

# Position Description

<b>Position Title:</b>	Technical Project Coordinator
<b>Reports to:</b>	Technical Project Manager (Operations)
<b>Department:</b>	Hume Rural Health Alliance
<b>Directorate:</b>	Chief Executive Officer
<b>Cost centre:</b>	Y2038
<b>Code &amp; classification:</b>	Grade 5, Level 1 – 5 (HS5; HS30 – HS33)
<b>Employment conditions:</b>	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)

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**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).

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## POSITION SUMMARY

Across the Hume region, health services are focused on enhancing business operations to improve patient care and operational efficiency. As part of the Operations team, we are driving key technology initiatives that enable our member organizations to streamline processes and deliver high-quality services to the community. These initiatives are aligned with regional priorities and are critical to enhancing both the patient experience and the operational capabilities of our health services.

The Technical Project Coordinator will work closely with the Technical Project Manager to oversee the implementation of key operational technology projects, including system upgrades and process optimization initiatives. This role will manage the coordination and execution of these projects, ensuring successful delivery within defined timelines and budget constraints.

Collaborating with the Technical Project Manager, the Technical Project Coordinator will ensure smooth project delivery from planning through to execution, serving as a key point of contact between the technical team, operational stakeholders, and external vendors. They will play a key role in integrating new technologies into existing workflows, supporting operational teams through the transition, and driving continuous improvement in business operations.

The Technical Project Coordinator will also work with internal and external subject matter experts to ensure effective project management, change management, and operational alignment. They will facilitate clear communication, resolve issues as they arise, and actively support stakeholders in adopting new technologies that enhance business processes.

The successful applicant will be responsible for liaising with Executives, operational staff, vendors, support teams, business partners, and IT leadership as part of the HRHA initiatives, ensuring the successful implementation of technology solutions that drive efficiency and operational excellence across the region.

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## RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- **Project Planning:** Coordinate project activities and development of project plans, including defining project scope, objectives, deliverables, and timelines.
- **Coordination and Communication:** Facilitate communication among project stakeholders, team members, and other relevant parties. Ensure that all team members are aware of project goals, tasks, and deadlines. Establish effective engagement channels for effective two-way communication with stakeholders, including targeted communication to manage stakeholder resistance. Coordinate project meetings, workshops, end user training and user acceptance testing. This includes diary coordination, invitations, equipment, venues, papers etc
- **Documentation and Reporting:** Prepare project documentation, including project schedules, progress reports, meeting minutes, and other relevant records. Keep track of project milestones and deliverables.
- **Resource Management:** Coordinate project resources, such as personnel, equipment, and materials, to ensure they are available as needed. Assisting with resource scheduling so that team members have the resources they need to complete their tasks
- **Risk and Issue Management:** Identify project risks and issues and work with the Technical Project Manager to develop mitigation strategies. Monitor and address issues that may impact project progress.
- **Quality Control:** Ensure that project deliverables meet quality standards and adhere to project requirements. Assist the technical project manager in conducting quality reviews and facilitate necessary revisions or improvements.
- **Change Management:** Support the implementation of change requests and manage their impact on project scope, timeline, and resources. Document and communicate changes to relevant stakeholders and ensure HRHA change management processes are adhered to.
- **Stakeholder Engagement:** Engage with project stakeholders, including clients, sponsors, and team members, to foster positive relationships and manage their expectations. Work with the Technical Project manager to address stakeholder concerns and provide regular project updates.
- **Team Support:** Support the project team by providing administrative assistance, coordinating meetings and workshops, and fostering a collaborative work environment.
- **Budget and Cost Management:** Tracking project expenses and ensuring that the project stays within budget. Collaborate with the project team to manage costs effectively.

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## KEY SELECTION CRITERIA

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

- Relevant industry certifications including Project Management and/or Change Management

### Essential:

- Sound understanding of project management methodology
- Demonstrated experience in coordinating and managing projects, including project planning, scheduling, budgeting, and risk management, ideally in a healthcare or hospital setting.
- Demonstrated experience in business analysis and issue documentation
- Demonstrated skills at working effectively in a high pressure and dynamic project environment
- Demonstrated ability to collaborate effectively with stakeholders, through relationship building, coaching and influencing skills to gain confidence and cooperation of others.
- Skills and experience in the implementation of projects utilising methodology-based phases, processes and controls, including knowledge of project governance and stakeholder management structures

- Excellent written and verbal communication skills to effectively communicate with stakeholders at all levels, facilitate meetings, and build strong working relationships.
- Proficiency using Microsoft teams to support effective communication and collaboration in a team environment
- Proven ability to plan and prioritise work effectively in a dynamic work environment.
- Sound judgement and maturity to resolve sensitive and complex matters competently.
- Sound understanding of project management methodology

**Desirable:**

- Experience working in the public health sector or related industry.
- Flexible approach to new and emerging technologies resulting in organisational change

## KEY PERFORMANCE INDICATORS

**Your performance will be measured through your successful:**

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- 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;
- Ensure that projects are completed within the defined and agreed timelines and milestones.
- Ensure timely and accurate information flow between project team members and stakeholders.
- Identify, assess, and work with technical project manager to mitigate project risks to minimise their impact on project deliverables.
- Monitor project deliverables to ensure they meet the defined quality standards and adhere to project requirements.
- Measure the ability to manage and adapt to changes within the project, including scope changes, resource adjustments, or external factors.
- Ensure that project documentation, including project plans, progress reports, and meeting minutes, is accurately maintained and readily accessible.
- Collaborative, effective and positive working relationships with key project stakeholders
- Actively participate in the broader project team, contributing ideas and solutions to all aspects of the program

## 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.

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#### **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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Chief Executive Officer	Technical Project Coordinator
<b>Reviewed by:</b>	Chief Information Officer - HRHA
<b>Issue Date:</b>	March 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 detailed in the Rural ICT Joint Venture Agreement (JVA) HRHA. The members of the JVA comprise 16 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 role supports the Operations team in improving ICT systems across the Hume Rural Health Alliance (HRHA), ensuring they align with standard business practices. The goal is to enhance patient care and operational efficiency by uplifting and modernizing the ICT systems of health services in the region. This involves working collaboratively with multiple health services to ensure seamless integration and improved service delivery, ultimately driving better outcomes for patients. The position focuses on ensuring that system updates are in line with HRHA's core objectives, while maintaining smooth day-to-day operations.

## 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](#)

## 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](#)