

## Position Description

Position Title	Program Director
Position Number	30011932
Division	Digital Services
Department	Clinical Information Systems
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Health Service Level 7
Classification Code	HS7
Reports to	Director Clinical Information Systems
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Registration with Professional Regulatory Body or relevant Professional Association</li> <li>• Drivers Licence</li> <li>• Immunisation Requirements</li> </ul>

## Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

## Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

## Our Values

**PASSIONATE** – We are passionate about doing our best – for our patients, our colleagues and our community.

**ACCOUNTABLE** – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

## The Position

The Program Director provides strategic leadership, direction and oversight for the end-to-end delivery of the Regional Patient Administration System (PAS) rollout across the Loddon Mallee Health Network. This role leads a complex, multi-stream transformation program involving technical implementation, workflow redesign, change management, and multi-site deployment. The Program Director is responsible for ensuring the program achieves its regional objectives, aligns with organisational and regional digital health strategies, and delivers a consistent, safe and integrated PAS solution across all participating health services.

The position holds full accountability for program governance, risk and clinical safety frameworks, vendor and stakeholder management, and the coordination of multidisciplinary teams. The Program Director ensures the successful delivery of program outcomes and long-term operational sustainability by driving high-quality implementation practices, fostering strong regional partnerships, and overseeing rigorous evaluation of program effectiveness.

## Responsibilities and Accountabilities

The Program Director would be suited to an individual who is a dynamic leader and highly skilled in the technical disciplines of project management with the ability to communicate and provide advice to a variety of stakeholders across the Region.

### Key Responsibilities

- Tasked with leading the Regional PAS (Patient Administration System) rollout as the Program Director, ensuring end-to-end accountability for delivery.
- Explicit responsibility for driving program outcomes, maintaining momentum, and ensuring project teams meet milestones and performance expectations.
- Oversight of both technical delivery streams and change management functions, ensuring alignment of workflow redesign, training, communications and stakeholder engagement.
- Demonstrated previous experience in establishing and delivering multi-site implementations across health services, preferably within complex regional or statewide environments.
- Provide strategic leadership, planning and governance across multiple large-scale programs.
- Lead the development and execution of a regional PAS implementation strategy ensuring alignment across all participating health services.
- Ensure vendor configuration aligns to regional requirements, not single-hospital implementations.
- Lead program design, implementation, monitoring and evaluation.
- Develop and maintain program roadmaps aligned with organizational priorities.
- Oversee program budgets, resource allocation and financial performance reporting.
- Ensure risks, issues and dependencies are identified, managed and escalated appropriately.
- Build and maintain strong relationships with internal and external stakeholders.
- Lead and mentor project managers and multidisciplinary teams to achieve program outcomes.
- Ensure compliance with clinical, operational, and organizational governance protocols.
- Prepare high-quality reports, presentations and briefings for executive governance groups.

## Key Selection Criteria

### Essential

1. A tertiary qualification in Project Management, Business Management, or a related field.
2. Extensive Project Management experience in management and deliver of large complex digital projects.
3. Demonstrated ability to collaborate, develop and maintain effective business relationships with key stakeholders and vendors to influence and gain agreement to scope and project objectives.
4. Proven ability to effectively manage time and resources to meet timelines and scope.
5. Demonstrated ability to effectively identify, manage and mitigate risks to maintain the project objectives and timelines.
6. Excellent judgment with proven ability to identify problems and deal with challenging, complex, and difficult issues to develop solutions that meet the business objectives.
7. Demonstrated ability to conduct detailed planning, analysis and estimation in order to develop effective project plans, timelines and budgets.

### Desirable

8. Familiarity with TrakCare or similar PAS and EMR environments.

## Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time.

**We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.**

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*