

Position Description

Program Manager- VicKey Statewide CRM

Classification:	EX04
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
Direct reports:	2
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

The objective of this role is to manage a significant digital program of work, the ongoing development and implementation of the VicKey Statewide CRM (auspiced by Austin Health) to Victorian health services. Successful delivery will require senior stakeholder management and change leadership, and the ability to manage competing priorities and coordination across multiple health services. These include stakeholders, the Austin's ICT resources, external software suppliers and governance structures.

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:

Oversee the change and adoption project teams, and provide leadership for governance and project control. Provide senior direction for business analysis and requirements gathering, including thorough investigation to enable the compilation of scope requirements for hospital systems.

- Prepare clear project charters to establish and define project scope, schedule, financials, risks and benefits in measurable terms
- Lead management of internal and external stakeholders to ensure successful change management and adoption of the CRM within health services and individual business units
- Oversee progress and performance of project plan milestones and deliverables
- Record and manage project issues, ensuring mitigation actions are identified, implemented and escalated where necessary.
- Negotiate with ITC Management for resources to meet project plan milestones and deliverables, as required
- Oversee external vendor/consultancy services and input within the defined budget
- Provide progress updates and regular status reports to program leadership and the various executive governance and reporting structures which guide the successful delivery of the project
- Manage expectations of the key stakeholders (including C-Level) to ensure successful project delivery
- Ensure effective communication and change management plans are in place for the project and deliver the required ICT components of these plans
- Lead the team to deliver and manage team communication and performance
- Provide coaching and mentoring to staff to ensure the team delivers service excellence
- Manage in a style which is flexible and adaptable to shifting priorities, demands and timelines

Selection criteria



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This is a senior project management role that also requires analytical / logical thought and process, with an understanding of the Victorian health system and multi-organisation governance approaches, ideally coupled with a strong understanding of information technology professional disciplines and data architecture strategies.

Essential Knowledge and skills:

- Staff-management experience in a leadership role.
- Hands on experience at introducing major change into hospital environments.
- Knowledge of the complex interactions of the many and diverse information systems used in large public hospitals.
- Understanding of public hospital operational workflows and data management.
- Evidence of successful project management experience, of a clinical or operational nature, involving multidisciplinary project teams across multiple projects.
- Excellent spoken and written communication skills.
- A sound understanding of technical infrastructure required to support high-availability systems and rapid disaster recovery capabilities.
- Demonstrated ability to develop and maintain good customer, peer and executive relationships.
- Excellent problem-solving skills.
- At least two referees willing to discuss your relevant work experience and character.

Desirable but not essential:

- Relevant post graduate qualifications

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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