

POSITION DESCRIPTION

Position Title:	Digital Health Intern
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Health and Allied Services, Manager and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS1A
Reports To:	Project Manager
Direct Reports:	NA
Date Prepared/Updated:	08 October 2025

Position Purpose

The Digital Health Internship Program provides graduates with the opportunity to immerse themselves in the dynamic environment of healthcare digital transformation. Over the course of the placement, interns will be welcomed into the Digital Health Project Delivery Team and introduced to the people, processes, and systems that drive change within a large and complex healthcare organisation.

The program is designed to offer a balance of structured learning, mentoring, and hands-on contribution. Interns will develop an understanding of how Western Health operates, how digital health supports organisational priorities, and how projects are delivered from concept through to implementation. Exposure to areas such as project governance, change management, training design, and stakeholder engagement ensures a holistic view of what it takes to deliver impactful digital initiatives in healthcare.

Guided by experienced leaders and supported by a team culture that values curiosity and growth, interns will gain practical workplace skills in communication, collaboration, and problem-solving. The program encourages graduates to take an active role in shaping their learning journey while contributing to meaningful deliverables that support current projects. By the end of the placement, interns will leave with a strong foundation in digital health project delivery, a deeper appreciation for the complexity of healthcare environments, and valuable insights to carry forward in their careers.

Business Unit Overview

Our Vision

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

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 Electronic Medical Record (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
- Perioperative 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 North Western 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

- Support **Digital Health Team** in implementing digital solutions and initiatives across Western Health.
- Assist with **project coordination activities**, including meeting preparation, documentation, and progress tracking.
- Contribute to the development and maintenance of **project reports, dashboards, and governance materials**.
- Participate in **stakeholder engagement**, including attending meetings, taking minutes, and following up on actions.
- Support **change management and training activities**, such as creating communication materials, user guides, or training content.
- Undertake **research and analysis** to inform project planning, evaluation, and improvement initiatives.
- Gain exposure to **project governance, risk management, and digital transformation processes** within a large healthcare organisation.
- Demonstrate professionalism, initiative, and teamwork in all interactions and deliverables.

Key Working Relationships

Internal:

- Director, Digital Health
- Digital Health Team Members
- Director, DTS and DTS Team
- Chief Medical Information Officer
- Chief Nursing and Midwifery Information Officer
- Clinical Users
- WH Education Team

External:

- Oracle Health
- EMR Teams at other Hospitals and Health Services

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Selection Criteria
<p>Essential</p> <ul style="list-style-type: none"> • Education and Knowledge: Completion or near-completion of a university degree (finishing in 2025), with exposure to digital health, healthcare, or technology-related studies as reflected on the transcript. • Motivation for Digital Health: Genuine enthusiasm for the role of digital solutions in healthcare and a strong interest in contributing to digital transformation. • Commitment and Practical Requirements: Availability to undertake a full-time placement for the program duration, with reliable transport to attend Western Health sites as required. • Adaptability and Initiative: Ability to take initiative, adapt to new situations, and embrace opportunities to learn in a dynamic environment. • Communication and Collaboration: Strong interpersonal and written communication skills, with the ability to work effectively within a team and take ownership of tasks. • Professionalism and Growth Mindset: Demonstrated reliability, professionalism, and a positive, growth-oriented mindset with a long-term interest in building a meaningful career. <p><i>Note: Applicants may use generative AI to assist with their cover letter; however, responses must include authentic, real examples rather than generic statements.</i></p>
Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> • 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), the Privacy Act 1988 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

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- 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

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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