



# SUCCESS PROFILE

## Service Impact Coordinator

As at 2/07/2026

<p><b>You will make a difference by</b></p>	<ul style="list-style-type: none"> <li>• Contributing to the achievement of service impact strategic objectives by providing hands on project delivery that investigates, analyses and translates knowledge into evidence-based practices resulting in more efficient, effective and connected systems.</li> <li>• Coordinating collaborative projects that improve service delivery and client outcomes by convening key stakeholder working groups.</li> <li>• Working in partnership with a broad range of staff to solve local problems, integrate clinical innovations and build evidence-based practice capability for demonstratable positive client wellbeing outcomes.</li> <li>• Evaluating and reporting on data focused on improving client access, service co-ordination and early intervention for the Western Melbourne population and health sector more broadly.</li> </ul>
<p><b>To succeed, you will need</b></p>	<ul style="list-style-type: none"> <li>• A degree in a relevant healthcare profession, project management and/or evaluation field</li> <li>• Good experience, knowledge and understanding of improvement and implementation methodologies (e.g. PDSA, JBI approach, Agile Innovation), demand management strategies, data analysis, research and evaluation and systems thinking</li> <li>• Experience collecting, analysing, synthesising and communicating data to a variety of audiences</li> <li>• Proven ability to convene structures with diverse stakeholders, including working groups and committees.</li> <li>• Astute problem-solving skills</li> <li>• Sound report writing</li> <li>• Attention to detail</li> <li>• Experience facilitating change implementation strategies</li> <li>• Proficiency in Microsoft Office 365 and process mapping tools</li> <li>• Relevant Working rights in Australia</li> <li>• Working with Children Check</li> <li>• Satisfactory National Police Check</li> </ul>



<p><b>You will improve and promote One Team IPC Health by</b></p>	<ul style="list-style-type: none"> <li>Acting with purpose, measuring our results, and celebrating achievements. <i>(We make a difference.)</i></li> <li>Going above and beyond, demonstrating understanding and respect for our communities and each other. <i>(We are passionate.)</i></li> <li>Learning, experimenting and innovating. <i>(We are creative.)</i></li> </ul>
<p><b>We will contribute to your success by</b></p>	<ul style="list-style-type: none"> <li>Providing opportunities for you to share what is important to you, your wellbeing, and what you need.</li> <li>Aligning the contribution you make to IPC Health’s strategy.</li> <li>Guiding you in what to do, when and how to do it.</li> <li>Developing your skills with regular feedback and exploring career opportunities.</li> <li>Ensuring you feel fulfilled at the end of each workday.</li> <li>Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.</li> </ul>
<p><b>Key Deliverables and Measures</b></p>	<ul style="list-style-type: none"> <li>Successfully organising collaborative projects aligned to the implementation of service impact strategic objectives such as:</li> <li>Enhanced client reported wellbeing outcomes through evidence-based care models and systems that serve as exemplars</li> <li>Enhanced client experience outcomes across touchpoints that contribute to positive organisational reputation</li> <li>Scalable demand management strategies that positively influence access and equity of access to services</li> <li>Innovative ways to balance prevention, early intervention and therapeutic program service offerings</li> <li>Scalable integrated, holistic, client-centred and tailored care models in practice, policy, processes and systems.</li> <li>Prepare data-driven analytical and evaluative reports that enhance organisational learning and project governance.</li> <li>Cyclically test and learn from proposed solutions</li> <li>Translate evidence-based knowledge into practice through implementation methodology</li> <li>Facilitate successful implementation outcomes that improve change sustainability across clinical programs</li> </ul>

<p><b>Contract Type</b></p>	<p>Ongoing</p>
<p><b>Team</b></p>	<ul style="list-style-type: none"> <li>Service Impact</li> </ul>



<b>Reports to</b>	<ul style="list-style-type: none"> <li>• Service Impact Manager</li> </ul>	
<b>Key relationships</b>	<ul style="list-style-type: none"> <li>• General Manager Operations and Clinical Care</li> <li>• General Manager Governance, People and Community</li> <li>• Strategic Advisor Senior Manager</li> <li>• Brand and Digital Manager</li> <li>• Digital Impact Co-ordinator</li> <li>• Data Systems and Analytics Team</li> <li>• Service Delivery Teams</li> <li>• Client Experience and Intake Team</li> <li>• Service Impact Steering Committee</li> <li>• Service Impact Working Groups</li> <li>• Community members and participants</li> <li>• Tertiary education institutions, peak bodies and other stakeholders</li> </ul>	
<b>Location</b>	The employee may reasonably be required to travel and work at other locations dependent on the need of the business.	
<b>Vaccination category</b>	C	
<b>Compliance</b>	<b>Standard</b>	<b>Action / Requirements</b>
	OH&S	Performance work in a manner that complies with IPC Health's OH&S obligations and adds to a safety culture for all
	Child Safety Standards	A proactive approach to ensuring the safety, wellbeing, and inclusion of all children, in line with our legal and ethical obligations. Must demonstrate a strong understanding of child safety principles and uphold these values in all aspects of their work.
	WWCC	Must maintain a valid employee check and list IPC Health as their employer
	Police Check	Must maintain a valid check
<b>Systems required for role and access level</b>	Microsoft Office	CoPilot
	Monday.com	Miro

<b>Our Purpose</b>
We improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.



## Our Values

### We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



### We make a difference

We act with purpose, measure our results and celebrate achievements.



### We are creative

We learn, experiment and innovate.

