

| POSITION DESCRIPTION | |
|-----------------------|---|
| Title | Program Manager |
| Super Stream | Project Delivery & Transformation |
| Department | Digital Innovation |
| Classification | AO99 |
| Agreement | Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025 |
| Reports to | Portfolio Director |
| Accountable to | Deputy CDIO, Project Delivery & Transformation |

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 Program Manager, Project Delivery & Transformation is responsible for leading the planning, execution, governance, and successful delivery of major digital and transformation programs that underpin organisational strategic objectives. The role oversees complex, multi-stream initiatives, ensuring delivery excellence, strong alignment to business outcomes, and effective management of scope, time, cost, quality, and benefits realisation.

The position, reporting to the director, provides high-level guidance across program teams, drives consistent delivery methodologies, and ensures that transformation activities are well integrated across the organisation.

The Program Manager works closely with the directors, executive stakeholders, and cross-functional teams to support strategic decision-making and ensure the organisation is equipped to adopt and embed change.

This role requires expert leadership, strong program governance capabilities, and the ability to operate with a high degree of autonomy and strategic influence across the digital and transformation landscape.

Key Responsibilities

Project Delivery & Transformation

- Lead the design, planning, and delivery of major programs within the Project Delivery & Transformation stream, ensuring alignment to organisational strategy and digital roadmap priorities.
- Drive disciplined program management across all phases, including initiation, planning, mobilisation, execution, monitoring, and close-out.
- Manage program interdependencies, risks, issues, milestones, scope changes, and benefits tracking to ensure successful delivery of outcomes.
- Embed contemporary delivery frameworks (e.g., Prince2 and structured waterfall approaches) tailored to program complexity.
- Ensure program deliverables incorporate strong user-centred design, digital standards, cyber security requirements, and enterprise architecture alignment.
- Oversee the preparation of high-quality documentation including business cases, program plans, risk profiles, resource plans, and project/program reporting.
- Support organisational transformation by ensuring effective change management, communication, and readiness activities are embedded into program planning.

Strategic Leadership

- Provide strategic advice to the director and senior leadership on program direction, progress, risks, and emerging opportunities.
- Contribute to the development of strategic plans, roadmaps, and prioritisation frameworks for digital transformation and delivery initiatives.
- Anticipate and respond to emerging organisational needs, recommending program adjustments to optimise outcomes.
- Champion innovation, continuous improvement, and best practice delivery methods across the program team and broader portfolio.
- Represent the program in enterprise governance forums, steering committees, and cross-agency or sector working groups.

Operational Performance

- Establish efficient operational structures to support effective program governance, assurance, and performance monitoring.
- Ensure clear KPIs, delivery milestones, and benefits metrics are established and actively managed.
- Monitor performance, escalate concerns, and implement mitigation strategies to maintain program integrity and delivery momentum.
- Maintain compliance with procurement guidelines, legislative requirements, cyber risk controls, and organisational policies.
- Facilitate program audits, health checks, stage gates, and assurance reviews to ensure accuracy, quality, and transparency in reporting.
- Drive consistent use of templates, delivery tools, and repeatable processes across the program to enhance efficiency and reduce delivery risk.

People and Culture

- Manage and support multidisciplinary teams, ensuring effective collaboration, clear accountability, and a positive team culture.
- Coordinate workforce planning, recruitment, and onboarding activities to ensure appropriate capability and resourcing for operational delivery.
- Oversee performance management, staff development, and training initiatives to build capability and support career progression.

- Implement workforce processes and practices that promote efficiency, engagement, and alignment with digital and clinical operations.
- Champion a safe, inclusive, and respectful workplace culture that reflects the organisation's values and supports staff wellbeing and continuous improvement.
- 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 strong relationships with internal stakeholders including executives, operational leaders, steering committee members, and program sponsors.
- Collaborate with cross-functional teams to ensure program alignment, shared ownership, and smooth integration of transformation initiatives.
- Manage engagement with external partners, vendors, and technology providers to support program delivery and contractual performance.
- Lead clear, timely, and accurate communication to stakeholders, including reporting, status updates, risk escalations, change impacts, and key decisions.
- Ensure that transformation activities are effectively communicated and embedded into the organisation through strong stakeholder engagement and change support.

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 |
| 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 | |

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| Project Managers, Product Owners, Business Analysts, and SMEs | |
| Technical Support Leads & Managers across the precinct | |

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

- Bachelor's degree (or higher) in Business, Healthcare Administration, Information Technology, Digital Health, or a related discipline, or equivalent experience.
- 5+ years' experience in process improvement, operations, or digital transformation within healthcare or similarly regulated environments.
- Working knowledge of RPA, AI, and intelligent automation, with the ability to evaluate tools and platforms.
- Experience in pipeline and portfolio management, including business case development and benefits realisation.
- Understanding of healthcare operations, patient workflows, and regulatory requirements.
- Proven leadership in ICT or digital health, including leading multidisciplinary teams and delivering transformation programs.
- Strong stakeholder engagement and influence across internal and external groups.
- Strategic thinking and project management capability in complex government and health service environments.

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:

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| Developed Date: | December 2025. |
| Developed by: | Chief Digital Information Officer |
| Date of next Review: | December 2026 |
