

Position Description



1. General Information

Position Title:	Project Manager - Rostering
Division/Department:	Strategy and Performance
Position Reports to:	Senior Project Manager, Projects and Change
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	NA
Location:	Corporate Office, Richmond
Employment Status:	Fixed Term Contract, Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	NIL NA
Key Relationships - internal and external	Finance Team IT team Group Projects and Change team Senior Executives Current and prospective vendors Procurement Clinical Teams

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

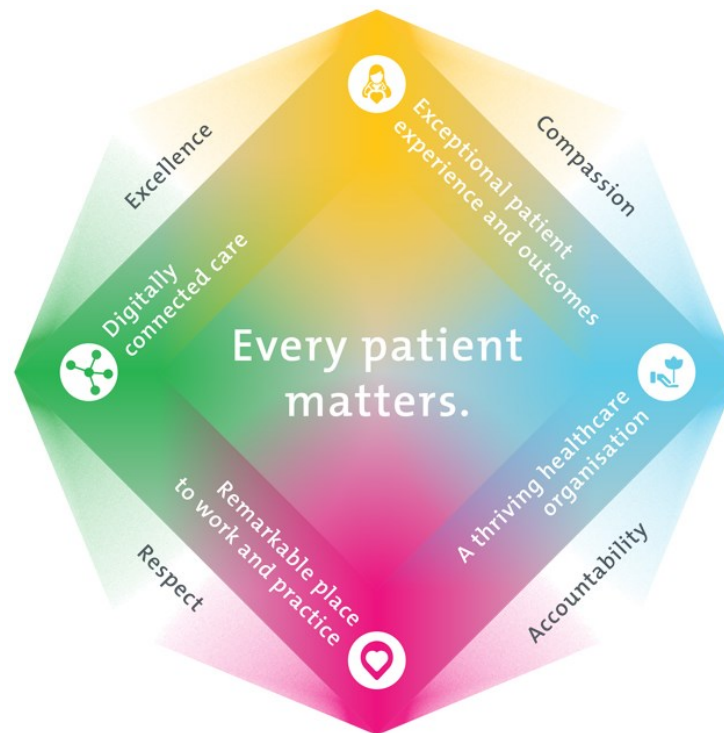
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Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Project Manager – Rostering is accountable for delivering Epworth HealthCare's change of its enterprise rostering system from an on-premise environment to a secure, scalable cloud-based platform. This role will drive end-to-end project planning, solution evaluation, implementation readiness, and transition activities to ensure the cloud solution improves reliability, workforce efficiency, and long-term system sustainability.

The Project Manager will coordinate cross-functional teams across ICT, clinical operations, HR, Finance, Procurement, and Cyber Security, ensuring alignment to Epworth's digital, clinical safety, architectural and procurement frameworks. The role will also provide strong vendor leadership, support change impacts across an 8000-person workforce, and ensure project delivery adheres to Epworth's strategic objectives, risk appetite and governance expectations.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
Leadership and culture	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.

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Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Project Planning and Scoping Develop detailed project plans, define scope, objectives, timelines and resource needs. Define and maintain a comprehensive project roadmap covering cloud readiness assessment, data migration, integration dependencies, decommissioning of legacy components, and transition-to-operations activities.	Project plans completed and approved Project scopes align with organisational priorities and budget allocation Alignment with Epworth's enterprise architecture, cyber security standards, data governance requirements, and ICT operational models.
Stakeholder Engagement Collaborate with clinical, operational, HR, Finance, Procurement and IT stakeholders to meet user needs and align to Epworth's IT Architecture Principles and Procurement policies.	Positive stakeholder feedback Documented stakeholder input and sign-off on requirements.
Risk and Issue Management Identify, assess and mitigate project risks and issues, escalate when necessary, with recommended resolutions.	Risk registers maintained and updated. Risks are escalated early and resolved to sponsor satisfaction
Vendor relationship Lead vendor governance activities including contract management, service design, delivery milestones, SLAs, and escalation pathways	Transparent and accountable relationship with vendor that meets Epworth's operational, security, and performance requirements.

Budget management Active management of the project budget.	Project runs to approved budget.
Governance and Reporting Provide regular project status updates, reporting into project boards and steering committees where required within approved Epworth HealthCare documentation requirements.	Timely submission of project status reports Accurate reporting of key project milestones and metrics
Compliance and Documentation Ensure all project documentation is maintained and stored.	Documentation developed and stored as part of a knowledge-base.
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace <ul style="list-style-type: none"> • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential <ul style="list-style-type: none"> Relevant Project Management qualifications and/ or IT qualifications
Previous Experience	Essential <ul style="list-style-type: none"> Demonstrated experience in managing IT Projects, including moving a system to the cloud and/ or system implementations Proven ability to manage a complex project with multiple stakeholders and deliver within scope, time and budget and effortlessly switch contexts Strong understanding of ERP workforce management systems Knowledge of procurement and compliance frameworks in healthcare or public sector Ability to translate complex business needs into system requirements Experience engaging stakeholders across diverse teams, including clinical, technical and operational areas Demonstrated ability to manage vendor relationships, including coordinating deliverables, service expectations and issue resolution Experience with solution design aligning with broader IT architecture, considering data flows, system integrations and reporting impacts Experience preparing and maintaining project documentation, such as project plans, risk registers and status reports Desirable <ul style="list-style-type: none"> Experience in a hospital or healthcare setting Experience with integration frameworks, data governance, or digital health standards Exposure to change management and user adoption practices in IT projects
Required Knowledge & Skills	Essential <ul style="list-style-type: none"> Understanding of enterprise system architecture and how applications interact across data flows, interfaces and reporting systems Maintains accuracy through a detail-orientated and structured approach to managing interrelated system requirements, with clear and consistent documentation Ability to manage project documentation, risks, issues and status reporting Ability to interpret technical information and collaborate with IT and business stakeholders to ensure mutual understanding of scope and timeframes Strong organisational skills with the ability to manage projects to allocated schedule

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	<ul style="list-style-type: none"> • Strong communication and interpersonal skills, with the ability to engage clinical, technical and operational stakeholders • Sound problem-solving ability, with a methodical and analytical approach to troubleshooting and decision-making • Skills in preparing project documentation such as status reports, risk registers, business cases <p>Desirable</p> <ul style="list-style-type: none"> • Awareness of data privacy principles, clinical safety considerations and digital health compliance standards • Ability to facilitate smooth transitions for staff, patients and healthcare providers as the new services are introduced
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<ul style="list-style-type: none"> • Strives for excellence by delivering quality outcomes and continuous improvement • Able to work independently while contributing collaboratively within a team • Demonstrates strong attention to detail to ensure accuracy and quality in project deliverables • Exhibits excellent organisational skills to manage concurrent tasks and timeframes effectively • Exhibits a methodical and process-driven approach to managing projects and tasks • Demonstrates an analytical mindset to understand complex issues and support problem-solving • Approaches challenges with a positive, solution-focussed attitude • Demonstrates adaptability and resilience in a dynamic work environment • Demonstrates compassion and empathy in interactions with colleagues and stakeholders • Engages with others in a professional and considerate manner • Communicates clearly, respectfully and with integrity • Builds and maintains positive relationships with diverse stakeholders, managing expectations and facilitating cooperation • Actively fosters a positive, inclusive and supportive culture • Maintains a curious mindset, interest in learning and developing new skills • Open to feedback and committed to ongoing professional growth

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
January 2026	January 2026	Group Director, Projects and Change

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____