Position Description

1. General Information

Position Title:	Product Owner
Division/Department:	Corporate/Information Technology Department
Position Reports to:	Product Manager
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location:	Corporate Office, Richmond
Employment Status:	Permanent – Full Time
Resource Management (for Management positions only) **Number of Direct Reports:** **Budget under management:**	Direct Reports: Nil Budget: Nil
Key Relationships - internal and external	Director Digitise Program Product Manager IT Team Projects & Change Office Hospital Executive & Management team Senior leaders and respective teams Key vendors & subcontractors

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.

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
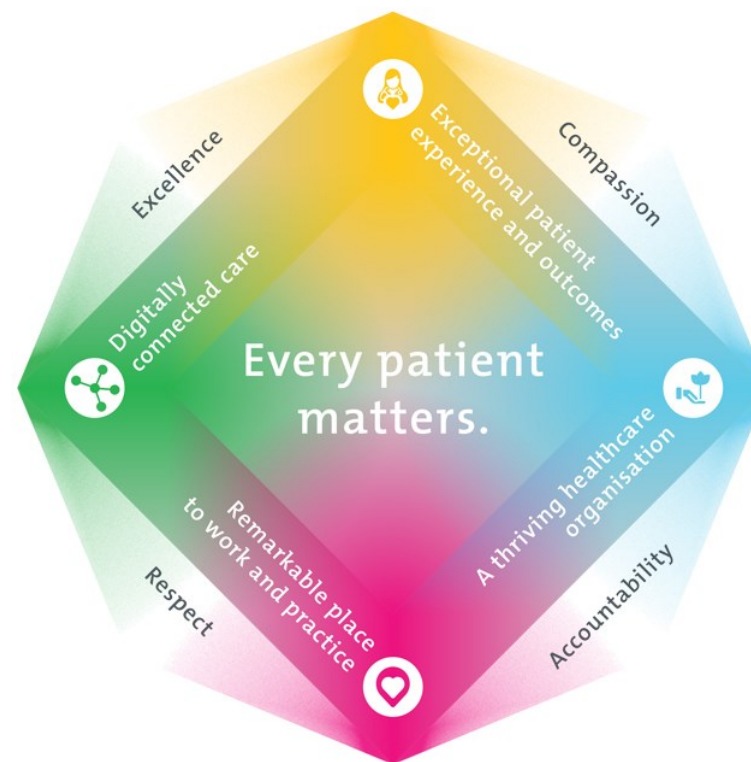
All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare 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 Product Owner is responsible for bridging the gap between business stakeholders and the development team to ensure the successful delivery of a high quality product. This role involves prioritising requirements, defining user stories, managing the product backlog and ensuring alignment between business goals and technical execution. By collaborating with business stakeholders / owners, the Product Owner ensures that deliverables meet both customer needs and quality standards.

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.
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.

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6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Product Ownership • Collaborate with UI/UX designer to support user research, build prototypes, mock-ups, wireframes and seek user feedback • Turn user pain points and problems into actionable user stories and provide expertise to translate Business Requirements into Solution Design requirements; • Prioritise the product backlog (list of features and requirements) to align with the product vision and goals and continuously refine it based on feedback and changing business needs. • Ensure the product backlog items are clearly defined, well understood, and properly estimated by the development team. • Advocate for product improvements and make recommendations to the Product Manager and Business Owners on what features to include in each sprint, epic or release, based on the value they will deliver to customers and the business. • Drive the continuous improvement of the product by developing feedback mechanisms with users and all stakeholder groups • Engage and communicate with key Business Stakeholders at all levels; • Support developing a culture of trust and appetite to drive transformation initiatives	• Product features and minor enhancements are prioritised with business stakeholders in a timely manner to align with planning sessions and backlog refinement; • Increase in customer satisfaction over time; • Increase in customer adoption over time.
Requirements Management • Work closely with Business Analysts to gather detailed requirements from stakeholders and translate them into user stories and tasks for the development team. • Review and provide feedback on business requirements documents created by Business Analysts.	• Business requirements and user stories are documented to a high standard; • Business requirements are signed off by business stakeholders in a timely manner; • Product backlog is well defined and understood by the product manager, business owners and technical team members.

• Collaborate with Business Analysts to address any issues or gaps in requirements and find solutions that meet user needs. • Provide expertise to identify and translate Business Requirements into Solution Design requirements; • Create and maintain the product backlog based on business value, customer needs and technical feasibility. • Work closely with Business Analysts, business stakeholders / owners to produce requirement analysis documentation including user stories, features, process flow diagrams, data models, interface models and any required requirement analysis and design documents.. • Ensure user stories clearly outline the desired functionality and outcomes and have well-defined acceptance criteria that guide the development and testing of features. • Participate in discovery & exploration processes to assist in longer term planning.	
Software development and delivery • Work with Project Manager(s) to define project scope to ensure understanding of what is in and out of scope, expected deliverables, acceptance criteria, constraints and assumptions; • Collaborate closely with Project Manager(s) and the Business Owner and the development team to ensure that the product meets customer needs and is delivered on time and within budget. • Partner with Testers during UAT to ensure that delivered features meet the defined acceptance criteria and business objectives. • Management of projects and initiatives where required.	• Delivery of key projects on time and within budget; • Product Backlog flow is stable and defined to effectively prioritise features in alignment to Product vision and business outcomes; • The product is of high quality and does not have any critical or major bugs post software release.
Software deployment and solution support • Support deployment and release activities for Dynamics 365 CRM solutions • Log, review, escalate and close tickets within ITSM tool.	• Software releases are planned accurately and are delivered to schedule. • ITSM tool artefacts are created

	• Quality of the software deployed is demonstrated by low number of incidents related to the release. • Business continuity is maintained. • Monitoring and timely resolution of Service Requests and Incidents in line with Epworth's Service Level Agreement.
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. • 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	• 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 • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• 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** • Bachelor's degree in Business, Information Technology, Computer Science or a related field • Certified Scrum Product Owner or Professional Scrum Product Owner certification **Desirable** • Master's degree in a related field • Certification is Business Analysis (e.g. CBAP, CCBA) or Agile (e.g. PMI-ACP, SAFe PO-PM)
Previous Experience	**Essential** • Minimum 5-7 years experience as a Business Analyst, Product Owner, or similar role in an agile environment • Proven experience in requirements gathering, backlog management and stakeholder management • Experience working in cross-functional teams and delivering successful software products **Desirable** • Experience delivering projects in 24/7 operational environments.
Required Knowledge & Skills	**Essential** • Strong knowledge of agile frameworks (Scrum, Kanban, etc.) and agile practices • Excellent collaboration, communication (written and verbal) and stakeholder management skills • Ability to write clear, concise user stories and define acceptance criteria • Strong analytical and problem-solving skills with excellent attention to detail • Proficient in agile tools such as Azure Dev Ops (preferred) or JIRA **Desirable** • Ability to adapt to changing priorities and thrive in a fast-paced mindset
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability	**Essential** • A result-driven mindset with a focus on delivering value to the business and end-users • Proactive, demonstrate initiative, self-motivated and hard-working • Strong team player **Desirable** • Ability to learn new systems quickly • Undertanding of customer and market trends

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• Respect • Excellence	

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
January 2025		Director Digitise Program

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: