



dental health
services victoria

WITH COMMUNITY FOCUSED WORK, YOU'LL BE THE ONE SMILING



EoHR Change Manager

Reporting To: Chief Information Officer

Business Unit: Chief Information Officer

Classification Level: HS5

**Enterprise Agreement: Health and Allied Services, Managers and
Administrative Workers (Victorian Public Sector) (Single Interest Employers)**

Enterprise Agreement 2021-2025

Reviewed Date: February 2025

Position Purpose:

The Electronic Oral Health Record (EoHR) project represents a significant digital transformation initiative at DHSV, revolutionising how we deliver oral healthcare services. We're seeking a strategic Change Manager to drive the successful implementation of Titanium, our enterprise-wide oral health management system.

This role combines healthcare technology expertise with organisational change leadership to ensure seamless adoption across all levels of DHSV. As Change Manager, you'll shape the future of oral healthcare delivery by leading the human side of this digital transformation, working directly with clinical and administrative staff to reimagine workflows, optimise patient care processes, and establish new standards of practice.

Your strategic influence will extend beyond traditional change management, as you'll be instrumental in translating clinical requirements into practical solutions, ensuring the new system enhances rather than





WITH COMMUNITY FOCUSED WORK, YOU'LL BE THE ONE SMILING



disrupts patient care delivery. This position offers the opportunity to make a lasting impact on healthcare delivery whilst working with cutting-edge healthcare technology.

Role Accountabilities:

Role Specific

- Design and execute a healthcare-focused change strategy that addresses the unique needs of clinical staff, administrative personnel, and patient care workflows.
- Develop comprehensive change impact assessments specifically focused on clinical operations and patient care delivery.
- Create and implement clinical workflow transition plans that maintain service continuity during system implementation.
- Lead stakeholder engagement with a focus on clinical leadership, dental practitioners, and support staff.
- Establish metrics that measure both technical adoption and clinical outcomes improvement.
- Partner with clinical teams to optimise system configuration for maximum efficiency and patient care quality.
- Collaborate with the vendor proactively and act as an advocate for the agencies when engaging with the vendor.
- Establish and manage project governance, including establishment of processes and structures to ensure strong governance and delivery against agreed deliverables.





WITH COMMUNITY FOCUSED WORK, YOU'LL BE THE ONE SMILING



Program Design & Implementation:

- Liaise with team members, management, and project stakeholders to ensure projects are completed to expectation and plans.
- Form a strong relationship, and coordinate technical tasks, with the software vendor.
- Identify risks and form resolutions as soon as possible.
- Analyse current state and determine the gaps required for future state.
- Update work schedules and perform troubleshooting as required.
- Work closely with the technical project team members and create a space of collaboration.
- Write progress reports and deliver presentations to the project manager and relevant stakeholders.

Generic

- Participate in myDevelopment ensuring goals are signed off and reviewed.
- Demonstrate and promote a proactive commitment to health & safety, well-being, and the environment by actively participating in the ongoing identification and prevention of risks.
- Model behaviours that demonstrate the Victorian Public Health Sector and DHSV values in all aspects of work.
- Maintain a commitment to child safety, equity and inclusion, and cultural safety.
- Adhere to the DHSV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.



WITH COMMUNITY FOCUSED WORK, YOU'LL BE THE ONE SMILING



Role requirements:

Knowledge

Mandatory:

- Demonstrable experience of business transformation, organisational change, or related field in healthcare digital transformation.
- Professional certification in change management methodologies (PROSCI, ADKAR, or equivalent) with evidence ideally with practical application in healthcare settings.
- Comprehensive understanding of healthcare workflow optimisation principles, clinical systems implementation, and digital health transformation.
- Strong knowledge of project management principles and their application in healthcare technology transformations.

Experience

Mandatory:

- Minimum 5 years' experience leading change management for technology implementations.
- Experience creating change management processes and tools to support the integration and engagement with change management principles.
- Experience leading a team of change management and training professionals in a project setting.
- Proven track record of successful clinical system implementations.
- Experience working directly with clinical staff and healthcare professionals.



WITH COMMUNITY FOCUSED WORK, YOU'LL BE THE ONE SMILING



- Deep understanding of stakeholder engagement strategies within complex organisations.
- Demonstrated knowledge of workflow analysis and process improvement methodologies.
- Working knowledge of healthcare compliance.

Desirable:

- Experience with dental practice management systems.
- Knowledge of oral health service delivery models.
- Familiarity with healthcare accreditation standards.

Behavioural Competencies:

- Ability to build credibility with clinical staff and healthcare professionals.
- Exceptional stakeholder management skills in

Desirable:

- Proven understanding of healthcare change management methodologies specifically related to clinical system implementations.
- Demonstrated success in healthcare workflow optimisation.

Personal Attributes:

- Strategic thinker with exceptional organisational abilities.
- Demonstrated professional judgement and decision-making capability.
- High level of emotional intelligence and stakeholder empathy.
- Results-driven with attention to detail.
- Self-motivated with proven ability to work autonomously.



WITH COMMUNITY FOCUSED WORK, YOU'LL BE THE ONE SMILING



complex healthcare environments.

- Demonstrated ability to translate between technical and clinical requirements.
- Strong understanding of healthcare change management challenges.
- Resilience and adaptability in dynamic healthcare settings.
- Commitment to improving patient care through technology.
- Clinical process improvement mindset.

Behavioural Competencies:

- Ability to build credibility with clinical staff and healthcare professionals.
- Exceptional stakeholder management skills in complex healthcare environments.
- Demonstrated ability to translate between technical and clinical requirements.

- Creative problem-solver with analytical mindset.
- Flexible approach to managing changing priorities



WITH COMMUNITY FOCUSED WORK, YOU'LL BE THE ONE SMILING



- Strong understanding of healthcare change management challenges.
- Resilience and adaptability in dynamic healthcare settings.
- Commitment to improving patient care through technology.
- Clinical process improvement mindset.