

POSITION DESCRIPTION

Cancer Council Australia is the leading national non-government cancer control organisation. We develop and promote independent, evidence-based policy and information on cancer prevention, detection, treatment and care. We support our members, the eight state and territory Cancer Councils, to: undertake and fund cancer research; prevent and control cancer; and provide information and support for people affected by cancer.

JOB TITLE:	Service Practice Framework Delivery Manager	DIVISION:	National Cancer Navigation Project
LOCATION:	Nationwide	STATUS:	Fixed Term to 30 June 2027
REPORTS TO:	Quality and Reporting Manager	HOURS:	35 hours p/w
AWARD:	Award Free	AWARD: <input type="checkbox"/> YES	AWARD: <input checked="" type="checkbox"/> NO
POSITION NO:	CCA-EXE-23-2026	LAST UPDATED:	May 2026

Organisational context

As Australia's leading cancer charity, Cancer Council unites the community, provides support, invests in research and saves lives. We are proud to work across all stages of the cancer journey from prevention to end of life.

Cancer Council Australia's key strategic priority areas are research, prevention, support, policy, advocacy and sustainability.

The Cancer Navigation Service ("the Service") is a key component of the Australian Government's Australian Cancer Nursing and Navigation Program (ACNNP). This national initiative is enhancing and expanding Cancer Council's existing information and support services to provide more timely, equitable, and culturally safe access to information, navigation, and support for anyone impacted by cancer. The project aims to integrate, strengthen, and digitalise navigation pathways, offering new ways for people to connect with support that best meets their needs now and into the future.

Role Purpose

The Service Practice Framework Delivery Manager is responsible for shaping, guiding, and embedding the National Cancer Navigation Service's quality, safety, and practice framework.

The role provides business-led oversight and operational input into the development of the National Navigation Service Practice Framework (SPF). The core SPF will be developed by an incumbent vendor

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and will provide the foundation for continued development, uplift, and release-based maturity across Releases 3-5.

This position ensures that vendor-developed SPF outputs are practical, operationally fit-for-purpose, and closely aligned to current service practice, frontline staff processes, service delivery realities, and jurisdictional operating models. The role acts as the key operational liaison between the organisation, the vendor, frontline stakeholders, Training Manager, Change team, and jurisdictional leads to ensure the SPF can be realistically adopted, embedded, and improved over time.

Primary Accountabilities

This role operates as a subject matter expert, contributing to the development of the initial SPF, continued refinement, implementation, and ongoing development of practice models, assurance systems, and risk management approaches for each release. Provide business oversight, operational direction, subject matter expertise, and frontline validation to support the incumbent vendor in developing the core SPF and associated release-aligned practice materials.

The role works closely with the vendor, frontline operational stakeholders, jurisdictional leads, the Training Manager, and the Change team to ensure SPF development is informed by current service practice, existing frontline workflows, operational constraints, and future service requirements across Releases 3-5.

The role must ensure the SPF is not developed as a theoretical or vendor-led product, but as a business-led framework that reflects how services currently operate while providing a practical pathway for future service maturity.

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Knowledge and Application

- Provide national thought leadership in the development, evolution, and application of operational and practice frameworks, contributing to national standards, principles, and future service delivery models.
- Apply extensive expertise across specialised practice domains, including quality assurance, safeguarding, risk, referral pathways, and cultural safety, to resolve complex issues and shape national best practice guidance.
- Guide and mentor jurisdictions in adopting and applying advanced practice concepts, exercising expert judgment in areas without precedent.

Vendor Engagement and Business-Led SPF Development

- Act as the primary business and operational liaison with the incumbent vendor responsible for developing the core SPF for continued development and maturity across Releases 3-5.
- Provide business-led direction, operational context, and subject matter expertise to ensure vendor-developed SPF deliverables are closely aligned to current service practice, frontline staff processes, jurisdictional operating models, and service delivery expectations.
- Ensure vendor output reflects frontline realities, including current service workflows, referral practices, staff decision points, escalation pathways, risk considerations, and operational constraints.
- Work with frontline staff, jurisdictional leads, and service delivery representatives to validate that proposed SPF content, practice models, workflows, and operational guidance are practical, implementable, and reflective of real-world navigation service delivery.
- Identify and resolve gaps between current practice, future release requirements, and vendor-developed SPF content, including risks, dependencies, implementation impacts, and change implications.
- Ensure SPF development supports progressive maturity across Releases 3-5, while remaining grounded in current service capability and practical business adoption needs.

Operational and Practice Frameworks

- Lead the implementation of national operational and practice frameworks, ensuring consistent application across jurisdictions.
- Maintain and regularly update operational protocols for navigation practice, including eligibility criteria, user assessments, service scope, referral pathways, and safe handover protocols.
- Shape tools, models, and methodologies that support high-quality delivery across variable service environments.
- Partner with the Training Manager and Change team to ensure SPF outputs can be translated into practical training, transition activities, frontline guidance, adoption support, and release readiness activities.
- Own transition planning activities to support effective SPF adoption, including identification of operational impacts, workforce capability considerations, implementation dependencies, and change requirements.

