

POSITION DESCRIPTION

Position Title:	Program Manager
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/ Classification:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	HS5 – HS33 (Grade 5, Level 1 to Level 5)
Direct Reports:	Various Positions Depending on Projects
Reports To:	Director, Project and Programs
Date Prepared/Updated:	18 April 2026

Position Purpose

The Digital Health Program Manager is accountable for leading the end-to-end planning, delivery, and organisational adoption of a major clinical system implementation across all disciplines within the health service. The role provides strategic and operational leadership to ensure the successful deployment of a system that enhances patient care, improves clinical efficiency, and supports safe, integrated, and modern models of care.

Working in partnership with clinical, operational, and technical leaders, the Program Manager oversees governance, stakeholder engagement, vendor and contract management, program planning, workflow design, and organisational readiness. The position ensures that clinical requirements, workflow impacts, integration and data needs, technical dependencies, and change-management activities are coordinated across all streams to deliver a solution aligned with the organisation's digital health strategy.

This role is critical in enabling digital transformation across the organisation. The Program Manager drives disciplined delivery, fosters collaboration across diverse clinical disciplines, manages risks and issues, supports clinical safety requirements, and ensures the program achieves its intended benefits and outcomes.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Western Health is a large and growing health service employing more than 13,000 staff, guided by the CARES values of Compassion, Accountability, Respect, Excellence and Safety. We provide care to a diverse community of more than one million people across acute hospitals, specialist services, community health, mental health, and residential aged care. Our people are at the centre of everything we do, and we are committed to fostering a supportive environment that enables staff to grow, develop, and deliver safe, person-centred care.

Digital transformation at Western Health is underpinned by the Electronic Medical Record (EMR) program, which established the foundation for digitally enabled models of care and organisational growth. Since the successful implementation of the Cerner Millennium EMR in 2018, Western Health has continued to expand and optimise its digital capability. The EMR Phase 2 program—one of the largest digital health initiatives undertaken by the organisation—has extended the EMR across major clinical areas, supporting a single patient record, safer clinical decision-making, improved clinical workflows, and more efficient service delivery. Optimisation of Phase 2.1 is ongoing, with planning underway for Phase 2.2 to further integrate administrative, mental health, renal, dialysis, and community services.

Building on this strong digital foundation, the Digital Health division has been a critical enabler of Western Health's service expansion. The EMR and associated digital platforms first supported the opening of the Joan Kirner Women's and Children's Hospital followed by the transition of mental health services to Western Health, ensuring safe continuity of care and consistent digital workflows. Digital Health also supported the expansion of Sunbury Day Hospital and the digital integration of Bacchus Marsh Hospital, resulting in standardised workflows and a consistent digital experience across sites.

This digital capability continues to support major infrastructure investment, including the opening of the New Footscray Hospital in February this year, the planned Point Cook Community Hospital, and the future Melton Hospital. The Digital Health division has been recognised nationally and internationally for excellence in public sector digital transformation and maintains strong partnerships with universities and research organisations to drive innovation, research, and workforce capability development.

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Key Responsibilities

Program Leadership & Governance

- Provide end-to-end leadership for the planning, governance, and delivery of the program, a complex multi-disciplinary clinical system implementation.
- Establish, operate, and continuously refine program-specific governance arrangements, including reporting, escalation pathways, decision forums, and artefact management.
- Ensure the program remains aligned to organisational digital health strategy, agreed clinical priorities, and all relevant regulatory, safety, and assurance requirements.

Stakeholder & Clinical Engagement

- Work in close partnership with the program's clinical informatics leads to plan and facilitate workshops, design sessions, and reviews that capture program-specific clinical requirements and workflow impacts.
- Manage ongoing communication and engagement for the program with internal stakeholders, executive sponsors, and external delivery partners and vendors.
- Ensure clinical, operational, and executive stakeholders have shared understanding of program scope, impacts, risks, and delivery milestones.

Program Planning, Scope & Requirements Management

- Develop and maintain detailed program-level plans, schedules, scope definitions, risk and issue frameworks, and resource models aligned to agreed outcomes.
- Oversee current-state analysis, future-state workflow design, and the capture of clinical and operational requirements required to deliver the program objectives.
- Ensure configuration, integration, data, and reporting requirements for the program align with clinical workflows, interoperability needs, and patient safety standards.

Delivery Management & Workstream Coordination

- Lead and coordinate integrated delivery across all program workstreams, including clinical, technical, data, change, training, and operational readiness.
- Monitor program delivery performance, inter-workstream dependencies, and emerging risks or constraints, taking timely corrective action where required.
- Ensure the program achieves readiness across all disciplines for testing, training, go-live, stabilisation, and transition to business-as-usual operations.

Clinical Safety, Quality & Risk

- Ensure the program complies with applicable clinical safety frameworks, quality standards, privacy obligations, and organisational policies throughout its lifecycle with oversight of clinical, operational, technical, and workforce risks associated with the program, ensuring effective mitigation, assurance, and escalation.

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Key Working Relationships

Reporting Lines & Direct Reports

Reporting Lines

- Reports to the **Director, Programs and Projects – Digital Health**
- Works closely with:
 - Divisional Director, Digital Health
 - Chief Informatics Officers (CXIO's) - (Medical, Nursing & Midwifery, Allied Health, Pharmacy)
 - Digital Health leadership (applications, data, cybersecurity, infrastructure)
 - Clinical and operational directors across all impacted disciplines

Direct Reports

- Direct supervision may include:
 - Project Managers / Project Coordinators
 - Clinical Leads and Clinical Subject Matter Experts (SMEs)
 - Business Analysts / Workflow Analysts
 - Change Managers and Change Specialists
 - Training Leads and Education Coordinators
 - Technical Integration and Data Leads
 - External consultants, contractors, and vendor resources

Key Working Relationships – Internal

- Executive Sponsors and Governance Committees
- Clinical and operational department managers
- Digital Health operations, infrastructure, applications, cybersecurity, and data teams
- Procurement, Finance, HR, Legal, and Communications

Key Working Relationships – External

- System vendors and professional service providers
- External integration, support, and testing partners
- Partner or neighboring health services engaged in shared initiatives

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Selection Criteria

Mandatory Requirements

Qualifications and Experience

- A tertiary degree in healthcare, science, management or equivalent experience
- Project management qualifications such as Prince2, Agile, PMBoK
- At least 5 years project management experience running medium to large size projects using Prince2 or Agile
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation
- Proven experience managing and operating on a scale, including large, multi-faceted programs or initiatives.

Desirable Qualities

- Demonstrated ability to work autonomously in complex environments, exercising sound judgement, accountability, and ownership of outcomes.
- Strong interpersonal capability, with a proven ability to build, maintain, and positively influence effective relationships across a diverse range of stakeholders.
- Broad understanding of the end-to-end components required to deliver successful outcomes, with the ability to oversee, guide, and assure delivery without necessarily undertaking all activities directly.
- A strategic and systems-focused mindset, with the ability to coordinate, enable, and align people, processes, and priorities to drive effective and sustainable results.

Additional Information

All employees are required to:

- Must be eligible to live and work in Australia
- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Public Records Act 1973, Fair Work Act 2009 (as amended), the Privacy and Data Protection Act 2014 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement

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- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

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I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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