

## POSITION DESCRIPTION

<b>Position Title:</b>	Digital Health Project Manager
<b>Business Unit/Department:</b>	Digital Health
<b>Division:</b>	Digital Health
<b>Award/ Classification:</b>	Health & Allied Services, Managers & Administrative Workers Enterprise Agreement 2021 - 2025
<b>Classification:</b>	HS5
<b>Direct Reports:</b>	Various Positions Depending on Projects
<b>Reports To:</b>	Senior Project Manager
<b>Date Prepared/Updated:</b>	13 June 2025

### Position Purpose

The Project Manager for the Digital Health program of work will lead project teams to plan, execute, and deliver projects successfully. Each project aims to implement an electronic medical record systems and other digital health projects that meet the needs of healthcare providers and patients while complying with regulatory requirements.

In addition to ensuring timely delivery and stakeholder satisfaction, the Project Manager will:

- Manage the full lifecycle of technology implementation, including the deployment and testing of PCs, printers, biomedical devices, and other clinical technologies.
- Coordinate with IT and biomedical engineering teams to ensure infrastructure readiness, including device integration, and system interoperability.
- Oversee the installation, configuration, and testing of hardware and software components to support digital health initiatives.
- Ensure alignment between clinical workflows and technology solutions, facilitating seamless adoption and minimizing disruption to care delivery.
- Monitor and manage risks and issues related to both digital systems and physical infrastructure, ensuring business continuity and patient safety.
- Ensure compliance with cybersecurity, privacy, and health IT standards, including data protection and secure access protocols.
- Continuously improve project processes, incorporating lessons learned and feedback from stakeholders to enhance future implementations.
- Will be expected to manage non- technology project when available

### Our Vision

Together, Caring for the West  
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## Business Unit Overview

Our workforce of over 11,000 employees are driven by our values of 'Compassion, Accountability, Respect, Excellence and Safety' (CARES). We value our people and provide them the opportunity to grow and develop. Our teams are friendly and supportive, ensuring we deliver a safe, person-centred and connected patient experience.

Western Health (WH) is in a period of rapid growth. Our services comprise of four acute public hospitals: Footscray Hospital, Sunshine Hospital (including Joan Kirner Women's and Children's), Williamstown Hospital and Bacchus Marsh & Melton Hospital. We also operate Sunbury Day Hospital, Hazeldean, Grant Lodge Residential Aged Care, as well as community health centres in Melton, Caroline Springs and Bacchus Marsh and a range of community-based services. We care for a diverse community of more than 1 million people with complex care needs ranging from Neonates to Geriatric.

In late 2018 WH successfully implemented the four core Cerner Millennium EMR modules across Footscray Hospital, Sunshine Hospital, (including the Joan Kirner Women's and Children's), Williamstown Hospital, Hazeldean and Sunbury Day Hospital. In doing so we took a significant step towards improving and digitally transforming the way we provide care for our community and patients. The WH EMR provides clinicians with a consolidated view of all relevant information about the patient to facilitate teamwork and multidisciplinary care models, reduce medical errors and duplications and support clinical decision making. It also simplifies and supports clinician workflows, and provides access to best practice knowledge, empowering our clinicians with the tools to enhance the delivery of Best Care.

Following this successful EMR Phase 1 implementation, WH subsequently implemented a number of new EMR functionalities to better support the growing demand from frontline staff.

In early 2021 WH commenced the EMR Phase 2 project, the largest digital health project ever undertaken by the organisation. It is a visionary, comprehensive and innovative project which will allow us to maximize the potential of our EMR.

Such a considerable extension of WH's digital footprint will provide us with the tools to continue to improve the quality, safety and efficiency of patient care and an enhanced patient experience. Upon completion WH will be elevated to fully digital health service status in line with the leaders in digital healthcare.

Due to the considerable scale of the project, it has been divided into two phases, Phase 2.1 and Phase 2.2.

In July 2023 WH implemented EMR Phase 2.1 which involved extending the EMR to clinical areas that previously needed to swap between electronic systems or between electronic and paper processes. These areas included:

- Emergency, Medicine and Access
- ICU and Critical Care
- Surgery and Anaesthesia
- Women's and Children's
- Specialist Clinics
- Cancer Services

With this implementation we have moved closer to a single patient record for each patient across the WH EMR sites, streamlining the clinician and patient experience.

