

Success Profile Service Model Transformation Lead

Team Service Model Transformation Team

Supporting General Manager Innovation and Community Care
General Manager Operations and Clinical Care



You will make a difference by

- Leading IPC Health’s transformation to a new service model
- Leading the operationalisation of successful service innovations in alignment with IPC Health’s new service model
- Leading the co-design of newly funded services in alignment with IPC Health’s new service model and funding requirements
- Fostering a person-centred culture across the organisation
- Identifying and implementing opportunities to drive a connected and improved client experience across all touchpoints, platforms and systems
- Prioritisation of problems and solutions, aligned to the 2025 strategic roadmap, client insights, data and sector trends
- Building and nurturing high value relationships and communication with internal stakeholders to drive organisational change



To succeed, you will need

- A mindful, values driven leadership approach
- A growth and beginner’s mindset
- Comfort with / ability to thrive in ambiguity
- A culturally sensitive, affirming approach to working with diverse communities
- Qualifications or experience in innovation or human centred design, particularly in the health, social services or not for profit sectors, ideally with intersectionality and people who have experienced trauma
- Experience leading or working with agile or iterative methodologies
- Demonstrated ability to manage financial and project plans
- Strong analytical and evaluation skills including data analytics
- Exceptional influencing, negotiating and stakeholder management skills



You will improve and promote One Team IPC Health by

- acting with purpose, measuring our results, and celebrating achievements (**We make a difference**)
- going above and beyond, demonstrating understanding and respect for our communities and each other (**We are passionate**)
- learning, experimenting and innovating (**We are creative**)



We will contribute to your success by

- providing opportunities for you to share what is important to you, your wellbeing, and what you need
- aligning the contribution you make to IPC Health’s strategy
- guiding you in what to do, when and how to do it
- developing your skills with regular feedback and exploring career opportunities
- ensuring you feel fulfilled at the end of each work day
- 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



Key Deliverables and Measures

- Service Model Transformation Strategic Roadmap
- Stakeholder Maps
- Client Journey Maps
- Service Blueprints
- Value Proposition Canvases
- Business Models
- Conceptual and In Field Prototypes
- Service Transition Plans
- Measurement and Evaluation Plans and Reporting
- Other relevant innovation and design outputs
- Successful implementations of all of the above



Key Relationships

- General Manager, Innovation and Community Care
- General Manager, Operations and Clinical Care
- Senior Manager, Community Care
- Manager, Innovation, Design and Communications
- Project Manager Brimbank Melton Infant, Child and Family Health & Wellbeing Hub
- IPC Health Leadership Team
- Community members and participants
- Partners, stakeholders and funding bodies



MINDFULNESS



IMPACT



INNOVATION



DIVERSITY

Mindfulness

in leadership is represented by the focus and presence of mind to act with integrity, grit, resilience, adaptability and kindness — even in challenging circumstances.

Impact

in leadership is a mindset that compels you to seize opportunities, to act with self assurance, to inspire action, and to empower others through active listening and communication.

Innovation

in leadership is a growth and learning mindset that thrives in ambiguity, senses change, fosters deep curiosity and enables experimentation and creativity to thrive.

Diversity

in leadership is a mindset that enables the awareness, empathy, collaboration and diplomacy to communicate, engage and work with anyone.

At IPC Health, we believe that strong leadership is a state of MIND.
We are all leaders.

MIND ipc health
leadership