

## Position Description

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<b>Position title:</b>	Project Manager
<b>Department:</b>	Digital Innovation
<b>Classification:</b>	Administrative Officer Grade 8, Year 1 – 5 (AO81 – AO85)
<b>Agreement:</b>	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025</i>
<b>Reporting to:</b>	<i>Director, Digital Collaborations &amp; Initiatives</i>

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### About us

#### *The Women's*

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

#### *The Royal Melbourne Hospital*

As one of the largest hospitals in the state, with more than 11,000 staff, The Royal Melbourne Hospital provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, surgical oncology, cardiology and virtual health.

### Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**

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- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

### **Our commitment to inclusion**

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

### **About the department/unit**

The one Digital Innovation Program (oDIP) is a newly created department servicing The Women's and The Royal Melbourne Hospital. Formulated through the partnering of the Information Management and Technology Directorate at The Women's and the Digital Innovation Department at The Royal Melbourne Hospital who were responsible for the management and maintenance of the Digital Assets encompassing networks, storage, communications and applications enabling the delivery of safe, quality care.

The One Digital Innovation Program will deliver on new digital advancements, efficiencies and explore opportunities around collaboration and consolidation of digital platforms. Our digital tools have enabled our health services to stay connected during the pandemic, supporting an exponential growth in virtual health, workplace flexibility and consumer demand in supplying alternate models for access to care.

The Women's will be responsible for the employees and the service provision of the one Digital Innovation Program. The one Digital Innovation Program will be accountable to The Women's and The Royal Melbourne Hospital as equal partners which will be formulated within a collaboration agreement.

The one Digital Innovation Program will deliver:

- Exceptional Consumer Success.
- Talent and Capability alignment to meet our Digital Demands.
- Innovation through Collaboration to achieve the required Digital Innovation Demands.

### **Position purpose**

Reporting to the Director of Digital Collaborations & Initiatives, the Project Manager role positions within the one Digital Innovation Program, will be accountable for leading and managing designated projects within the Enterprise Program Management Office (EPMO) for The Women's and The Royal Melbourne Hospital. The EPMO within the oDIP Digital Collaborations & Initiatives stream, will deliver and review a broad range of existing and new digital initiatives with the aim of advancing the connectivity and integration of our consumers.

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## Key responsibilities

### Project Foundation Phase

- Confirm design and implementation schedule.
- Resource planning with PMO and vendor team (as applicable) including:
  - Identify the team and supporting resources required to successfully deliver the project, and
  - Prepare for operational activities.
- Establishing a Project Steering Committee to guide, oversee and govern the project.
- Collect current KPIs to measure benefits after go-live.
- Ensure that relevant acceptance criteria are understood and agreed.
- Regularly monitor the progress of team and vendor activities against the agreed schedule and consolidating these into reports to the Project Management Working Group and Steering Committee.
- Identify, track and resolve issues and mitigate risks and, where appropriate, escalate to the governing bodies together with options and recommendations.

### Project Deployment Phase

- Regularly monitor the progress of team and vendor activities against the agreed schedule and consolidate these into status reports for EPMO and Steering Committee.
- Ensure that timelines are met, costs are managed within budget and deliverables are of acceptable quality.
- Identify, track and resolve issues, mitigate risks, and where appropriate escalate to the governing committee options and recommendations for action.
- Ensure the solution and workflows are appropriately tested with detailed test scripts and results documented.
- Ensure change is appropriately managed including workflow reviews, product configuration, user training and amendments to operational processes.
- Participate in Project Gate Reviews and other assurance and control measures to ensure the continued viability of the project and quality of outcomes.
- Ensure all required as-built documents and operational procedures are handed over to the BAU / operational teams for ongoing support.
- Undertake all project closure activities inclusive of planning and delivery of a Post Implementation Review.

### Strategic Management and Planning

- Lead and deliver on the digital transformation program.
- Lead and contribute to strategic and operational planning to achieve business goals by fostering innovation.
- Set the direction and provide support to achieve the organisational strategic priorities.

