

Position Title: Digital Skills and Capability Lead

Campus: Ballarat based, supporting all campuses

Directorate: Finance and Corporate Services

Department: Information Technology

Reporting to: Manager, Digital Skills & Change Enablement

Indirect Reports: Director Digital Health Services & Operations

Appointment Terms/Conditions:

Classification and Code: Admin Grade HS5

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Digital Skills and Capability Lead will drive the design, delivery, and continuous improvement of digital training and capability programs across Grampians Health, ensuring all staff have access to the digital skills needed for safe, modern healthcare. While the primary focus is Grampians Health, training materials, frameworks, and tools may also be shared with the Grampians Regional Health Alliance (GRHA) where appropriate, supporting consistent regional workforce development.

The role leads the development of learning frameworks and resources for end user Microsoft 365 training, Cisco Academy certification, Unified Communications, enterprise systems, tailored to diverse clinical, corporate, and operational teams learning and professional development. Working collaboratively with internal and external partners, the position ensures digital literacy and capability uplift are embedded in workforce development, supports knowledge management, and coordinates access to professional certifications.

The Lead also represents IT Services internally and externally, advocating for digital capability as a foundation for connected, high-quality care.

KEY ACCOUNTABILITIES

Strategic Leadership in Digital and Technical Education

- Lead the design and implementation of digital capability frameworks and training programs.
- Develop inclusive, persona-based training using adult learning and Universal Design for Learning (UDL) principles.
- Embed digital literacy and capability uplift into workforce development and organizational learning strategies.

Training Delivery & Technology Adoption

- Deliver Microsoft 365, Unified Communications, and enterprise system training tailored to diverse staff groups.
- Integrate training into technology rollouts and business process changes.
- Coordinate access to professional certification programs (e.g., Cisco, Microsoft) and maintain technical education modules.
- Establish structured training pathways for support staff.

Knowledge Management & Continuous Improvement

- Lead adoption and engagement for Confluence as the central knowledge management platform.
- Consolidate legacy knowledge bases and promote documentation/sharing of tacit knowledge.
- Implement systems to measure training effectiveness, track adoption, and conduct regular skills gap analyses.
- Continuously review and enhance training programs for relevance and adaptability.

Team Leadership & Stakeholder Engagement

- Lead and support the IT Training Team to deliver high-quality, accessible digital training.
- Represent IT Services internally and externally, promoting digital training initiatives.
- Foster strong relationships across departments and with regional partners.

- Work with Organisational Development and workforce trainers to align digital training with broader learning strategies and share evaluation data for joint planning.

Partnerships, Innovation & Regional Development

- Collaborate with education providers, vendors, and government to Co-design digital training aligned with health system priorities.
- Pursue external funding and project opportunities to support digital capability development.
- Share successful training models regionally and contribute to sector-wide digital workforce discussions.
- Support consistent regional workforce development through the Grampians Regional Health Alliance (GRHA) where appropriate.

KEY SELECTION CRITERIA

Qualifications

Essential:

- Tertiary qualifications in Adult Education, Education, Information Technology, Human Resources, Organisational Development, Health Informatics, or a related discipline; or an equivalent combination of relevant qualifications and experience.
- Demonstrated ability to coordinate access to professional certification programs (including Cisco, Microsoft) and deliver tailored technical training for both IT staff and general users.

Desirable:

- Diploma of Vocational Education and Training or higher, or substantial experience in designing, delivering, and assessing adult learning—especially in workplace or vocational settings.
- Experience developing and delivering inclusive, learner-centered training using adult education principles, including Universal Design for Learning (UDL) and persona-based approaches.

Experience

- Proven track record in leading the design, delivery, and evaluation of large-scale digital capability or IT training programs within complex, multi-site organizations.
- Demonstrated ability to develop and deliver inclusive, learner-centered training using adult education principles, including Universal Design for Learning (UDL) and persona-based approaches.
- Experience supporting digital adoption initiatives involving Microsoft 365, Unified Communications (UC), and other enterprise systems.
- Strong background in collaborating with external stakeholders such as education providers, government agencies, and vendors to co-develop training solutions, support research, or secure project funding.
- Experience working within public health or healthcare settings, with a solid understanding of clinical workflows, operational environments, and digital capability requirements.

Technical Professional Knowledge and Skills

- Demonstrated understanding of digital literacy principles and the challenges of systems adoption in healthcare or public sector environments.

- Proven ability to translate complex technical concepts into clear, practical training outcomes for both technical and non-technical staff.
- Experience supporting digital adoption initiatives, including Microsoft 365, Unified Communications (UC), and other enterprise systems.
- Skilled in designing, delivering, and evaluating training using digital learning platforms and tools (e.g., Articulate, Moodle, Confluence), across face-to-face, online, and blended modalities.
- Competency in using learning design tools (e.g., Articulate 360, Adobe Captivate) and Learning Management Systems (LMS) for course design, delivery, and administration.
- Familiarity with Victorian and national digital health capability frameworks, with experience mapping and aligning training programs to these standards.

Work Environment

- Work hybrid from Ballarat and other campuses as required to ensure team cohesion and flexible working as appropriate for the role.
- Reliable transport and the ability to work between various worksites across the Grampians region.

Personal attributes

- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Initiating action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Driving for Results:** Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.

Interpersonal skills

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing, and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing, and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.