Position Description

Project Lead – CRM & Portals

Classification:	HS6
Business unit/department:	Strategy & Enterprise Project Management Office
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	Full time (part-time would also be considered)
Reports to:	Program Manager – CRM & Portals
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	May 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Project Lead supports a culture of continuous improvement at Austin Health by assisting with strategy development, implementation planning, and improvement initiatives. As a member of the Strategy & Enterprise Project Management Team, the role brings expertise in project management, improvement methodology, capability building, and collaborative problem-solving to help solve complex organisational challenges. The position supports staff to identify gaps, co-design solutions, and implement changes that deliver measurable, lasting benefits aligned with Austin Health's strategic priorities and CRM/Portals program.

About the Strategy, Sustainability and Engagement Directorate

The Strategy & Enterprise Project Management Directorate brings together the teams that shape Austin Health's long-term direction and ensures we deliver sustainable, high-quality care for our community. The directorate includes Strategy and Innovation, Enterprise Project Management, the GP Engagement Alliance, Eastern Melbourne PHN's Care Synergy alliance and works closely with the development teams who build and maintain our digital assets.

Together, these teams drive organisational strategy, foster innovation, strengthen partnerships, support integrated models of care, enhance community and philanthropic engagement, and ensure clear, consistent communication about and across the organisation.

Position responsibilities

Role Specific:

Program Delivery and Strategic Support

- Support the delivery of strategy, improvement and the CRM & Portals program, adapting to changing priorities as needed.
- Drive continuous improvement and completion of the CRM & Portals backlog
- Assist in the development of implementing organisational strategies and plans to address complex challenges and improve performance.

Stakeholder Engagement & Collaboration

- Liaise with business stakeholders and the ICT Development team to ensure prioritisation of change requests and new development requests in line with the program backlog
- Support stakeholder engagement activities and help build buy-in for change initiatives.
- Assist in co-designing solutions with consumers, carers, staff, and teams across Austin
- Facilitate collaborative internal and external relationships to share ideas, innovation and skills, and contribute to the building of a culture that promotes improvement and innovation.

Capability Building & Training

- Work collaboratively with other members of the Strategy & Enterprise Project Management team to facilitate ongoing internal Austin Health CRM & Portal program priorities
- Contribute to capability building by supporting training, sharing resources, and providing project support.
- Help maintain and promote shared tools, templates, and resources.

Project Governance & Reporting

- Assist Program Managers in maintaining project documentation, frameworks, and governance processes.
- Use & promote Austin Health's improvement and project methodologies, tools, and templates.

Communication, Analysis & Consultancy

- Support the preparation and presentation of data, reports, and project outcomes for stakeholders and committees.
- Contribute to preparation of reports, briefings, business cases, submissions and documentation for new strategies and areas of potential improvement work
- Keep line manager and project stakeholders informed of progress, priorities, and risks.

Teamwork, Culture and Collaboration

- Collaborate and work flexibly with other team members to support the delivery of the Strategy & Enterprise Project Management function and priorities, and to balance loads across the team.

- Demonstrate professionalism, integrity, and inclusiveness in all interactions, and foster a positive and respectful culture focussed on peer learning and collective achievement.

All Employees:

- Comply with Austin Health policies & procedures as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues and members of the public and escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

Selection criteria

Essential skills and experience:

- Experience in strategy, improvement, redesign, or process improvement, ideally in healthcare.
- Strong collaboration and stakeholder engagement skills, with a track record of working effectively with diverse groups.
- Ability to coach others, facilitate groups, and contribute to capability building and training.
- Skilled in gathering, analysing, and presenting data to support program initiatives
- Demonstrated understanding of the issues and priorities involved in delivering improvement and strategic change whilst maintaining continuous capabilities of business as usual
- Able to identify, assess, and appropriately escalate or mitigate risks.
- Excellent interpersonal, communication, consultation, and negotiation skills.
- Flexible, positive team player with drive and resilience to overcome barriers.
- Highly organised, with strong time management and proficiency in Office 365 and project management tools.

Desirable but not essential:

- Tertiary qualifications in an appropriate discipline
- Experience working in a large healthcare setting
- Training in Institute for Healthcare Improvement (IHI) Improvement Science and/ or Lean/ Six Sigma
- Sound understanding of information technology including clinical systems and applications relevant to healthcare performance monitoring and reporting

Professional qualifications and registration requirements

- Relevant education or experience in a healthcare setting or similar

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centred care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety
Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer
We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.