### Human Resource Management | Staff Management

- Provide leadership support to the DC&I Director in managing the overall EPMO portfolio of projects.
- Program Managers will be responsible for a number of projects which will in the main be led by assigned project managers and delivered with the input of EPMO resources (analysts, change and test managers, support officers) and business subject matter experts.

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- Program Managers will provide mentoring and support for the project team responsible for delivery of the assigned projects. Working closely with the DC&I Director in appraise the performance of the project team and ensure that staff receive appropriate performance management, professional training and development opportunities.

### **Change and Benefits Management**

- Foster a culture of excellence, innovation, and positive people management.
- Create a culture of 'digital change accountability' with the organisational leaders so that staff are effectively engaged managed and supported through the change.
- Communicate, facilitate and negotiate the introduction of digital change with key stakeholders.
- Contribute to benefits plans that is embedded within organisational structures to ensure effective delivery of benefits.

### **Governance, Quality, Safety and Risk Management**

- Ensure risk management activities are undertaken and effective risk controls are in place.
- Ensure projects are managed within sound governance structures and with consistent use of standard templates and reporting procedures to well inform EPMO and project governance committees of project status, risks and issues, budget position and delivery against agreed schedule.
- Identify the risks associated with project delivery and develop strategies to mitigate such risks.

### **Operational Management**

- Define and deliver sustainable operational processes in support of the digital ecosystem.
- Enable departments to use digital innovations effectively.
- Drive the development, implementation and maintenance of the digital ecosystem and operational governance schedule to deliver the digital programs within agreed timeframes, resources and budget.
- Create a performance culture focused on the delivery of key performance, financial and operational outcomes.

### **Relationship Management | Stakeholder Management | Key Business Partners**

- Develop engagement strategies to inform continuous improvements.
- Ensure the effective communication with Business Partners.
- Provide liaison between the DoH and the organisations.
- Enhance relationships with key stakeholders to ensure digital platforms are in line with best practice.
- Establish and maintain close communication with Executives and Leadership teams.
- Establish strategic relationships with key IM&T vendors and consultants.
- Engage with leading multidisciplinary clinicians and consumers as relevant in programme of work.

### **Leadership and Coordination**

- Provide leadership within the EPMO that will facilitate the timely delivery of projects and support the project managers and assigned resources in delivering quality outcomes.
- Display resilience and demonstrate self-discovery and a commitment to personal development.

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- Communication of progress against agreed deliverables and milestones.
- Facilitate effective decision-making ensuring alignment with oDIP organisational structures.

## **Financial Management**

- Support the DC&I Director in ensuring projects comply with the financial management principles and policies.
- Develop and contribute to the preparation of business cases relating to digital innovation.
- Support the DC&I Director in monitoring assigned projects expenditure aligns with agreed budget cash flow and completion of deliverables.

## **Digital Collaborations and Initiatives**

- Lead, enhance and consolidate the EPMO capacity and capability.
- Advancement of a digitally enabled virtual health to improve patient care and self-management.
- Enhance and consolidate delivery consistency and standardisation in project estimation and delivery the operational management and support of digital technology.
- Deliver a program of work for both organisations that looks for efficiencies.
- Management and control of the projects through the lifecycle of the program by providing strategic oversight, detailed planning and monitoring of progress.
- Mitigation of risks and issues and the provision of executive reporting on the health of the program.

