



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Position Description

PROFESSIONAL SERVICES

Position Title	PCOC Improvement Facilitator
Classification/Level under the Enterprise Agreement (if applicable)	Level 8/9
Management Level	Senior Specialist
Faculty/Portfolio	School of Medicine, Science & Health (SMAH)
School/Division	Palliative Care Outcomes Collaboration (PCOC)
Main Location(s)	UOW Innovation Campus
Delegations (if applicable)	This position may carry delegations in accordance with the UOW Delegations of Authority as amended from time to time.

Primary Purpose of the Position

The PCOC Improvement Facilitator (IF) is a key member of the team delivering the national PCOC program. The role leads and manages projects and facilitates the translation of PCOC, supporting the uptake of evidence into practice and strengthening the overall impact of the program. The IF ensures high-quality data collection and drives quality improvement initiatives that enable meaningful benchmarking and support improvements in palliative care.

Position Environment

The University of Wollongong is a leading Australian university with a history of outstanding achievements in teaching and learning, research, and community engagement. It is fundamentally committed to providing our diverse body of students with an engaging world class and internationally oriented learning experience. The success of this commitment is demonstrated by enviable results in preparing students for the challenges of future study and workplace environments.

The University recognises the collective nature and interconnectedness of Aboriginal and Torres Strait Islander families and communities and offers generous working conditions in a great location, with sociable hours, family friendly policies, flexible work practices and culturally sensitive leave provisions, including cultural and ceremonial leave. Further supports for advancing equity, diversity and inclusion (EDI) at the University include: a 'Primary Carer Return to Work Grant' that provides flexible funding to primary carers returning from parental leave; an active Ally network supporting gender, sex and sexuality diverse staff and students; a Disability Inclusion Network for staff; EDI training and resources for all staff members; and an EDI governance structure that ensures action on EDI is embedded at all levels of the university.

The Faculty of Science, Medicine and Health (SMAH) comprises of the Schools of Science; Medical, Indigenous and Health Sciences; Nursing; Psychology and the Graduate School of Medicine. With such a diverse science and health focus, SMAH is positioned to be a major force in connected and science-embedded education and translational science, medical and health research in Australia.

The Palliative Care Outcomes Collaboration (PCOC) is a national, voluntary quality initiative that assists palliative care service providers in improving practice. PCOC is one of the largest of its kind globally. It serves both as a mechanism for national reporting and surveillance as a quality improvement initiative, partnering with clinical services to enhance care and outcomes of patients and their families.

Major Accountabilities/Responsibilities

RESPONSIBILITIES	
1.	<p>Lead on and coordinate national PCOC program activities and projects end to end, ensuring work plan deliverables are met within agreed timeframes and that initiatives are effectively integrated across the national program.</p> <ul style="list-style-type: none">Lead and coordinate projects, drive implementation of improvements and report on outcomes to support continuous program enhancement.Deliver assigned work plan activities within established timeframes and contribute to accurate, timely activity reporting.Strengthen program-wide integration and alignment by actively supporting collaboration, consistency, and shared approaches across all national initiatives.
2.	<p>Enable the implementation of PCOC outcome measures across services and support the translation of PCOC into practice through targeted communication, practical guidance, and evidence-informed messaging.</p>

	<ul style="list-style-type: none"> Support services to implement PCOC outcome measures consistently and effectively. Translate PCOC research findings into practical, actionable guidance that informs service delivery. Develop and deliver targeted communication and evidence-informed messaging to drive implementation and engagement. Produce and disseminate high-quality documents, reports, and resources that support program adoption and continuous improvement. Contribute to PCOC research projects to strengthen the evidence base and inform future program direction. Engage with stakeholders to maintain strong relationships and ensure sustained participation in the PCOC program.
3	<p>Lead and deliver education activities and Communities of Practice that build sector capability, strengthen benchmarking, and promote continuous quality improvement across palliative care services.</p> <ul style="list-style-type: none"> Lead Communities of Practice and education initiatives that foster shared learning, collaboration, and consistent practice. Provide learning opportunities that support benchmarking, uplift capability, and drive measurable quality improvement. Prepare and deliver high-quality presentations, resources, and training materials tailored to sector needs. Contribute to the evaluation of education activities to inform ongoing refinement and program improvement.
4	<p>Provide high-level support to participating services, ensuring consistent and reliable data collection, strengthening data quality and utility, and contributing to reporting, research, and innovation activities that enhance the value and impact of PCOC data.</p> <ul style="list-style-type: none"> Provide high-level operational and technical support to participating services to ensure confident and consistent use of PCOC tools and processes. Triage enquiries efficiently and direct services to the most appropriate support or resources. Facilitate access to data, tools, and resources that enable meaningful interpretation, benchmarking and quality improvement. Prepare high-quality reports and contribute to publications and research initiatives that advance the evidence base and visibility of PCOC. Support enhancements to data integrity, useability, and overall program value through continuous improvement activities.
5	<p>Build and maintain collaborative partnerships and relationships across the sector, represent PCOC in key committees and forums, contribute to governance and system improvement, and identify opportunities that strengthen program advocacy and long-term sustainability.</p> <ul style="list-style-type: none"> Represent PCOC on committees, working groups and sector forums to ensure strong visibility and influence. Build and maintain effective partnerships and relationships across the palliative care sector to support collaboration, alignment, and shared improvement. Contribute to ongoing system and process improvements that enhance program governance, efficiency and impact. Identify and pursue advocacy, funding and strategic opportunities to support long-term program sustainability and growth.
6.	Act in accordance with University policies as amended from time to time, the <i>Values in Action Framework of Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity</i> , and our commitment to <u>Equity, Diversity and Inclusion</u> .
7	WHS responsibilities, accountabilities and authorities as outlined in the WHS Framework - https://www.uow.edu.au/about/services/safe-at-work/whs-framework/

