

POSITION DESCRIPTION	
Title	Capability Development Specialist
Super Stream	Strategic Automation & Digital Experience
Department	Digital Innovation
Classification	AO7
Agreement	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement (HAMA) 2025-2027
Reports to	Lead, Change & Capability
Accountable to	Manager, Engagement & Change

Organisational Overview

The Royal Women's Hospital (**the Women's**), The Royal Melbourne Hospital (**RMH**), and Peter MacCallum Cancer Centre (**Peter Mac**) are leading Victorian public health services located within the Parkville precinct.

The **Women's** is Australia's foremost specialist hospital for women and newborns, delivering primary and tertiary care through a workforce of more than **2,500 staff**, and is internationally recognised for excellence in care, teaching, and research.

The **RMH** is one of Victoria's largest tertiary health services, providing world-class medical, surgical, and mental health programs. Supported by over **12,000 staff**, RMH is a designated trauma centre and leader in neurosciences, nephrology, oncology, cardiology, and virtual health.

The **Peter Mac** is a global leader in cancer research, education, and treatment, with more than **3,900 staff**, including over **700 researchers**, driving innovation in cancer prevention, diagnosis, and care.

Together, these organisations deliver integrated, research-driven, and patient-centred healthcare to local, state, and international communities.

Department Overview – Digital Innovation Service

The Digital Innovation Service (DI), hosted by the Women's, provides a unified ICT capability across the Parkville Local Health Service Network. DI supports the Women's, RMH, and Peter Mac by delivering shared digital infrastructure, systems, and innovation services critical to their clinical and operational performance.

Between July 2024 and June 2025, DI managed over 139,000 support tickets, supporting than 19,000 staff across the health services, highlighting its essential role in enabling safe, reliable, and connected care across the precinct.

In addition, DI provides services under Service Level Agreements to the Parkville Youth Mental Health and Wellbeing Service (PYMHWS) and limited legacy support to Northern Health and Western Health.

Position Purpose

The Capability Development Specialist is responsible for designing, delivering, and supporting initiatives that build capability and strengthen skills across the Strategic Automation & Digital Experience stream.

Reporting to the Lead, this role ensures that individuals and teams are equipped with the knowledge, tools, and skills necessary to adopt digital and automation solutions effectively. The Specialist works to embed learning frameworks, foster continuous improvement, and enhance organisational digital literacy and capability.

In addition, this position supports and responds to training requests related to enterprise tools supported by Digital Innovation (e.g. Microsoft 365 suite), ensuring staff receive timely and effective enablement. The Specialist may also contribute to project-based learning and change initiatives assigned to them, helping to drive sustainable performance improvement, innovation, and adaptability in line with the organisation's strategic objectives.

Key Responsibilities

Strategic Automation & Digital Experience

- Design, coordinate and deliver comprehensive capability-building programs, including eLearning modules, guided simulations, video-based learning, micro-learning, quick reference guides (QRGs) and instructor-led (both in-person and virtual) and other formats suited to staff needs, to drive adoption of digital and automation initiatives.
- Facilitate training sessions tailored to various audiences, from frontline staff to leaders.
- Identify skills gaps and develop targeted learning interventions to address organisational needs.
- Collaborate with teams to ensure capability initiatives align with strategic objectives and deliver measurable outcomes.
- Monitor and evaluate the effectiveness of capability development activities, recommending enhancements to improve adoption and performance.
- Contribute capability building and change enablement components to projects assigned by the Lead.
- Develop role-based, process-based, and system-based training to support the successful implementation or enhancement of digital solutions.
- Support project teams with communication, readiness planning, and stakeholder engagement.

Strategic Leadership

- Provide expert advice on sustainable capability development strategies to support the Strategic Automation & Digital Experience roadmap.
- Translate organisational and program objectives into actionable learning and development plans.
- Promote a culture of continuous learning, innovation, and digital adoption across the organisation.
- Contribute and support leadership in embedding capability development practices that drive transformation outcomes.

Operational Performance

- Respond to, coordinate, and deliver training requests for enterprise tools supported by Digital Innovation (e.g. Microsoft 365 suite)
- Maintain up-to-date knowledge of supported tools and upcoming changes impacting learning needs
- Oversee and deliver the planning, delivery, and evaluation of capability-building initiatives, ensuring high-quality outcomes.
- Develop and maintain accurate documentation, training content, reporting, and records for learning programs and related activities.
- Monitor, evaluate and continuously improve learning programs using learner feedback, data, and adoption metrics.
- Identify operational challenges and implement solutions to optimise capability development delivery.
- Contribute and support governance and compliance processes within capability-building programs.

