

Position Description

Position Title:	Senior Program Manager EMR
Reports to:	Program Director – Hume Digital Health
Department:	Hume Rural Health Alliance
Directorate:	Chief Executive Officer
Cost centre:	Y2038
Code & classification:	Grade 10 (HS10)
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest 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 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. It has also consolidated IT support services across the region including applications support teams. The Digital Health Program is in the preparation phase for a regional electronic medical record (EMR) to support hospital and community workflows across its membership.

The role is responsible for leading the regional EMR Program within the Digital Health Program

This is a hybrid role with agreed days per week in attendance at any of the HRHA supported Health Services 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.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- The Program Manager is responsible for determining, directing and controlling all program deliverables and timelines for the EMR program and other initiatives as approved by HRHA Executive Board
- Develop short, medium and long-term program delivery plans including the planning of all capital and operational budgets, benefits realisation and return on investment calculations
- Direct program procurement in accordance with agreed standards and procedures.

- Takes full responsibility for the definition, documentation and successful completion the projects within the EMR Program, managing external vendors to facilitate project deliverables. This includes management of design decisions, action management, change control, resource planning and documentation and ensuring that program, quality, change control and risk management processes are maintained.
- Direct program delivery in a controlled environment through: risk / issue management, program and project monitoring, tracking and reporting, workflow management, quality assurance
- Accountable for monitoring, control of resources, revenue and program budget.
- Direct program change management, stakeholder engagement and communication management including a focus on building commitment and readiness for change and consistency across the HRHA approach
- Ensure success of the program and its projects by managing risks and minimising their impact throughout the program. Deploy strategic and adaptive thinking to mitigate risks with clear treatment options provided to governance committees
- Identify emerging issues, risk and trends impacting on the successful achievement of key business objectives and imperatives and provide high quality business intelligence and sound recommendations based on comprehensive research and investigations.
- The Program Manager is responsible for the creation of program and project documents and reports which are used to determine the progress and success of the program. These documents ensure there are detailed implementation plans for the program, relevant approvals have been gained, each phase of the program is completed and agreed milestones have been met before moving to the next phase.
- Directs the design and monitoring of quality criteria, monitoring and authorisation of deliverables in a complex stakeholder environment
- The Program Manager will be required to identify and manage a high performing multi-disciplinary dedicated team as well as manage delivery within a complex multi-agency and multi-vendor environment.
- It is expected the EMR program will be delivered using the MSP and PRINCE2 delivery methodologies.
- Lead the financial reporting of the program including the development, monitoring and reporting on budget(s). Ensure delivery of agreed work on-time and within budget.
- Lead/develop and implement governance committees and activities as required
- Lead the development and provision of the monthly report to the HRHA Program Control Board and HRHA Executive Committee against agreed plans including financial, Human Resources and all elements of the program delivery

EXTERNAL RELATIONSHIPS:

- Department of Health
- EMR Vendors
- Other vendors positioned to provide technical and professional services
- Other Health services for the sake of developing partnership, leveraging experience etc
- Technical Advisors
- Application Vendors

INTERNAL RELATIONSHIPS:

- Hume CEOs and Executive Director
- Hume Health services staff that need to be engaged in the delivery
- Hume Technical Teams
- Regional Health Information, Clinical staff and Administrative and Clerical staff
- Digital Health Team, projects and service desk
- HRHA Digital Health Team
- All HRHA Staff

POSITIONS REPORTING TO THIS ROLE

- Digital Health Project Managers
- Digital Health Project Coordinators
- PMO Manager
- Technical Leads
- Technical Advisors
- Clinical leads and advisors
- Vendors contracted to provide related services

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
- Actively recruit and manage all aspects of workforce demands;
- Computer literacy at intermediate level for Microsoft applications;
- Demonstrated business planning, policy, financial and human resources management skills;

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Relevant tertiary qualifications or equivalent experience working in a senior project manager role, delivering high value projects across large organisations, or with multiple external stakeholders

Essential:

- Must have advanced skills and experience in the implementation of projects utilising Prince 2 (or similar) methodology-based phases, processes and controls, including knowledge of project governance structures, and stakeholder management structures and techniques.
- Minimum of 15 years' experience managing complex high-risk programs with budgets between \$30 million to \$100 million.
- Minimum 5 years' experience working in senior leadership roles within the healthcare sector
- Demonstrated ability to mentor individuals with mixed skills and experience backgrounds to develop a high performing team
- Demonstrated ability to deliver program change initiatives using a clear change methodology
- Demonstrated ability to manage program risk and issues through strategic thinking, effective communication and clear treatment options
- Demonstrated ability to lead a strategic vision and benefits through a program implementation
- Demonstrated experience working within or leading a Project Office / Project Management office environment.
- Demonstrated experience in managing external vendors for a Government Department / health services, in the context of ICT project delivery.
- Demonstrated experience in high value high risk investment digital health business case development; procurement of external professional services and technology solutions and management of contract negotiations

- Demonstrated experience in developing total cost of ownership analysis of IT / digital health investment cases
- Demonstrated experience in designing post program implementation operating models that can sustain the change and optimise the service once operational
- Demonstrated experience in documenting benefits and benefits realisations strategies
- Proficient in presenting to Executive audiences to drive required decisions; communicating technical concepts in plain language for both technical and non-technical audiences
- Experience using program controls to provide visibility, standardised information and accurate status reporting across complex delivery

Desirable:

- Experience implementing Electronic Medical Record solutions is an advantage
- Relevant qualifications in the field of Program Management will be highly regarded
- Relevant qualifications in the field of Change Management will be highly regarded
- Relevant qualifications in the field of Public Sector Governance will be highly regarded.

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful:**

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- 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 program within agreed timeframes and within budget.
- Milestones identified and met as part of the ongoing delivery plan 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 stakeholders
- Building a cohesive and collaborative team across all disciplines including functional design, integration, data migration, infrastructure, testing, change and operational support
- Prompt and active participation expected at meetings
- 100% compliance with training requirements as outlined in GV Health Education Framework
- Active participation in the performance and development review process

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.

Hume Rural Health Alliance

Senior Program Manager - EMR

Reviewed by:

Program Director – Hume Digital Health

Issue Date:

April 2025

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.

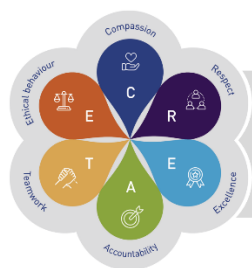
The Hume Rural Health Alliance (HRHA) joint venture is aimed at meeting the growing Health Services needs of the region. The emergence of this alliance also reflects the national and global trends in government investment focused upon delivering patient centred information systems which drive efficiencies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

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:



COMPASSION
RESPECT

EXCELLENCE
ACCOUNTABILITY

TEAMWORK
ETHICAL BEHAVIOUR

GV Health Vision and Values: [Values and Vision - GV Health](#)

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](#)

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](#)