

Position Description

Project Manager- VicKey Statewide CRM

Classification:	HS5
Business unit/department:	Strategy and Sustainability
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time
Hours per week:	38
Reports to:	Director, Strategy; Program Manager VicKey Statewide CRM
Direct reports:	nil
Financial management:	Budget: nil
Date:	August 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

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 the Directorate

The Strategy, Sustainability and Engagement Directorate brings together the teams that shape Austin Health's long-term direction and ensure we deliver sustainable, high-quality care for our community. The directorate includes Service Improvement and Innovation, Strategy and Service Planning, Integrated Programs, GP Liaison, the Austin Health Foundation, and Corporate Communications. 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:

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

Organisational Relationships

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

Selection criteria



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**We bring
our best**



**Together
we achieve**



**We shape
the future**

- 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

Professional qualifications and registration requirements

Bachelors degree or higher qualifications from an accredited University in a health related field including but not limited to medical, nursing or allied health professions; project management, digital transformation or health administration.

Quality, safety and risk

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-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



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Other conditions –

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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.



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