycle management, security and governance frameworks to ensure improvements are scalable, secure and fit for purpose.

### **Communication & Relationship Management**

Highly developed skills in communicating clearly and persuasively, building strong relationships, facilitating productive discussions, and translating complex technical concepts into practical, business-relevant outcomes for diverse stakeholders.

### **Professional & Social Responsibility**

A strong commitment to cohealth's values, ethical standards, and client/community focus, coupled with a genuine drive for personal learning, innovation, and continuous improvement.

This includes promoting ethical, safe and responsible use of technology and data in ways that improve client experience, equity and outcomes.

## key accountabilities

### Quality and Continuous Improvement

- Lead the development and delivery of technology-enabled improvement initiatives across cohealth.
- Shape and support the prioritisation of improvement initiatives in partnership with Directorate, business, finance and operations leadership, ensuring alignment with organisational strategy, capacity and governance requirements.
- Ensure all improvements are planned, delivered, monitored, and evaluated using standardised tools, frameworks, and governance processes including clearly defined success measures, benefits and accountabilities for adoption and sustainment.
- Partner with Directorate, business, finance, and operations leadership, together with frontline teams, to identify opportunities where technology, data, analytics, or system changes can deliver better performance, efficiency, and client outcomes.
- Support stakeholders to map, analyse, and redesign business processes to inform the successful implementation of technology-enabled improvements.

### Learning and Development

- Build organisation-wide capability and confidence in the effective use of technology, data, and digital ways of working.
- Create opportunities for learning, knowledge sharing, and reflection on technology improvement initiatives.



	<ul style="list-style-type: none"> <li>• Develop and deliver practical resources, training programs, and guidance materials that support successful adoption and long-term sustainment of new systems and processes.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Provide coaching, advice, and hands-on support to leaders and teams implementing technology-enabled change.</li> <li>• Champion a culture where continuous improvement and the effective use of technology are seen as a shared responsibility across all levels of cohealth.</li> </ul>
<b>Relationship management</b>	<ul style="list-style-type: none"> <li>• Establish and maintain strong, collaborative working relationships with stakeholders to enable a true partnership approach to technology-enabled improvement and evidence-based practice.</li> <li>• Represent cohealth in relevant forums, steering committees, project groups, and governance bodies as required.</li> <li>• Actively manage cross-team efforts to support successful delivery, adoption, and realisation of benefits.</li> </ul>
<b>health &amp; safety compliance</b>	<ul style="list-style-type: none"> <li>• Contribute to providing and maintaining a safe working environment for all employees, contractors, volunteers, and clients.</li> <li>• Ensure compliance with cohealth's Health and Safety management system and procedures.</li> <li>• Report all hazards, near misses, and incidents immediately and take appropriate corrective action in line with organisational processes.</li> </ul>
<b>others</b>	<ul style="list-style-type: none"> <li>• Self-manage workload, maintain a high level of initiative, and actively pursue own learning and professional development.</li> <li>• Fully participate in cohealth's performance management framework, including performance reviews for self and any direct reports.</li> </ul>

## position requirements

- Relevant tertiary qualifications in a health-related field, information systems, business improvement, or a related discipline.
- Minimum of 3 years' experience in a quality improvement, digital transformation, or leadership role within a healthcare setting.
- Desirable accreditation or certification in improvement methodologies (e.g., IHI Improvement Science, Lean Six Sigma, Prosci Change Management, or equivalent).
- Demonstrated knowledge and application of project management principles and methodologies (e.g. PMBOK, PRINCE2, Agile or equivalent).
- Demonstrated experience leading technology-enabled change initiatives.
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check
- Victorian Driver's License



- Immunisation Category C proof to be produced for sighting upon request

### key selection criteria

- Demonstrated success leading technology-enabled improvement initiatives that deliver measurable outcomes.
- Extensive experience working with organisation-wide Continuous Quality Improvement (CQI) methodologies and frameworks.
- Highly developed communication and collaboration skills, with the ability to engage effectively with individuals and teams at all levels — including senior executives, funders, and frontline staff — through verbal, written, presentation, and facilitation channels.
- Proven ability to coach and support staff, and to develop practical tools and resources that enable teams to drive their own improvements.
- Genuine commitment to client-centred approaches that improve client experience and outcomes.
- Demonstrated change management expertise, including the ability to lead organisational transformation and effectively manage resistance to change.
- Creative problem-solving skills with the ability to identify innovative solutions using available technology, data, and resources.
- High level of initiative, self-motivation, and personal accountability.
- Excellent time management and prioritisation skills, with the ability to manage multiple concurrent projects and meet deadlines.
- Proven project management capability, including the ability to develop, implement, and evaluate strategies to achieve agreed goals.

*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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**approved by:**

