



dental health
services victoria

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



EoHR Program Manager

Reporting To: Chief Information Officer

Business Unit: Chief Information Officer

Classification Level: HS6

**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 EoHR Program Manager leads Dental Health Services Victoria's (DHSV) strategic state-wide electronic oral health record system implementation. This position ensures program alignment with DHSV's Strategic Plan while establishing and maintaining robust governance frameworks, benefits realisation tracking, and strategic oversight of delivery partners. The role provides strategic direction and leadership across multiple project streams, managing complex stakeholder relationships at executive and clinical levels throughout Victoria's public oral health sector. With accountability for a multimillion-dollar program budget, the EoHR Program Manager orchestrates the successful integration of clinical, technical, and organisational change management project streams to deliver the sustainable transformation of the EoHR program across Victoria.





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Role Accountabilities:

- Lead and direct the multimillion-dollar implementation of the electronic oral health record system across multiple health service locations and stakeholder groups.
- Develop and execute comprehensive program governance frameworks, including benefits realisation tracking, strategic roadmaps, and enterprise-wide change management strategies to ensure successful adoption across all Victorian public dental facilities.
- Drive high-level stakeholder engagement across executive leadership, clinical leaders, and government stakeholders, including chairing committees, facilitating executive briefings, and managing complex interdependencies between clinical, technical, and operational workstreams.
- Establish and oversee program risk and assurance frameworks, ensuring compliance with Victorian government health regulations while maintaining focus on clinical safety and patient outcomes.
- Lead strategic vendor partnerships and commercial relationships, including contract negotiations and performance management to ensure optimal program outcomes.
- Direct post-implementation evaluation frameworks to measure program success against defined benefits and ROI metrics.



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Program Design & Implementation:

- Lead the development of the state-wide implementation strategy, including detailed rollout phases, clinical workflow redesign, and integration with existing health systems.
- Drive the translation of complex clinical requirements into scalable technical solutions through expert facilitation of senior stakeholder groups and health service executives.
- Architect program structures that balance local health service needs with state-wide standardisation requirements.
- Build and lead high-performing teams, including internal resources, vendors, and clinical subject matter experts.

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.



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Role requirements:

Knowledge

Mandatory:

- Advanced knowledge of program and portfolio management methodologies (MSP, PGMP).
- Deep understanding of healthcare technology implementations, particularly EMR/EHR systems.
- Comprehensive knowledge of clinical governance frameworks and healthcare safety standards.
- Expert understanding of Victorian health service operations and regulatory environment.
- Strong commercial acumen with experience managing multi-million dollar program budgets.
- Advanced stakeholder management and

Experience

Mandatory:

- Minimum 10+ years' experience in complex program delivery, with at least 5 years leading healthcare technology implementations.
- Proven track record in delivering state-wide or large-scale healthcare transformation programs.
- Extensive experience in clinical change management and stakeholder engagement across multiple health services.
- Strong background in healthcare vendor management and system implementation.
- Demonstrated experience in managing complex governance structures including clinical, technical, and executive steering committees.



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organizational change methodologies.

- Postgraduate qualifications in Business, Health Informatics, or related field.
- Professional program management certification (MSP, PgMP, or equivalent).
- Comprehensive understanding of change management frameworks and transformation methodologies to effectively oversee specialist resources delivering organizational change.
- Strong theoretical and practical knowledge of data migration principles, integration architectures, and interoperability requirements to provide strategic oversight while working with technical specialists.

Desirable:

- Knowledge of oral health clinical workflows and dental practice management.

- Track record of successful benefits realisation in healthcare technology programs.

Personal Attributes:

- Strategic mindset with ability to navigate complex stakeholder landscapes.
- Executive presence and influential communication style.
- Proven ability to lead through ambiguity and complexity.
- Strong political acumen.
- Resilient and adaptable leader.
- Practical execution capabilities.
- Change resilient.



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- Experience with health service accreditation frameworks.
- Understanding of health information exchange standards (HL7, FHIR).
- Experience with Victorian health service digital health initiatives.

Behavioural Competencies:

- Adaptability
- Building Trust
- Collaboration
- Contributing to Team Success
- Decision Making
- Quality Orientation/Initiating action
- Managing Work