

POSITION DESCRIPTION	
<b>Title</b>	Deputy Chief Digital Information Officer
<b>Super Stream</b>	Strategic Automation & Digital Experience
<b>Department</b>	Digital Innovation
<b>Classification</b>	DX99
<b>Agreement</b>	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
<b>Reports to</b>	Chief Digital Information Officer
<b>Accountable to</b>	Chief Digital Information Officer

### 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 Deputy Chief Digital Information Officer (Deputy CDIO), Strategic Automation & Digital Experience provides strategic leadership, strategic oversight, and operational accountability for strategy, automation and digital experience. This role is pivotal in translating the organisation's digital vision into actionable, high-impact initiatives that drive transformation, improve operational efficiency, and enhance the experience across the Parkville precinct.

Reporting to the Chief Digital Information Officer (CDIO), the DCDIO ensures that all digital, automation, and experience initiatives are delivered with a focus on value, resilience, and scalability. The role drives value

through system optimisation, automation, and the responsible adoption of emerging technologies, including AI, within a strong governance and vendor management framework aligned to organisational priorities.

The DCDIO also holds primary site accountability for delivering and maintaining digital services within their designated health service, fostering collaboration, consistency, and an integrated digital ecosystem across The Women's, RMH, and Peter Mac. With a strong outward focus, the role actively supports inter-service collaboration, stakeholder engagement, and precinct-wide digital transformation initiatives, strengthening digital maturity and innovation across the network.

The DCDIO will act for and cover the CDIO as required, ensuring leadership continuity across strategic, operational, and governance functions. In this capacity, the DCDIO represents the Digital Innovation portfolio at executive forums, maintains oversight of precinct-wide priorities, and ensures that digital strategies and programs continue to progress seamlessly during the CDIO's absence.

## Key Responsibilities

### Strategic Automation & Digital Experience

- Lead the design, implementation, and optimisation of digital and automation strategies across the organisation.
- Oversee the delivery of large-scale digital programs, ensuring alignment with organisational objectives and technology standards.
- Drive adoption of innovative technologies, tools, and platforms that improve operational efficiency and user experience.
- Ensure strategic alignment between digital initiatives and business priorities, regulatory requirements, and industry best practices.
- Monitor and evaluate performance of digital initiatives, recommending enhancements to maximise value and impact.

### Strategic Leadership

- Act as a trusted advisor to the CDIO and executive leadership on digital strategy, automation, and transformation initiatives.
- Provide executive-level oversight of strategic planning, governance, and decision-making across the stream.
- Champion digital innovation, emerging technologies, and enterprise-wide transformation initiatives.
- Develop and mentor senior leaders within the Strategic Automation & Digital Experience stream, fostering high-performing teams and leadership succession.
- Represent the organisation in external forums, partnerships, and industry networks to promote best practice and influence digital strategy.

### Operational Performance

- Ensure effective delivery of digital programs, balancing quality, scope, cost, and time.
- Establish and monitor operational metrics, KPIs, and reporting frameworks to drive accountability and performance.
- Identify operational risks and issues, implementing strategies to mitigate impact and maintain continuity.
- Integrate automation, digital experience, and technology initiatives into business operations for efficiency and effectiveness.
- Oversee the development and implementation of policies, standards, and procedures that ensure operational excellence.

### People and Culture

- Lead and mentor multidisciplinary teams, fostering collaboration, accountability, and innovation.
- Build workforce capability and succession aligned with digital platforms and delivery methods.
- Drive professional development, performance management, and career growth.
- Implement innovative workforce practices to optimise resources and enhance people and culture outcomes.

- Promote a culture of inclusion, learning, and accountability consistent with public health service values.
- Encourage behaviours aligned with organisational values and operational excellence.
- 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.
- Role model, lead and ensure coordinated teamwork and information sharing.
- Manage planned leave balances of self and team in line with hospital guidelines and requirements.
- Ensure rosters for self and team are accurate and in accordance with entitlements and attendance requirements.
- Engage in and where required, lead performance management, professional training, and development opportunities.
- 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 strategic relationships with board members, internal stakeholders, executive teams, and business units.
- Engage with external partners, vendors, regulators, and industry bodies to support digital strategy, automation, and transformation initiatives.
- Act as a senior point of contact for digital governance, enterprise programs, and technology advisory matters.
- Facilitate collaboration, consultation, and alignment across multiple stakeholders to ensure delivery of outcomes.
- Serve as an ambassador for the organisation's digital vision, fostering trust and credibility with key stakeholders.

#### Financial and Risk Management

- Oversee budgets, contracts, procurement, and expenditure to ensure value, sustainability, and alignment with organisational priorities.
- Lead vendor engagement, contract, and release management within strong governance and risk frameworks.
- Ensure compliance with financial, risk, cybersecurity, privacy, and data protection standards, including ACSC ISM and Essential Eight.
- Develop business cases, analyse costs, and optimise budget allocation for digital innovation.
- Identify and mitigate digital health risks, escalating issues as required to maintain safe and reliable services.
- Support the CDIO in implementing enterprise digital governance frameworks and reporting to executive and board committees.

### Key Relationships

Internal:	External:
Chief Digital Information Officer	Victorian Department of Health
Partner organisation Board, Chief Executives and Executives	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

### 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

- Proven leadership of large-scale ICT or digital health environments, including high-performing multidisciplinary teams and digital transformation programs.
- Expertise in digital platform management, data governance, research infrastructure, and adoption of emerging technologies such as AI and automation.
- Ability to engage, influence, and collaborate effectively with diverse internal and external stakeholders.
- Strong commercial acumen, vendor management experience, and strategic financial and operational oversight.
- High-level strategic thinking, planning, and project management capabilities within complex regulatory and health service environments.
- Postgraduate qualifications in Information Technology, Digital Health, or a related discipline, or equivalent senior-level professional experience.

## 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.

<b>Physical Demands</b>	<b>Frequency</b>
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
<b>Sensory demands</b>	<b>Frequency</b>
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
<b>Psychosocial demands</b>	<b>Frequency</b>
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
<b>Definitions used to quantify frequency of tasks / demands as above</b>	
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:	December 2025.
Developed by:	Chief Digital Information Officer
Date of next Review:	December 2026