

Position Title:	Technology Program Manager (Digital Health)
Campus:	Grampians Health Ballarat
Directorate:	Chief Financial Officer
Department:	Digital Health
Reporting to:	Director Digital Health Infrastructure
Indirect:	
Direct Reports:	Senior Project Managers, Project Officer
Appointment Terms/Conditions:	
Classification and Code:	HS 7
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

Collaboration <i>We are stronger together.</i>	Compassion <i>We show that we care.</i>	Accountability <i>We do what we say and say what we do.</i>	Respect <i>We appreciate and value all people.</i>	Innovation <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.

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.

POSITION PURPOSE

The Technology Program Manager (Digital Health) is responsible for providing senior program leadership and technology expertise for major, complex Digital Health, ICT, and technology-enabled programs across Grampians Health.

The role provides end-to-end program management oversight across multiple, inter-dependent technology initiatives, including enterprise Digital Health programs and technology components within capital works projects. The position is accountable for defining scope, cost, quality, risk, integration, and benefits realisation, aligned to approved business cases, organisational strategy, and operational readiness requirements. The role will facilitate effective collaboration with external vendors and business stakeholders to deliver ICT projects that align with Grampians Health strategies and are delivered on time and within budget.

The role collaborates closely with executive leaders, clinical stakeholders, Digital Health teams, corporate services, capital works partners, and external vendors and consultants to ensure technology outcomes are delivered on time, within budget, and support safe, sustainable, and future-focused healthcare delivery.

The role will be responsible for providing expert guidance to the CIO, Director Digital Health Infrastructure, Digital Health Team and the project team to deliver the project planning, managing client relationships, engagement and consultation with Grampians Health staff, engagement and management of consultants and contractors, project reporting.

This role will work closely with BBHR ICT Program Manager and ICT EMR Program Manager to collaboratively manage overlaps across all Technology programs.

KEY ACCOUNTABILITIES

Program and Project Management

- Provide senior-level program management leadership across multiple concurrent Digital Health, ICT, and technology-enabled projects.
- Manage inter-project and program dependencies, competing priorities, resource demands, and delivery sequencing across a diverse technology projects.
- Ensure projects are planned, governed, and delivered in accordance with Grampians Health frameworks and Digital Health department requirements.
- Manage multiple concurrent projects as needed.
- Provide authoritative advice and recommendations to the CIO, Director Digital Health Infrastructure, executive governance forums, Senior Project Manager and Project officer.

Technology Enablement of Capital Works and Major Digital Health Initiatives

- Lead technology delivery components embedded within organisational and capital works projects, ensuring early and effective integration of technology into planning, design, build, and commissioning phases.
- Act as the senior technology interface for internal capital works teams, senior responsible officers, project manager, project officers, and external delivery partners.
- Ensure technology solutions support both current operational requirements and future clinical and service delivery models.
- Oversee transition of delivered technology solutions into operational support models and business-as-usual environments.

Governance, Risk and Assurance

- Establish and maintain appropriate program governance, reporting, assurance, and escalation structures.
- Identify, manage, and escalate program-level risks, issues, and interdependencies across the technology portfolio.
- Ensure compliance with legislative, regulatory, cyber security, and organisational requirements.
- Prepare high-quality executive, committee, and board-level reports, briefings, and submissions.

Financial and Commercial Management

- Manage program and project budgets, expenditure, and forecasting within delegated authority.
- Ensure business cases, statements of work, procurement documentation, and contracts are robust and aligned to approved outcomes.
- Oversee performance of vendors and consultants, ensuring contractual compliance and value-for-money outcomes.
- Support procurement, tender evaluation, and commercial negotiations in collaboration with finance and procurement teams.

Stakeholder Engagement

- Act as a senior engagement point for clinical, operational, and corporate stakeholders regarding technology-enabled change.
- Facilitate effective collaboration across Digital Health, ICT, clinical services, and corporate functions.
- Support business change, acting as a single point of contact for all things ICT related and facilitate relationships with all parties.
- Translate complex technical, commercial, and delivery risks into clear, executive-level advice.
- Support organisational change, readiness, and adoption activities associated with major technology initiatives.

Leadership and Performance

- Provide leadership, direction, coaching, and performance management for senior project manager, project officer, assigned project teams, consultants, and vendors.
- Foster a culture of accountability, collaboration, continuous improvement, safety, and innovation.

KEY SELECTION CRITERIA

Qualifications and Experience

- Tertiary degree in an information systems related discipline or equivalent information technology experience
- Management or Project Management qualifications (e.g., PMP, Prince2, Agile / Scrum certificates)
- Demonstrated senior-level experience managing large, complex Digital Health or ICT programs, preferably in healthcare or similarly regulated environments.
- Experience delivering technology components within capital works, infrastructure, or large organisational transformation programs.

Technical/Professional Knowledge and Skills

- Strong knowledge of Digital Health and ICT domains, including infrastructure, platforms, applications, integration, and operational readiness.
- Demonstrated capability in governance, risk management, financial control, and vendor management.
- Proven ability to develop and assess business cases, tenders, and contractual documentation.
- Strong written and verbal communication skills, including executive and board reporting.
- **Project management:** demonstrated achievements in managing projects with multiple partners and stakeholders; produces detailed project plans where objectives are clearly defined and action steps for achieving them are clearly specified; capacity to synthesise project status and provide timely reports; monitors performance against objectives and manages project risks and issues.
- **Formal Presentation:** Presenting ideas effectively to individuals or groups when given time to prepare; delivering presentations suited to the characteristics and needs of the audience.
- **Strategic Planning:** Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal; committing to a course of action to accomplish a long-range goal after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.
- **Facilitating Change:** Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

Work Environment

- Work on site (Base Hospital) with the ability to work remotely if required.
- Reliable transport and the ability to work between various worksites.

Personal Attributes

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Leadership Disposition:** Demonstrating the traits, inclinations, and dispositions that characterise successful leaders; exhibiting behaviour styles that meet the demands of a leader role.
- **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.
- **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.

- **Innovation:** Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.

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.
- **Resolving Conflict** Helping others deal effectively with an antagonistic situation to minimize damage to the relationships and promote shared goals; using appropriate interpersonal methods to reduce tension or conflict between two or more people and facilitate agreement.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- 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 an 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 objectives or goals for the year ahead.