Position Description

Position Title:	HRHA Project Manager Digital Health
Reports to:	EMR Project Manager – Hume Digital Health
Location:	Albury Wodonga Health or Goulburn Valley Health or Northeast Health Wangaratta or one of HRHA member health services
Department:	Hume Rural Health Alliance
Directorate:	Chief Executive
Cost centre:	Y2038
Code & classification:	Grade 8 (HS8)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

Across the Hume region, the health services are experiencing the need to uplift digital maturity to improve patient care by uplifting the Core Information Systems and related infrastructure. The region's digital health program is aligned to the initiatives identified in the Victoria's Digital Health Roadmap and HRHA works collaboratively with the Department of Health's Digital Health branch.

HRHA has implemented a single PAS, a regional integration engine and a regional platform for facilitating access to clinical care. Over the coming years the region will consolidate this foundation with a data integrity strategy, an electronic medical records strategy, expansion of My Health Record functionality, connecting to CareSynch Exchange and other associated solutions required to continue to improve the safety and quality of health care.

This role is suited to a strong and capable leader that wants to lead implementation of regional initiatives within the local health services. Working within a regional team to drive the region's readiness to adopt an electronic medical record, to implement technology that allows information to follow the patient and give clinicians the tools and information they need to deliver better care outcomes.

The individual should be able to work with the regional team to plan the approach and then lead and manage all aspects of project planning, documentation and reporting locally within the regional project timeframes.

This is a hybrid role with agreed days per week in attendance at the HRHA supported Health Service(s) or the HRHA Office according to the nature of the work. Travel to HRHA meetings and to health service to liaise with staff is required on an as needed basis.

Four Project Managers will be recruited and allocated as follows: 1 per Regional Health Service (Albury Wodonga Health and Goulburn Valley Health); 1 per Sub-Regional Health Service sub-regional (Northeast Health Wangaratta) and 1for the eleven small rural health services.

The project managers will work for HRHA, as part of the regional team, dedicated to getting quality engagement from their allocated health service(s)

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RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to
- The Project Manager must ensure success of the project by managing risks and minimizing their impact throughout the life of the project.
- The Project Manager must identify relevant stakeholder and develop a plan to engage those stakeholders to ensure on time delivery and risk and issue management
- The Project Manager must communicate and influence health services staff to ensure ongoing support for regional digital health initiatives
- The Project Manager must develop detailed current state analysis of service profiles and workflows that consider the service holistically (i.e. funding, staffing, clinical outcomes, systems data and information management); with an emphasis on clinical services and workflows
- The project Manager must be able to support the development of non-functional digital health solution requirements (Especially EMR) to ensure that technical requirements are right sized to support clinical and non-clinical workflows within the scope of the digital health program
- The Project Manager must support effective change planning and execution to support adoption of new ways of working and new systems that align to realizing the benefits of the Hume Digital health Roadmap (i.e. incorporating data and workflows to supporting uploading documentation to My Health Record and EMR adoption)
- The Project Manager must lead processes to procure regional digital health solutions, including Electronic Medical Records Solution; abiding by procurement rules and working in accordance with the plan to facilitate robust decision making based on standardized evidence models including, total cost of ownership and documented financial and non-financial benefits
- The Project Manager must be able to develop and maintain project document, communication and controls to the high standard required to manage delivery in a complex multi-enterprise program environment; i.e. documenting decision, approvals and delivery metrics.
- The project manager will be required to identify and manage (either directly or indirectly) a dedicated local project team to support delivery
- It is expected the project will be delivered using the PRINCE2 project delivery methodology.

POSITIONS REPORTING TO THIS ROLE

- Reporting via project structure
  - SMEs engaged in local project delivery

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):
- Relevant tertiary qualifications or equivalent experience working in a project manager role, delivering high value projects across large organisations, or with multiple external stakeholders

Essential:
- Must have a minimum of 5 years of experience working in clinical service delivery in a rural health care setting
- Must have proved experience in implementing clinical changes to achieve improved quality and care outcome
- A proven history of high-level leadership skills in a complex organisation including:
- Leading change through people
- Holding others to account and achievement of agreed targets
- Motivating, empowering and influencing others
- Developing collaborative relationships