## **Key selection criteria**

- Demonstrated success in managing and delivering ICT-enabled business change management projects.
- Experience managing projects that involve substantial work practice changes.
- Demonstrate experience in-team management skills to build and sustain high profile multi-disciplinary project teams to achieve high quality project outcomes.
- Experience in developing quality business case and project documentation writing skills.
- Comprehensive knowledge of project and people management techniques, tools and methods.
- Experience in developing and monitoring organisational benefits in implementing ICT solution.
- Exceptional Project Reporting and Financial Management skills.
- Effective time management and workload prioritisation skills.
- Ability to work under tight deadlines whilst responding to changing business and technical conditions.
- Establishing and working with project Steering Committees and governance frameworks.
- Planning, prioritising and scheduling project activities and assigning appropriate resources.
- Initiating, progressing and tracking requests for variations to project scope, timelines and resources.
- Excellent interpersonal, written and verbal communication skills and ability to liaise effectively.
- Capability to work closely with vendors and service providers to ensure they deliver on agreed timeframes and quality.

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- Tertiary degree and/or professional qualification in Management, Program/Project Management, Health Management, Information Technology Management or related fields is desirable.

## Organisational relationships

### Internal relationships

- Chief Executives.
- Executive Directors, & Board.
- Clinical Directors, & Senior Medical Staff.
- General Managers, Directors, & Managers.
- All Staff.
- Parkville Precinct Partners

### External relationships

- External Partners, & Vendors.
- Department of Health (DoH).
- CIOs or equivalent within other health services.
- Community, Volunteers, Local government.
- Other community organisations

**Direct reports:** TBA

**Indirect reports:** TBA

**Budget responsibility:** TBA

## Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
<b>Shift work</b> – rotation of shifts – day, afternoon and night	Occasional
<b>Sitting</b> – remaining in a seated position to complete tasks	Frequent
<b>Standing</b> – remaining standing without moving about to perform tasks	Occasional
<b>Walking</b> – floor type even, vinyl, carpet,	Occasional
<b>Lean forward/forward flexion from waist</b> to complete tasks	Rare
<b>Trunk twisting</b> – turning from the waist to complete tasks	Rare
<b>Kneeling</b> – remaining in a kneeling position to complete tasks	Rare
<b>Squatting/crouching</b> – adopting these postures to complete tasks	Rare
<b>Leg/foot movement</b> to operate equipment	Not Applicable
<b>Climbing stairs/ladders</b> – ascending and descending stairs, ladders, steps	Rare
<b>Lifting/carrying</b> – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Not Applicable
<b>Push/pull of equipment/furniture</b> – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
<b>Reaching</b> – arm fully extended forward or raised above shoulder	Not Applicable

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<b>Head/neck postures</b> – holding head in a position other than neutral (facing forward)	Not Applicable
<b>Sequential repetitive actions in short period of time</b>	
– Repetitive flexion and extension of hands wrists and arms	Prolonged/Constant
– Gripping, holding, twisting, clasping with fingers/hands	Prolonged/Constant
<b>Driving</b> – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
<b>Sensory demands</b>	<b>Frequency</b>
<b>Sight</b> – use of sight is integral to most tasks completed each shift	Prolonged/Constant
<b>Hearing</b> – use of hearing is an integral part of work performance	Prolonged/Constant
<b>Touch</b> – use of touch is integral to most tasks completed each shift	Prolonged/Constant
<b>Psychosocial demands</b>	<b>Frequency</b>
<b>Observation skills</b> – assessing/reviewing patients in/outpatients	Prolonged/Constant
<b>Problem solving</b> issues associated with clinical and non-clinical care	Prolonged/Constant
<b>Working with distressed people and families</b>	Prolonged/Constant
<b>Dealing with aggressive and uncooperative people</b>	Not Applicable
<b>Dealing with unpredictable behaviour</b>	Rare
<b>Exposure to distressing situations</b>	Rare

#### Definitions used to quantify frequency of tasks/demands as above

<b>Prolonged/constant</b>	70 – 100 % of time in the position
<b>Frequent</b>	31 – 69 % of time in the position
<b>Occasional</b>	16 – 30% of time in the position
<b>Rare</b>	1 – 15% of time in the position
<b>Not applicable</b>	0% of time in the position

### Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

### Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

### Declaration

**By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.**

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**Developed date:** April 2025

**Developed by:** Director, Digital Collaborations & Initiatives

**Date of next review:** April 2026

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