

Austin Health

Position Description



Position Title: Project Manager – VicKey Statewide CRM

Classification:	HS5
Business Unit/ Department:	Strategy, Performance and Improvement
Work location:	Austin Hospital
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Employment Type	Full-time fixed term, part time considered
Hours per week:	38 hours preferred (minimum 32 hours per week)
Reports to:	Director, VicKey Statewide CRM
Direct Reports:	Nil
Financial management:	TBC
Date:	August 2025

About VicKey

VicKey is a statewide digital Customer Relationship Management (CRM) platform developed in partnership between the Victorian Department of Health and public health services, delivered by Austin Health. It provides a single, secure system to streamline and standardise patient engagement across Victorian hospitals, supporting functions such as surgical waitlist management, specialist clinic referrals, pre-admission questionnaires, and inter-hospital referrals. Designed through a co-design process with clinicians, consumers, and technical experts, VicKey ensures patients receive timely, consistent, and transparent communication, while enabling health services to improve safety, efficiency, and coordination of care.

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength.

We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

About Strategy, Performance and Improvement

The Strategy, Performance and Improvement division is responsible for:

- Determining opportunities to establish innovative programs of work that integrate service delivery and improve health outcomes for our local community.
- Leading Austin Health's strategic focus on developing new models of care to better meet the needs of our community, including the focus on delivering care at home or in the community.
- Working with the Capital Planning team to help lead the Austin Health Master Plan process, and the planning of the Eltham Community Hospital.
- Driving the implementation of the Austin Health Strategic and Business Plans and annual Statement of Priorities, including setting appropriate monitoring, reporting requirements and governance.
- Leading the Service Improvement team to deliver improvements in care and complex business redesign to facilitate safe, high-quality outcomes across Austin Health.
- Undertaking service reviews and service plan development and integration.
- Supporting Austin Health's engagement with local primary care service providers and participating in joint population health planning.
- The coordination and leadership of the North East Metro Health Service Partnership program of work (as agreed by the Partnership CEO group), for the two-year period that Austin Health is the Chair/Lead of this Partnership.

Commitment to Gender Equity

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

Purpose and Accountabilities

Role Specific:

The successful candidate will have the opportunity to facilitate and operationalize digital health pathways in a CRM platform across Victoria's health services. This role involves active engagement with users to support and enhance the platform's development and content, working closely with partner health services to deliver these key digital transformations."

To be successful in the role, you will learn fast, be a great collaborator, adaptable, an excellent communicator and have a strategic approach to problem-solving and planning. You will have a high level of proficiency in health service operations and skilled in managing multiple priorities and projects.

You will need to have experience in planning, implementing and evaluating programs to achieve priority objectives within the public sector.

The Project Manager will:

- Lead and coordinate workstreams within the Project, including establishment and planning, facilitating data requests, and consultant management, to ensure delivery against project objectives and to satisfy stakeholder expectations
- Engage and build relationships with key project stakeholders including Partner representatives, the Department of Health and other health sector stakeholders
- Engage and support local clinical stakeholders and project leaders across the partnership
- Identify and manage project risk
- Establish and manage project governance, including establishment of processes and structures to ensure strong governance and delivery against agreed commitments
- Ensure robust processes are established for project planning, implementation, reporting & evaluation
- Lead and support clear and consistent project communication, both within and external to the Partnership
- The ability to lead change management both internally and externally stakeholder management through expert communication skills and the ability to be supportive and persuasive

Accountability and Associations

The Project Manager reports to the Program Manager, Victorian CRM.

Organisational Relationships

The Project Manager will work closely with other members of the Partnership team, and with hospital teams (clinical and operational) across the six Partnership services.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse)
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

People Management Roles:

- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy.

Selection Criteria

Essential for Performance in the Position

- A commitment to Austin Health values: Our actions show we care; We bring our best; Together we achieve; We shape the future.
- Tertiary qualifications in an appropriate discipline and/or demonstrated equivalent relevant industry experience
- Project management experience and planning and organisational skills, including the ability to prioritise tasks, work effectively under pressure and achieve goals within established timeframes
- Excellent writing skills, including policies, reports and funding proposals
- Highly developed interpersonal and communication skills in dealing with a range of individuals and stakeholder groups
- Ability to work independently and autonomously under broad direction, and as a member of a cohesive team
- Proven working style which is flexible, positive and collaborative
- High level conceptual and analytic skills, particularly in the areas of operating model and clinical governance
- High level computer literacy, including advanced Microsoft Excel, PowerPoint, BI and Word skills
- Strong understanding of the Victorian health care system
- Ability to be self-directed, motivated and to work as part of a team
- Commitment to accuracy and quality in all prepared work
- The ability to work in a hybrid model and travel to health services when needed

Desirable but not essential for Performance in the Position

- Knowledge and understanding of local and international best practice in elective surgery and patient flow
- Post graduate qualifications are an advantage

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	