

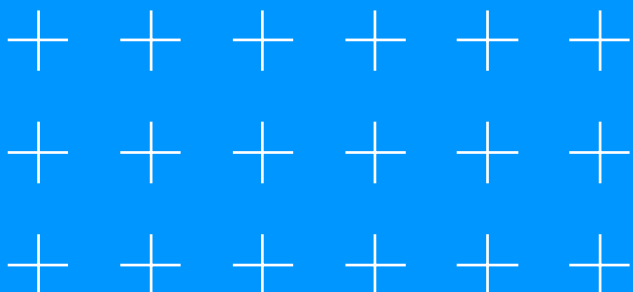


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Implementation Manager



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Position Description

Position Title:	Implementation Manager
Service:	The Royal Melbourne Hospital (RMH)
Location:	Elizabeth Street
Reports To:	Director Health Intelligence
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	HS5
Employment Status:	Full Time fixed term – 12 months
Immunisation Risk Category:	Category C
Date of Review:	March 2026

POSITION SUMMARY

The Royal Melbourne Hospital is a leader in driving healthcare innovation through strategic digital transformation. Underpinning this is access to accurate and timely information across patient care, workforce, and business operations. A reliable solution demands specialist technical expertise as this data is spread across multiple systems, requiring complex integration, storage, and reporting. The Health Intelligence team at the RMH provides this comprehensive solution for the hospital and has been asked to expand this to others.

Reporting to the Director of Health Intelligence, the Implementation Manager serves as the key liaison between the Health Intelligence team and external key stakeholders, ensuring successful delivery of this complex digital initiative. This fixed term role is responsible for managing the full implementation lifecycle, from finalisation of requirements through to supporting end-user adoption.

The successful candidate will bring strong expertise in project management, stakeholder engagement, and the translation of technical concepts into practical, user-focused outcomes. You will lead the project framework and coordinate cross-functional delivery teams to achieve strategic objectives within agreed timelines and quality standards. The role also involves working collaboratively across key areas to proactively identify, manage, and resolve emerging issues. Experience in healthcare settings and the application of implementation science methodologies will be highly regarded.



KEY ACCOUNTABILITIES

- Collaborate with technical and data specialists to understand digital tools, processes, and HI workflows
- Translate technical concepts into information that can be understood by a non-technical audience
- Work with external key stakeholders and technical teams to finalise and document requirements
- Update project plans and apply appropriate project management techniques and methodologies.
- Proactively monitor, control and report on local implementation and performance against project plans, deliverables and schedules.
- Identify implementation risks, ensuring appropriate risk management practices are in place to support projects
- Participate in workshops, governance committees, and relevant meetings presenting information as required
- Collaborate with key stakeholders to understand future business requirements and identify opportunities for the support of digital tools
- Establish an agreed process for optimisation of RMH tools, ensuring there is a clear framework for prioritisation
- Analyse available data to identify opportunities for improvement in data visualisations
- Ensure clear communication between external key stakeholders and Health Intelligence
- Triage requests as required
- Establish an agreed process to manage external requests from key stakeholders
- Provide multiple solutions to problems identified and communicate options with stakeholders and agree a way forward
- Develop training and communication material as required to support the understanding and adoption of digital tools.
- Create a sustainable framework for ongoing communication and work prioritisation following conclusion the project timeframe
- Other duties as directed consistent with the employee's skill level and classification
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area
- Take reasonable care for your safety and wellbeing and that of others
- Speak up for safety, our values and wellbeing

KEY RELATIONSHIPS

Internal

- Health Intelligence team
- Clinical & Operational Staff
- RMH EMR Team

External

- Parkville precinct
- PYMHWS staff
- External data providers

KEY SELECTION CRITERIA

Formal Qualifications

Post-graduate qualification related to healthcare or health administration, business analysis

Essential:

- Minimum of 3 years' experience in project management and business analysis
- Experience working in the healthcare setting
- Demonstrated ability to engage and build strong relationships



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- Expertise in applying established project management methodologies
 - Experience working in a tertiary hospital, healthcare operations or software deployment in healthcare
 - Ability to confidently present to small or large groups
 - Previous experience working with data and reporting
 - Strong influencing and stakeholder management skills
 - Aptitude to learn quickly and apply knowledge across different contexts
 - Excellent attention to detail - Experience in continuous improvement

Desirable:

- Understanding of patient access and flow workflows within a health service setting
- A sound understanding of how data can support clinical and business outcomes
- Demonstrated ability to work as part of a multi-disciplinary team
- Previous experience in developing and delivering training curriculum
- Ability to effectively engage participants in training sessions

KEY PERFORMANCE INDICATORS

- Your performance will be measured through your successful:
 - Demonstration of RMH values
 - Achievement of portfolio specific KPI targets
 - Participation in and satisfactory feedback through the annual performance review process
 - Ability to maintain a safe working environment and ensure compliance with legislative requirements
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AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date