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- Improving care outcomes
- Demonstrated people management, communication and negotiation skills in order to drive cultural change and commitment to working across organisations to break down silos.
- Significant experience at an executive level in a healthcare environment, with a solid clinical background in either acute (preferred) or aged care services.
- Must have advanced skills and experience in the implementation of projects using PRINCE2 (or similar) methodology-based phases, processes and controls, including knowledge of project governance structures, and stakeholder management structures and techniques.
- Highly developed skills in gathering requirements and developing business cases and decision papers for Executive Committees including solutions options development, and benefits assessment
- Highly developed skills in stakeholder engagement and change management in a day-to-day workforce context and a project context
- Demonstrated ability to collaborate effectively with stakeholders, through relationship building, coaching and influencing skills to gain confidence and cooperation of others.
- Highly developed communication skills with the ability to present technically complex concepts, risks, solutions and strategic priorities in clear concise and jargon free documentation and oral presentations for a range of audience from operational to Executive
- Understanding of health information management and relevant legislation regarding the use of data in the delivery of healthcare
- Creates and implements the change management plans, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new digital processes or jobs into the "business as usual" environment, tailored to each organization's requirements
- Interpersonal Skills - builds rapport and trust quickly, alters approach as the situation demands, and diffuses difficult situations in a manner that puts stakeholders at ease.
- Stakeholder Management - creates effective structures to manage stakeholders and negotiates with and influences diverse stakeholder groups on highly complex issues in order to secure long-term gains for the area and/ or stakeholders.
- Customer Focus - builds and sustains effective relationships with customers in order to build a common understanding and address their needs.
- Project management: consults, liaises with and influences key stakeholders; produces detailed project plans where objectives are clearly defined and action steps for achieving them are clearly specified; monitors performance against objectives and manages project risks and issues; ensures project objectives are met.

Desirable:

- Exposure to multiple Health Systems and integrated applications including applications such as Electronic Medical Records, automated Billing Systems.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:
- Promoting and enabling of efficient teamwork across the region to implement digital health solutions for better patient outcomes
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Delivery of project within the program within agreed timeframes and within budget.
- Milestones identified and met as part of the ongoing delivery plan.
- Development and delivery in accordance with Hume Digital Health Roadmap.
- Evaluation, reporting and monitoring of risks related to deliverables in the role
- Collaborative, effective and positive working relationship with key project stakeholders
- Building a cohesive and collaborative team across all disciplines including functional projects, integration, data migration, infrastructure, testing, change and operational support

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AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

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Hume Rural Health Alliance	**Project Manager – Digital Health**
Reviewed by:	Program Director – Hume Digital Health
Issue Date:	April 2025

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ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

ABOUT HRHA

GV Health is the lead agency for the Hume Rural Health Alliance (HRHA) which is responsible for the provision of core Information and Communication Technology (ICT) products and services in accordance with the Rural public healthcare agencies' ICT Alliance Policy (2021). HRHA operates under a joint venture arrangement and the role, governance and function of HRHA is detail in the Rural ICT Joint Venture Agreement (JVA) HRHA. The members and customers of the JVA comprise 15 public health services across the Hume Region.

The Hume Rural Health Alliance (HRHA) joint venture is aimed at meeting the growing Health Services needs of the region. The emergence of this alliance also reflects the national and global trends in government investment focused upon delivering patient centred information systems which drive efficiencies and improvement in patient care.

The initiatives managed by HRHA for the region pursue the ability to digitalize the regional healthcare environment, providing the best outcomes for patients while improving the proficiencies for each health service.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:
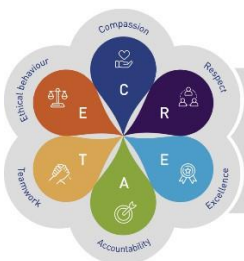
GV Health Vision and Values: Values and Vision - GV Health

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OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: Strategic Plan 2024-2026 - GV Health

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FOR MORE INFORMATION
Application tips: Application Tips - GV Health
GV Health: https://www.gvhealth.org.au/about/
Child Safety and Wellbeing: Child Safety and Wellbeing - GV Health
Living in Goulburn Valley: Goulburn | Regional Living Victoria
GV Community Connector: Community Connector Program for Businesses

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