

## Position Description

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| <b>Position title</b>                       | Director Virtual Care   |
| <b>Department / Division</b>                | Digital & Allied Health   |
| <b>Classification</b>                       | AO99  |
| <b>Position reports to</b>                  | Executive Director Digital Health & Chief Allied Health Officer   |
| <b>No. of direct &amp; indirect reports</b> | 4 direct reports, 1 indirect  |
| <b>Location</b>                             | The Royal Children's Hospital, Flemington Road, Parkville   |
| <b>Risk category</b>                        | Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently |

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| <b>The Royal Children's Hospital</b>  |
| <p>The Royal Children's Hospital's (RCH) vision is <i>A world where all kids thrive</i>.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p> |

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| <b>ROLE PURPOSE</b>  |
| <p>The Director of Virtual Care is a senior leadership role responsible for the strategic direction, operational governance, and continuous improvement of the hospital's virtual care program. This position leads the development and delivery of innovative digital and telehealth services that improve patient outcomes, enhance access to paediatric care, and support the clinical workforce across all settings.</p> <p>The Director will work closely with Chief Digital Officer, Chief Digital Innovation Lead, Director of Performance and Information Management, Director of Centre of Health Analytics, Director of Digital Innovation and medical lead and CXIOs.</p> |

The Director will provide expert leadership across clinical, technical, operational, and project management dimensions, working collaboratively with clinical divisions, digital health teams, and external partners to design and embed virtual care as a core component of service delivery.

This role will ensure virtual care is safe, equitable, clinically effective, and integrated across inpatient, outpatient, community, and home-based models of care. It drives innovation in digitally enabled care delivery, leveraging telehealth, remote monitoring, asynchronous care, and AI-enabled models to improve access, outcomes, and experience for children, young people, and their families.

**ROLE CONTEXT**

RCH has made significant investments in digital health capability, including the implementation and optimisation of Electronic Medical Record (EMR), expansion of virtual care services, development of data and analytics platforms, and now expansion of virtual care services from RCH Foundation funding of stage 1 of 2. These initiatives are essential to enabling integrated care, improving clinical workflows, and supporting innovation in models of care.

To ensure these digital capabilities deliver meaningful clinical value, strong clinical leadership and engagement are required. The Director of Virtual Care will join an experienced digital leadership team who together play a critical role in bridging the gap between clinicians and digital teams, ensuring that digital systems are designed and implemented in ways that support safe, effective and family-centred paediatric care.

Working in partnership with the Executive Director Digital Health and other senior clinical leaders, the Director Virtual Care will provide strategic clinical oversight and strong project management skills for virtual care initiatives across the organisation. The role ensures that digital technologies align with clinical priorities, enhance patient safety, and support the transformation of care delivery through innovation, data-driven insights and emerging technologies such as remote monitoring, artificial intelligence and predictive analytics.

**KEY ACCOUNTABILITIES**

- Strategic Leadership & Vision**
- Provide visionary clinical leadership in the strategic development, design, and implementation of virtual care models across the organisation, with a focus on improving outcomes and experiences for children, young people, and their families in alignment with the Victorian Digital Health Strategy and organisational priorities.
  - Champion the integration of telehealth, remote patient monitoring, and virtual ward programs across all clinical divisions.
  - Lead a diverse team of clinical and IT professionals, driving a culture of innovation, collaboration, and excellence.
  - Provide expert advice to the Executive Director Digital Health, Executive Leadership Team, and Board on virtual care matters, trends, and opportunities.
  - Lead service redesign initiatives to embed virtual care pathways into standard models of care. Position virtual care as a core modality of care delivery, not an adjunct service.
  - Represent the hospital in external forums, including with the Department of Health Victoria, peak bodies, and national telehealth networks.
- Project Management & Program Delivery**
- Lead the procurement, design, and optimisation of virtual care platforms and remote monitoring solutions (such as telehealth systems, virtual ward tools, and digital therapeutics) to ensure they are safe, child-appropriate, and clinically effective across all paediatric specialties.
  - Lead the end-to-end planning, execution, monitoring, and closure of virtual care projects.
  - Develop comprehensive project plans, including scope, milestones, risk registers, resource allocation, stakeholder maps, and communications plans.

- Oversee a portfolio of concurrent virtual care initiatives, ensuring delivery on time, within scope, and within budget.
- Apply benefits realisation frameworks to evaluate project outcomes against clinical, operational, and financial targets.
- Establish and maintain robust project governance structures, including steering committees, working groups, and reporting mechanisms.
- Manage vendor and partner relationships, including contract negotiation and performance management for technology and service providers.
- Produce executive-level reporting and briefings on project status, risks, and outcomes for internal and government stakeholders.

### **Operation Management**

- Lead and develop the virtual care team, setting clear strategic goals, managing program budgets, and fostering the professional growth of staff to build sustainable organisational capability in virtual care delivery.
- Oversee the day-to-day operations of the Virtual Care department, ensuring service quality, safety, and compliance with relevant standards and legislation.
- Develop and manage operational budgets, including forecasting, variance analysis, and reporting to the Executive.
- Implement and monitor key performance indicators (KPIs) and clinical quality metrics for virtual care services.
- Ensure all virtual care services comply with relevant Victorian and national clinical governance frameworks, privacy legislation, and accreditation requirements.
- Drive the use of virtual care data and clinical analytics to evaluate patient outcomes, monitor program effectiveness, and identify opportunities to expand or improve remote care delivery across the hospital.
- Manage human resources functions for the virtual care team, including recruitment, performance management, professional development, and workforce planning.