Adoption and optimisation of EMR Phase 2.1 is now underway, as is planning for EMR Phase 2.2. This next phase focuses on bringing together the clinical and administrative workflow by replacing the existing patient administration system with the EMR, expanding the EMR to mental health and renal & dialysis and including additional community services functionality.

This exciting digital expansion is taking place in a time of considerable growth for WH:

- 2019 saw the opening of the Joan Kirner Women's and Children's at Sunshine Hospital. First-class care is being provided in first-class facilities for thousands of families in our local community with 6,054 babies born in the first year of opening.

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- The Victorian Government is investing up to \$1.5 billion to deliver a new 504 bed Footscray Hospital, the largest health infrastructure investment in the state. This is currently under construction and due to open in 2025.
- The Victorian Government has announced the building of a new world-class Melton Hospital and a Point Cook Community Hospital both of which will be managed by Western Health. An expansion of the Sunbury Day Hospital is also currently underway and due to be completed in 2023
- In July 2021, the Bacchus Marsh and Melton hospitals became part of the Western Health network
- In July 2023, Western Health became a Mental Health Service as 671 staff and 16 services previously run by NorthWestern Mental Health and Mercy Health services transitioned to Western Health. This expansion of services included the construction of a dedicated 52-bed Mental Health and Wellbeing Unit at Sunshine Hospital, the largest of four new mental health facilities across the state

July 2023 also saw Western Health begin to deliver primary healthcare for the Dame Phyllis Frost Centre, a correctional facility for women located in Ravenhall

## Key Responsibilities

### Project Planning and Timeline Management

- Develop and maintain comprehensive project plans and timelines for digital health initiatives, including clinical application device implementation and testing in line with Western Health's Project Management Framework and the Digital Health Testing Strategy
- Collaborate with stakeholders to define scope, requirements, deliverables, and allocate resources.
- Integrate infrastructure milestones such as hardware deployment and network readiness into the overall project timeline.
- Monitor progress and provide regular updates to stakeholders.

### Technology Infrastructure Implementation

- Coordinate the installation, configuration and testing of:
  - **PCs, workstations and Handheld devices** for clinical and administrative use.
  - **Printers and multifunction devices** for secure document handling.
  - **Biomedical devices** (e.g., vital signs monitors, infusion pumps) ensuring integration with clinical applications.
- A working knowledge of the technology stack used within a healthcare setting
- Risk and Issue Management
  - Identify and mitigate risks related to both software and hardware components.
  - Address issues such as device compatibility, network outages, or system integration failures.
  - Escalate critical issues and ensure continuity of care is not compromised.

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## End-User Engagement and System Usability

- Ensure digital systems and devices meet the needs of clinical staff and patients.
- Support and plan the testing and initial training, gather feedback on usability of both software and hardware.
- Ensure seamless interaction between users and technology (e.g. access on mobile carts, printer availability in wards).

## Staff Leadership and Development

- Coordinate multidisciplinary teams to achieve project objectives.
- Provide clear direction, performance feedback, and professional development opportunities.
- Ensure compliance with organizational policies and completion of mandatory training.

## Stakeholder Communication and Governance

- Maintain regular communication with sponsors, vendors, IT teams, and clinical leaders.
- Provide updates on both digital and infrastructure components of the project.
- Prepare and present documentation for governance and steering committees

## Key Working Relationships

### Internal:

- Divisional Director, Digital Health
- Senior Project Manager, Digital Health
- Technology Manager, Digital Health
- Digital Health Team members
- Divisional Director, Digital Technology Services (DTS)
- Chief Biomedical Engineering
- Digital Health Chief Information Officers (CXIO's)

### External:

- Oracle Health
- Dell
- Other Health Services
- Other Vendors providing services to Western Health

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## Selection Criteria

### Qualifications and Experience

- A tertiary degree in healthcare, science, management or equivalent experience
- Project management qualifications such as Prince2, Agile, PMBoK
- At least 2 years project management experience running medium size projects using Prince2 or Agile
- Ability to present technical concepts in simple and understandable terms for non-technical audiences
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation

### Key Selection Criteria

- Knowledge and experience working with technologies currently connected to / communicating with Clinical applications
- Experience running projects within the healthcare sector

## 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
- 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: \_\_\_\_\_