People and Culture

- Collaborate with colleagues to build a supportive, collaborative, and high-performing culture.
- Provide coaching, mentoring, and guidance to individuals and teams to enhance skills and performance.
- Contribute and support knowledge sharing, professional development, and continuous learning initiatives.
- Foster an inclusive environment that values diverse perspectives and encourages engagement.
- Provide digital services support for all hospital sites supported by the Digital Innovation.
- Participate in daily duty roster support across all supported health service sites as required and scheduled.
- Be available for after-hours on-call support duties across all supported hospital sites as required and rostered.
- Participate in off-site support roster as scheduled.
- Contribute to coordinated teamwork and information sharing.
- Request planned leave promptly and maintain excess leave balances in line with hospital guidelines.
- Submit timesheets and leave requests in accordance with maximum leave balances and attendance requirements.
- Engage in performance management, professional training, and development opportunities as required.
- Complete all mandatory hospital training requirements within specified timeframes.
- Consistently demonstrate hospital values in all interactions and activities.

Stakeholder and Relationship Management

- Build and maintain strong relationships with internal stakeholders, project teams, and external partners to inform capability initiatives.
- Engage with business units and teams to understand needs, gather feedback, and co-design learning solutions.
- Facilitate workshops, training sessions, and briefings to enhance capability and adoption.
- Act as a trusted advisor on capability development, ensuring initiatives support organisational objectives.
- Collaborate with SMEs, technology teams, and other stakeholders to ensure learning solutions are aligned, effective, and sustainable.

Financial and Risk Management

- Contribute to budgeting, resource planning, and financial oversight for capability development initiatives.
- Monitor expenditure to ensure alignment with approved budgets and organisational policies.
- Identify, assess, and mitigate risks associated with learning and development initiatives.
- Ensure compliance with governance, reporting, and risk management obligations related to capability-building programs.

Key Relationships

Internal:	External:
Chief Digital Information Officer	Victorian Department of Health
Deputy CDIOs	Technology vendors and service providers
Directors and Managers within Digital Innovation	Partner health services and universities
Clinical, Research, and Corporate Leaders	Research collaborators and innovation partners
Learning Management System Administrators	
Communication Team	

Organisational Relationships

- Number of employees that are consumers of the DI service: **19,000+**

Performance and Accountability

Performance objectives are set annually with the CDIO, focusing on:

- Delivery of strategic digital outcomes
- Service reliability and cybersecurity
- Financial sustainability
- Workforce capability
- Innovation and precinct collaboration

Key Selection Criteria

- Tertiary qualifications in Learning and Development, Education, Information Technology, Digital Health, Digital Design, Marketing or related disciplines
- Certifications or training relevant to digital platforms, instructional design, change management, project management or contemporary digital literacy frameworks.
- Strong instructional design capability, with demonstrated experience applying adult learning principles (e.g., VARK, ADDIE) to create engaging and accessible learning experiences.
- Proficient in digital learning content development, including eLearning modules, simulations, user guides, and video content using modern authoring tools (e.g., Articulate 360, Captivate, Rise, LMS platforms, etc.).
- Effective facilitator and trainer, capable of delivering engaging in-person and virtual training for diverse audiences and skill levels.
- Outcome-focused and improvement-driven, with the ability to measure learning effectiveness, analyse feedback and adoption data, and continuously refine content and programs.
- High order ability to engage, influence, and collaborate effectively with diverse internal and external stakeholders.
- Demonstrated strategic thinking, planning, and project management capabilities within complex regulatory and health service environments.
- Strong communication and facilitation skills, with the ability to engage audiences at all levels.
- Ability to translate technical concepts into accessible and practical learning content.
- Proficiency in designing effective training materials and programs is crucial.
- Able to adapt their training methods to accommodate different learning styles and environments.
- Adaptability, curiosity, and a continuous improvement mindset.

Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Occasional
Sitting – remaining in a seated position to complete tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	Not Applicable
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Frequent
– Moderate lifting and carrying 5–10 kilos	Rare
– Heavy lifting and carrying – 10–20 kilos.	Not Applicable
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Frequent
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	Not Applicable
Reaching – arm fully extended forward or raised above shoulder	Not Applicable
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Prolonged/Constant
– Gripping, holding, twisting, clasping with fingers / hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Prolonged/Constant
Problem Solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Not Applicable
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare
Definitions used to quantify frequency of tasks / demands as above	
Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

Employee Responsibilities and Accountabilities

- Be aware of and work in accordance with Hospital policies and procedures, as amended from time to time, including:
 - Code of Conduct
 - Confidentiality
 - Data Accountability Framework
 - Infection Control
 - Occupational Health and Safety
 - Patient Safety
 - Performance Development Management
 - Respectful Workplace Behaviours
 - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. Expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.

As a consequence all staff are responsible and accountable to ensure that (within their area of work):

 - Data recording and reporting, is timely, accurate (ie error free) and fit for purpose.
 - Data management system policies and control processes are complied with on all occasions.
 - Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details to undertake a national Police check.
- Expect staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

Declaration

I have read, understood and agree to abide by responsibilities and accountabilities outlined in this position description.

Employee Name:

Employee Signature:

Date:

Developed Date:	January 2026
Developed by:	Chief Digital Information Officer
Date of next Review:	January 2027