### **Clinical Governance & Patient Safety**

- Oversee the assessment of clinical risks associated with virtual care delivery, ensuring robust governance frameworks are in place to maintain patient safety, data privacy, and regulatory compliance in a paediatric context.
- Partner with clinical leads to ensure virtual care models meet safety, quality, and patient experience standards consistent with in-person care.
- Lead incident management, clinical audit, and continuous improvement processes for virtual care services.
- Develop and maintain policies, procedures, and clinical guidelines specific to virtual and telehealth care delivery.
- Champion consumer and carer engagement in the design and evaluation of virtual care services, with particular attention to the needs of paediatric patients and their families.
- Ensure equitable access to virtual care services, addressing barriers for culturally and linguistically diverse families, Aboriginal and Torres Strait Islander communities, and those in regional and remote areas.
- Enable seamless integration with EMR, scheduling, referral, and care coordination systems
- Participate in digital clinical governance structures including clinical advisory or informatics committees.
- Promote safe digital practice and appropriate use of health information.

### **Stakeholder Engagement & Management**

- Act as a bridge between virtual care technology and clinical teams, articulating the value of telehealth and remote care to all levels of the organisation and ensuring that paediatric clinical voices, including those of patients, carers, and families are meaningfully engaged in virtual care initiatives.
- Build and maintain effective partnerships with internal clinical divisions, ICT, digital health, and executive stakeholders.

- Engage with external stakeholders including the Department of Health Victoria, primary care providers (GPs and community health), and regional and rural health organisations.
- Lead co-design processes with clinicians, consumers, and carers to develop sustainable and person-centred virtual care models.
- Facilitate change management processes to support clinical adoption of virtual care tools and workflows.

#### **Innovation, Research & Evaluation**

- Champion a culture of innovation and digital care transformation, applying change management methodologies to support clinical teams in adopting virtual models of care that enhance rather than replace the therapeutic relationship with children and families.
- Foster a culture of innovation, identifying emerging technologies and models that can enhance virtual care delivery for paediatric populations.
- Lead or support research and evaluation activities related to virtual care, including ethics submissions, data collection, and publication.
- Collaborate with university and research partners to advance the evidence base for paediatric virtual care.
- Monitor national and international developments in virtual care and telehealth and translate insights into practice recommendations.

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

- Current clinical registration with AHPRA for registered professions or eligibility for professional association membership for self-regulated professions.
- Demonstrated experience (minimum 8 years) in a senior health service management or digital health leadership role.
- Strong strategic thinking and vision, with the ability to align technology initiatives with clinical benefits.
- Formal project management qualification or equivalent demonstrated experience managing complex, multi-stakeholder health projects.
- Demonstrated ability to influence clinicians and lead change
- Understanding of clinical governance, patient safety and quality improvement. Demonstrated experience in the design, implementation, and evaluation of telehealth, remote monitoring, asynchronous care or virtual care programs.
- Strong understanding of Victorian public health policy, funding frameworks, and governance structures.
- High-level skills in stakeholder engagement, negotiation, and change management.
- Understanding of privacy, data governance, and legislative requirements applicable to telehealth in Victoria.
- Ability to critically evaluate digital health technologies without needing to be a technical expert.
- Familiarity with interoperability standards, data governance, and digital health infrastructure.
- Strong verbal and written communication skills across clinical, executive, and consumer audiences.
- Comfort with ambiguity and evolving technology landscapes.
- Ability to pivot programs in response to clinical feedback or emerging evidence.

#### **Desirable:**

- Degree, professional or postgraduate qualification in Information Technology, Public Health, Health Administration, Health Informatics (or relevant) or a minimum 7 years' work experience at an equivalent level
- Experience with data analytics, AI, or digital innovation in healthcare.
- Knowledge of remote patient monitoring, virtual ward, or digital care coordination technologies.

## KEY SELECTION CRITERIA

- Significant clinical experience within the hospital environment
- Demonstrated experience in strategic thinking, with the ability to align technology initiatives with clinical outcomes.
- Demonstrated knowledge of innovation frameworks and ideation lifecycle.
- Experience in managing and developing high-performing teams.
- Excellent communication skills, with the ability to convey complex technical concepts to non-technical stakeholders.
- Demonstrated experience in leveraging digital solutions to enhance consumer experiences.
- Demonstrated ability to navigate and thrive in a dynamic and evolving environment.
- Proven change management experience and delivery of an enterprise level digital portfolio.
- Ability to make decisions independently and to assume higher-level leadership responsibilities in critical situations.
- A good understanding of the technologies used in the health sector (EMR, medical machinery, patient booking systems, etc.).
- Demonstrated knowledge and application of clinical governance frameworks in a digital or virtual care context.
- Demonstrated budget management and resource allocation skills.

## OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

## IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

## RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

### **QUALITY, SAFETY AND IMPROVEMENT**

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

**Position description last updated**

**April 2026**