POSITION DESCRIPTION

Title	Change Officer
Super Stream	Strategic Automation & Digital Experience
Department	Digital Innovation
Classification	AO5
Agreement	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
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 Change Officer acts as a proactive change agent, supporting the delivery and enablement of change across project and business-as-usual (BAU) initiatives.

This role ensures that stakeholders are prepared for, informed about, and supported through digital and automation initiatives. The Change Officer contributes to the implementation of change strategies, communication plans, and adoption initiatives, helping to maximise the benefits and effectiveness of transformation programs.

This position also supports the embedding of a culture of adaptability, engagement, and continuous improvement across teams and initiatives.

Key Responsibilities

Strategic Automation & Digital Experience

- Assist in the planning and execution of change and adoption initiatives for projects, BAU campaigns and digital transformation programs.
- Support the implementation of frameworks, tools, and activities that enable successful adoption of new systems and processes.
- Monitor adoption progress and provide feedback to improve engagement and outcomes.
- Ensure change activities are aligned with organisational goals and program objectives.

Strategic Leadership

- Provide input and support to leadership on change management approaches and adoption strategies.
- Contribute to embedding change considerations within the Strategic Automation & Digital Experience roadmap.
- Advocate for user-centric and evidence-based approaches to change and adoption.
- Support and assist leaders in reinforcing change initiatives across teams and projects.
- Work closely with project teams, business units, and stakeholders to ensure timely awareness and engagement with change initiatives.

Operational Performance

- Act as a point of contact for queries or feedback related to change initiatives and escalate issues as appropriate.
- Support workshops, focus groups, and other stakeholder engagement activities to encourage adoption and readiness.
- Coordinate and deliver operational elements of change initiatives, including communications, training support, and engagement activities.
- Support the preparation of reports, dashboards, and other documentation to track adoption, engagement, and effectiveness of change activities.
- Maintain accurate records, documentation, and reporting for change activities.
- Identify operational challenges and contribute to solutions that enhance adoption and engagement.
- Ensure compliance with organisational policies, standards, and governance in change management activities.

People and Culture

- Collaborate with colleagues to promote a positive and adaptable work culture.
- Support capability-building initiatives and knowledge sharing in change and adoption practices.
- Encourage collaboration, engagement, and continuous learning across teams.
- Foster an inclusive environment that values diverse perspectives and encourages participation.
- 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 end-users.
- Engage with stakeholders to understand needs, gather feedback, and ensure support for adoption initiatives.
- Facilitate briefings, workshops, and consultations to support alignment and engagement.
- Act as a point of contact for change-related matters, providing guidance and advice as needed.

Financial and Risk Management
- Contribute to planning and monitoring of resources for change initiatives.
- Ensure activities are delivered efficiently and within budget where applicable.
- Identify, assess, and mitigate risks related to adoption, engagement, and change activities.
- Ensure compliance with governance, reporting, and risk management obligations associated with change 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
Communications Team	
Project Managers, Product Owners, Business Analysts, and SMEs	

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 Information Technology, Organisational Change, Project Management, Marketing, Communication, Digital Design or related disciplines
- Experience supporting change management, training or adoption activities in a project or business environment
- Experience in stakeholder engagement, project support, training support, or communications related to change initiatives
- Ability to engage, influence, and collaborate effectively with diverse internal and external stakeholders.
- Strong interpersonal and communication skills to build relationships and influence stakeholders
- Analytical and detail-oriented, able to assess change impacts and risks effectively
- Consumer-focused mindset with the ability to support users through change transitions

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

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