Reporting Relationships and Other Key Contacts

Position reports to	PCOC Quality and Innovation Manager
Positions supervised by this position	Nil
Other key contacts and stakeholders	PCOC Director, IFs, Data Manager, Data Analyst, External services, Senior Administrative Officer, Education and Technical Support Officer.

Essential Criteria

- Relevant tertiary qualification and substantial contemporary expertise in palliative care or a closely related clinical setting.
- Demonstrated contribution scholarly activity, including high-quality publications, conference presentations, and knowledge translation activities.



- Extensive experience within the health sector, with a sophisticated understanding of primary, sub-acute, and acute service delivery models.
- Demonstrated experience and the capability to interpret complex datasets and translate findings into actionable insights.
- Experience in designing and delivering education programs or Communities of Practice and their evaluation
- Proven success in leading large-scale, multi-stakeholder projects within healthcare or national program environments, delivering outcomes in complex and dynamic contexts.
- Exceptional communication and stakeholder engagement capability, with the confidence and clarity to convey complex concepts to diverse professional audiences.

Desirable Criteria

- Postgraduate qualifications in palliative care, health services management, public health, implementation science or related field
- Training or certification in quality improvement
- Experience with health data analytics and use of statistical or visualisation tools
- Experience contributing to research, including ethics, analysis and publications
- Experience in national or multi-jurisdictional health programs
- Experience representing an organisation in committees or sector forums
- Demonstrated commitment to culturally safe practice, including work with Aboriginal and Torres Strait Islander communities
- Experience identifying or progressing funding, partnership or advocacy opportunities

Special Job Requirements

- The position may require regular travel, potentially to all Australian States and Territories and to regional and remote
- May be required to work outside of standard business hours or across campuses and research partner facilities.
- This position has been classified as “child-related work”. In accordance with relevant legislation, prohibited persons are not permitted to apply for positions that are classified as “child-related work”. Accordingly, candidates will be required to undertake and pass a Working with Children Check Clearance. For more information on how to apply for the clearance, please visit the Office of the Children’s Guardian website <https://ocg.nsw.gov.au/working-children-check>
- This position is subject to a National Criminal Check.
- This position requires the position holder to hold and maintain a valid, current Australian Driver Licence
- As this position requires attendance at NSW public health facilities, the successful applicant must comply with the NSW Health Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases Policy Directive (PD2026_004).
- Restriction on leave during peak periods may apply.

Roles and Responsibilities in relation to Workplace Health and Safety and Equity, Diversity and Inclusion in the Workplace

The University of Wollongong is committed to providing a safe, inclusive, and equitable workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely, be engaged in activities to help prevent injuries and illness and create an equitable and inclusive environment.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

ALL STAFF

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.



- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the WHS Framework.
- Work in an inclusive environment, treating all colleagues, students and visitors with respect.

Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other relevant work organisation; and
- Do the job without undue risk to your own or others health, safety and wellbeing at work.

If you have any injuries, illness, disorder, impairment, condition, disability or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Position Description Status

This table contains information about the status and approval of this document

Date created	10/12/2025
Date reviewed by supervisor in consultation with the employee i.e. at least every three (3) years, or sooner if required	
Date reviewed by P&C (if applicable)	
Date reviewed by CP&CO (if applicable)	
Date of next review	

