

POSITION DESCRIPTION

Position Title:	Project Officer
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 3 – Level 1 to Level 5 (HS3 to HS25)
Reports To:	Project Manager – Project Delivery Office (PDO)
Direct Reports:	N/A
Date Prepared/Updated:	7 July 2026

Position Purpose

Reporting to the Project Manager for the Project Delivery Office, this role will provide a broad range of project officer and administration support for the Director Digital Health, the Project Delivery Office Team and other senior managers of the Digital Health Division.

Key duties and responsibilities of this role fall into the following portfolios of work:

- **Administration** - Diary management, processing leave requests, organising team meetings, assisting with preparation of project reports and briefs, documentation formatting and auditing, maintenance and coordination of divisional team resources, secretariat duties for Digital Health meetings and associated Governance Meetings, maintaining registers and responding to enquiries
- **Recruitment** – Coordination of the various Digital Health teams recruitment campaigns, maintenance of comprehensive and confidential documentation as well as management of on boarding and off boarding processes and documentation. You will also be the key contact between the Digital Health team and Western Health's People and Culture Team.
- **Project Management** – preparation of project reports and briefs, coordinating resources, maintaining project documentation and monitoring project plans, preparation of auditing sessions and reports to ensure the department's project outcomes are achieved on time, budget, to quality standards and within agreed scope, in line with established project management methodology.
- **Stakeholder Engagement** - communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information and support project completion in line with project plans.
- **Finance and Procurement** – place procurement requests through the WH procurement system, process invoices, maintain documentation and audit trails in accordance with WH finance processes and assist with Business Case documentation and submissions as required.

Time spent of the various portfolios above will remain flexible to meet changing business and project needs.

Our Vision

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Business Unit Overview

Our workforce of over 13,000 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:

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- 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.
- 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 to inmates at the Dame Phyllis Frost Centre, a women's corrections centre in Deer Park.

Key Responsibilities

Administration:

- Provide administrative support to the Digital Health Director. This includes being the key contact for the Directors' daily requirements, management of diary and calendar, coordination of leave requests, reimbursements and divisional staff emails.
- Provide administrative and project support to the Digital Health Project team – including hosting external health services, arrangement of team events and catering
- Maintaining department Masterfile, key contacts, internal room bookings and calendars
- Actively manage queries and responses for the Digital Health Project team including management of the shared mailboxes
- Assist with documentation formatting, collating, distribution and auditing as directed
- Assist with the management of project logistics include securing project offices, equipment and training rooms
- Co-ordination and secretariat duties for Digital Health meetings and associated Governance Meetings including meeting scheduling, agendas, minutes, reports and project documentation
- Maintain a record of Digital Health project team assets
- Perform other general administrative duties as required/directed

Recruitment & Onboarding:

- Coordinate all Digital Health recruitment campaigns and processes within Digital Health, with oversight from the Project Manager and the Digital Health Director. This includes but is not limited to creating and reviewing position descriptions, recruitment requests and contract variations, reviewing applications, setting interview panels and questions, maintaining confidential and accurate documentation records and completing required documentation on eRecruit for successful applicants
- Management of all internal Digital Health eRecruit variations
- Key contact between Digital Health team and WH People and Culture Recruitment and Operations Teams
- Management of internal Digital Health on boarding and off boarding activities

Project Management:

- As requested by the Digital Health Director, act as the Project Manager for projects when required , ensuring the assigned project is completed on time, on budget, within scope, to the business requirements and meeting quality standards
- Undertake business analysis of areas as indicated by the Director. This includes writing business cases, planning, negotiating with department/faculty representatives, presenting outcomes from analysis and reporting findings back to WH stakeholders to support decision making.
- Manage the issues and risks of the project to ensure successful project implementation.

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- Undertake appropriate notification, reporting and escalation via the appropriate governance channel when agreed project scope, deliverables and milestones are not met
- Act for the Project Manager of the Project Delivery Office when appropriate
- Contribute to and assist with the design, co-ordination, delivery and evaluation of projects
- Manage individual projects including managing the project budget and coordinating or supervising assigned staff and contractors
- Analyse and collect information, evaluate and report on the delivery of various projects
- Work across multiple projects whilst maintaining effective and responsive communication and support

Stakeholder Engagement:

- Establish and maintain close communication with internal and external stakeholders including but not limited to WH staff, external vendors and government agencies
- Consult and engage with other health services and industry best practice for improvement opportunities that could be applied at WH
- Participate with the Director Digital Health and Project Team members in the provision of internal consulting services with stakeholders to identify shared service needs, appropriate solutions and translating them into business cases or matters for decisions with clear recommendations

Finance & Procurement:

- Work closely with the Director and the Senior Project Manager to ensure compliance with the financial management principles, delegations and policies for all projects delivered by the Project Delivery Office
- Assist the Director and the Project Manager with the management of procurement and contracts within the project, including facilitating the gathering of procurement requirements, establishing agreed procurement processes, organising contracting and procurement activities and facilitating the finalisation processes
- Place procurement requests through the WH procurement system and project processes
- Process invoices in a timely manner including correct documentation, audit trails in accordance with WH finance processes
- Assist with Business Case documentation and WH contract management system submissions, as required

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Director Digital Health
- Digital Health Team
- Western Health Executives and Divisional Senior Leadership Group
- Western Health employees

External:

- External Vendors
- Department of Human and Health Services
- Other Hospitals and Health Services

Selection Criteria

Essential:

- Relevant business qualification to degree level and/or equivalent experience.
- Previous experience working in a project environment.
- Knowledge and experience working in recruitment.
- Exceptional organisational skills with strong attention to detail and ability to manage multiple priorities
- Experience working in a fast paced and agile professional environment

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- Excellent verbal and written communication skills with the ability to communicate effectively with all levels of personnel within the organisation.
- Personal maturity and experience in dealing effectively with managing multiple tasks with competing priorities, working under pressure and delivering against tight deadlines using skills in prioritisation, problem solving, organisation, decision-making, time management, and planning.
- Effective business user of MS Office suite of applications
- Ability to work both independently and in a complex team environment and collaborate with external and internal stakeholders.
- A strong commitment to quality and excellence and customer focus.

Desirable:

- Proven knowledge of EMR/eHealth project requirements.
- Experience working in Health care sector.
- Competency with Microsoft SharePoint
- Strong business analysis skills.
- Advanced MS Project, Visio, Word and Excel skills.
- Project Management certification such as Prince2, PMBoK.

Additional Requirements

All employees are required to:

- 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
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence

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- 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

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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