

Position Description

Position title	Project Manager
Department / Division	Virtual Care / Digital & Allied Health
Classification	Grade 8 Year 1 – Grade 8 Year 5 (AO81 – AO85)
Position reports to	Director Virtual Care
No. of direct & indirect reports	Nil
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
<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 https://www.rch.org.au/quality/child-safety/.</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 www.rch.org.au</p>

ROLE CONTEXT
<p>The Virtual Care program sits within the Allied and Digital Health Division. The Allied and Digital Health Division leads the hospital's digital transformation agenda, and is responsible for the implementation, optimisation and governance of digital health technologies, including the Electronic Medical Record, the RCH Patient Portal and virtual care platforms.</p>

Virtual care is a strategic priority for RCH, enabling the hospital to deliver specialised paediatric care to children and families closer to home through technologies including telehealth, wearable devices, smartphone apps, digital portals, automation and AI. The Stage 1 Virtual Care Hub program will lay the foundational infrastructure, workforce capability and clinical models required to establish a centralised, sustainable virtual care service by FY28/29.

ROLE PURPOSE

The Project Manager, Virtual Care will lead the planning, coordination and delivery of the Stage 1 RCH Virtual Care Hub program. Reporting to the Director Virtual Care, this role is responsible for driving tangible progress across three key workstreams: expanding organisational virtual care capability and capacity; optimising and scaling the RCH Patient Portal in Specialist Clinics; and developing the blueprint for a mature, sustainable Virtual Care Hub (scoping of Stage 2).

The Project Manager will work at the intersection of digital innovation, clinical services and consumer experience, translating strategic ambition into practical outcomes that improve access, equity and care for children and families across Victoria and beyond.

KEY ACCOUNTABILITIES

Leadership

- Plan, manage, and deliver the Stage 1 Virtual Care Hub program across all three workstreams within agreed timelines.
- Lead and model a working environment that supports accountability, innovation and continuous improvement.
- Champion co-design with consumers, clinicians and subject matter experts to ensure virtual care models are safe, patient-centred and equitable.
- Promote and embed a culture of positive change management across participating clinical departments and corporate functions.
- Manage and monitor project progress, providing early visibility of risks, issues and dependencies to the Director Virtual Care.

Strategy

- Develop and maintain integrated project plans, risk registers and reporting artefacts aligned to the grant milestones and the RCH Strategic Plan.
- Coordinate delivery of the RCH Patient Portal optimisation and adoption strategy across Specialist Clinics, including e-consult functionality.
- Lead the scoping and co-design of the Stage 2 Virtual Care Hub operating model, including engagement with government, peer health services and consumer groups.
- Identify and apply learnings from existing RCH virtual care pilots (e.g. Hospital in The Home (HiTH), Cystic Fibrosis, Complex Asthma) to inform scalable, evidence-based models.
- Support the development of clinical governance frameworks, information management standards and workforce capability uplift plans.
- Track project outcomes against Key Performance Indicators (including Did Not Attend rates, waitlist reduction, Patient Portal adoption, and e-consult volumes) and prepare high-quality reports for executive and funder review.
- Identify risks to clinical governance and information management, develop mitigation strategies and ensure compliance with relevant safety and regulatory standards.

Consumer Service / Stakeholder management

- Engage and influence a broad range of internal stakeholders including clinical divisions, EMR team, Digital Innovation, Allied Health, Nursing, Procurement and Finance to ensure effective communication and buy-in.
- Build and maintain productive relationships with external stakeholders including the RCH Foundation, government bodies, partner health services and technology vendors.
- Manage consumer and community engagement activities to ensure virtual care models reflect the needs and expectations of children and their families, including those from rural, regional or underserved communities.
- Provide high-level advice, guidance and support to the Director Virtual Care on matters pertaining to the Virtual Care program.
- Maintain regular internal and external communications, including progress updates for the RCH Foundation as required under grant conditions.
- **Quality, Governance and Administration** Develop comprehensive project briefs, business cases and status reports to a standard suitable for executive review.
- Coordinate administration workflow to ensure optimal outcomes within the prescribed grant timeline.
- Maintain accurate project documentation, budget tracking and milestone registers throughout the project lifecycle.
- Support the transition of operational costs to RCH business-as-usual funding, consistent with the grant sustainability commitments.
- Utilise relevant digital platforms and project management tools to manage delivery efficiently.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in a related field and /or specialised knowledge with several years of relevant industry experience.
- Experience in project management within a complex, multi-stakeholder environment.
- Experience working in or alongside healthcare services, with an understanding of clinical workflows and patient-centred care.
- Experience managing grant-funded or time-limited programs, including milestone and budget reporting.

Desirable:

- Experience in digital health, telehealth, or virtual care program delivery.
- Familiarity with the RCH Patient Portal, EMR systems or health information management platforms.
- Knowledge of Victorian and national digital health strategies (e.g. Victorian Virtual Care Strategy, National Digital Health Strategy 2023–2028).
- Understanding of continuous improvement and change management methodologies (e.g. Lean, co-design).
- Knowledge of relevant health service standards and clinical governance frameworks.

KEY SELECTION CRITERIA

- Proven ability to lead complex, cross-functional projects and deliver outcomes within tight timeframes in a healthcare setting.
- High-level analytical skills with experience in data interpretation, KPI tracking and performance reporting.

- Excellent communication and stakeholder engagement skills, including the ability to translate technical concepts for clinical and executive audiences.
- Demonstrated experience leading change and embedding new ways of working, with a commitment to co-design and consumer inclusion.
- Strong organisational and planning skills with the ability to manage competing priorities across multiple workstreams simultaneously.
- High-level written and verbal communication skills, including the ability to prepare executive-level reports, grant acquittals and presentations.
- Proven ability to engage and influence clinicians, operational leaders and consumers to achieve project outcomes.
- Demonstrated commitment to equity, accessibility and patient-centred care, particularly for children and families in rural and regional communities.
- Commitment to continuous improvement and innovation in service delivery.

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

May 2026