Service Continuity and Consistency

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- Provide strategic guidance and tools to support consistent high-quality delivery of navigation services across jurisdictions, ensuring alignment with national standards and frameworks.
- Support service jurisdictions in applying national protocols to their unique contexts while maintaining fidelity to core principles.
- Balance national consistency with differing jurisdictional operating models, service constraints, and frontline delivery practices.

Monitoring and Assurance

- Oversee quality assurance through practice assessments, peer reviews, and risk monitoring to assess compliance with standards and identify and escalate risks to safety and quality arising from service delivery.
- Provide high-level reporting and support the development of KPIs and systems to track service consistency, safety, quality, and user outcomes.
- Operate with a high degree of autonomy while maintaining transparent, accurate, and timely reporting to the Navigation Service Program Quality Stream Lead, including proactive escalation of operational risks, delivery impacts, implementation challenges, and emerging practice concerns reflective of the operational reality of the service environment.

Complexity and Problem Solving

- Lead analysis of complex, ambiguous, and unique practice issues involving significant intangibles, variable factors, and cross-system considerations.
- Exercise independent judgment in designing assurance methodologies, risk approaches, and evaluation criteria needed to support national practice safety and consistency.
- Resolve issues that impact national navigation program functioning, advising on system-wide implications and shaping long-term approaches to practice quality and risk.
- Anticipate emerging risks across a federated service environment and develop creative, evidence-informed solutions supporting cohesive national responses.

Risk and Safety in Practice

- Ensure user assessments systematically identify vulnerabilities and risks, and that responses are consistent and timely.
- Oversee the implementation of risk management frameworks within practice, including safeguarding and escalation protocols to strengthen staff capability in safety and risk practices.

Collaboration and Support

- Facilitate effective collaboration between the incumbent vendor, frontline service representatives, jurisdictional leads, training, change, and program quality functions to ensure SPF development remains business-led and operationally grounded.
- Advocate for frontline operational perspectives throughout SPF development, ensuring current service practice, staff workflows, user needs, and jurisdictional realities are clearly understood and reflected in vendor outputs.
- Support the translation of vendor-developed SPF materials into practical business implementation artefacts, including training inputs, change impacts, transition planning, operating guidance, and release readiness considerations.

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- Collaborate with national leadership, jurisdictional leads, and external partners to embed national frameworks and foster culturally safe, trauma-informed, and high-quality navigation practice through coaching and support.
- Support capability uplift in complex practice areas including cultural safety, trauma-informed practice, safeguarding, quality assurance, and consistent referral practice.

Main Challenges

- Tight delivery timelines within a multi-year digital transformation program.
- Managing an extensive stakeholder group across Cancer Council’s federated structure.
- Coordinating multiple stakeholders and managing complex & unique cultural needs across priority populations in various locations.
- Balancing competing stakeholder priorities within a federated governance model.

Key Relationships

Position reports to the Quality and Reporting Manager

Position works closely with:

- Training and Development Specialist
- Change team
- Service Delivery Leads
- Jurisdictional Leads
- SPF vendor
- Frontline stakeholders

Selection Criteria

Essential:

- Strong understanding of national service delivery frameworks, service practice models, and quality assurance approaches.
- Demonstrated ability to translate strategic frameworks into consistent operational practice.
- Experience working with vendors to develop business-led operational frameworks, ensuring external deliverables are practical, fit-for-purpose, and aligned to frontline service needs.
- Strong ability to translate current service practice, frontline workflows, and operational constraints into clear requirements, feedback, and guidance for vendor-developed outputs.
- Demonstrated ability to act as a bridge between vendor delivery, business operations, training, change, frontline service teams, and program quality functions.
- Understanding of release-based program delivery, including how operational frameworks may need to mature progressively across future releases.
- Ability to identify gaps between current-state practice, future-state requirements, and vendor-produced materials, and to recommend practical actions to support implementation and adoption.
- Skilled in building collaboration across federated or multi-jurisdictional services.
- Commitment to cultural safety, trauma-informed practice, and person-centred service delivery.
- Data literacy and ability to interpret quality metrics.

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- Experience with accreditation, regulatory compliance, assurance, or service quality frameworks.
- Strong communication and coaching skills for cross-jurisdictional collaboration.
- Demonstrated understanding of project delivery and program management principles, including implementation planning, governance, risk management, and cross-functional coordination within complex service environments.
- Demonstrated flexibility and adaptability to operate effectively within a complex federated national program environment, balancing consistency of national standards with differing jurisdictional operational contexts and stakeholder needs.

Desirable:

- Postgraduate qualifications in public health, health equity, or project management.
- Understanding of cancer-related support services and broader health system.

APPROVED BY:		Date:
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