

POSITION DESCRIPTION

Position Title	Senior Project Manager – IT
Reports to (Title)	Director, Technology Portfolio
Group Director/Chief	Chief Information Officer
Department	Information Technology
Position Location	154 Wattletree Road, Malvern, VIC
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	Not applicable

Position Summary & Role Purpose

The Senior Project Manager – IT is a 12-month fixed-term role within Cabrini's IT Portfolio team. The role will have involvement in two key projects:

- The implementation of a new (Databricks) Data Warehouse and analytics platform, leading the vendor, business and technology teams
- The setup of a new (Workday) HRIS platform, which will be vendor led, but require a large change element internally.

The Senior PM role is typically responsible for leading the end-to-end delivery of assigned enterprise IT projects, ensuring scope, schedule, budget, quality, risks, issues, dependencies, stakeholders, vendors, change impacts and implementation activities are actively managed. The role requires strong delivery focus, practical problem solving, clear governance and disciplined execution from initiation through to handover and closure. The key projects to be managed are the Data Analytics Project and the Workday Remediation Project.

This includes, but is not limited to:

- Leading assigned IT projects from initiation through planning, execution, implementation, transition and closure
- Preparing and maintaining project plans, schedules, budgets, resource forecasts, governance artefacts, reports, risk registers, issue logs and decision records
- Coordinating business, clinical, corporate, technology and vendor teams to confirm scope, resolve delivery blockers and achieve agreed outcomes
- Managing project scope, schedule, cost, quality, risks, issues, dependencies, stakeholder engagement, change readiness, testing, cutover and transition to support
- Providing concise, accurate and timely reporting so stakeholders and governance forums understand progress, risks, decisions required and delivery confidence

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

Leadership

- Lead delivery teams by setting clear direction, confirming priorities, coordinating resources and maintaining momentum against agreed project outcomes.
- Run effective project routines, including governance forums, working groups, vendor meetings and action tracking.
- Escalate risks, issues, decisions and trade-offs early, with clear options and recommended actions.

Planning and Delivery

- Develop and maintain realistic project plans, schedules, resource forecasts and milestone tracking.
- Establish appropriate governance structure and artefacts to track and report on project health and progress.
- Define and manage project scope, deliverables, assumptions, constraints, dependencies and acceptance criteria.
- Manage end-to-end delivery activities for assigned focus areas, including Data Analytics initiatives, the Workday upgrade, system enhancements or other enterprise IT projects.
- Manage project risks, issues, dependencies, decisions, actions and change impacts to support delivery confidence.
- Coordinate project resources and vendor inputs to support testing, go-live, transition and closure activities.
- Plan and coordinate change management, business readiness, training and user adoption activities to support sustainable project outcomes.
- Drive delivery within approved scope, budget, schedule, governance and quality expectations.
- Support project closure and lessons learned activities, including handover to operational teams and confirmation of expected benefits with business owners.
- Coordinate integration, testing, training and cutover activities across Cabrini teams and external partners.

1.2 Operational Responsibilities

Technology

- Manage the end-to-end delivery of complex IT projects in collaboration with business, technology and vendor stakeholders.
- Promote and ensure use of appropriate project management techniques, methodologies and tools.
- Comply with IT project governance and compliance processes.
- Work with relevant IT teams to confirm solution alignment, technical dependencies and transition requirements.

Relationship Management

- Manage executive, partner, vendor and implementation partner relationships to support clear decision making and delivery accountability.
- Work closely with other project managers within other business streams and portfolios to ensure dependencies are tracked and delivered.
- Build productive working relationships with stakeholders, vendors and project teams to support timely decisions and effective delivery.
- Maintain a delivery focus while recognising Cabrini's patient-first environment and operational constraints.

Financial and Commercial

- Manage project budgets, forecasts and financial controls to ensure delivery remains within approved funding and supports agreed benefits realisation.
- Ensure adherence to Cabrini's financial and resource capitalisation processes.

Security, Risk and Compliance

- Ensure assigned projects consider relevant security, privacy, compliance and operational risk requirements.
- Escalate security, privacy or compliance risks to the appropriate Cabrini owner for assessment and decision.
- Maintain project risk and issue registers and ensure mitigation actions are tracked to closure.

Customer Focus

- Provide responsive service to stakeholders by taking ownership of delivery issues, following through on actions and communicating clearly.
- Engage regularly with business owners and users to confirm priorities, manage expectations and support successful adoption of delivered changes.

1.3 Professional Responsibilities

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational Relationships

- Reports to Director, Technology Portfolio
- Maintains a close collaborative working relationship with both Clinical and Corporate Services including (but not limited to): nursing, medical services, allied health and ambulatory services, finance, procurement, people and culture and support services.

Committee Membership

The Senior Project Manager – IT will attend project and governance forums relevant to assigned delivery scope, including:

- Project control groups, steering committees, working groups and vendor delivery forums
- Other forums as required by the reporting manager for project delivery purposes

Key Competencies

The Senior Project Manager – IT must demonstrate strong project delivery capability, including the ability to plan, control, communicate, escalate and deliver outcomes in a complex stakeholder environment.

ESSENTIAL

Educational/Vocational

- Professional certifications in Project Management.

Registration

- Not Required

Experience

▪ Personal Qualities

- Leadership: ability to organise and lead a diverse range of resources to deliver value outcomes effectively and efficiently.
- Customer Focus: puts the customer/user's needs first.
- Problem Solving: analyses issues and seeks information including engagement with key stakeholders to obtain diverse perspectives to obtain the best outcome.
- Teamwork: co-operates well and works well with others in the pursuit of team goals, shares information, supports others, shows consideration, and has concern and respect for others' feelings and ideas.
- Initiative: proactive and self-starting, seizes opportunities and acts upon them, and originates action and actively influences events.
- Innovation: applies practical thinking to improve delivery, make effective use of available resources and achieve value-for-money project outcomes.
- Building productive networks: establishes and maintains relationships with people at all levels, promotes harmony and consensus through diplomatic handling of disagreements, and forges useful partnerships with people across business areas, functions and organisations.
- Resilience: perseveres to achieve goals even in the face of obstacles, copes effectively with disappointments and setbacks, remains calm and in control under pressure and accepts constructive criticism in an objective manner, without becoming defensive.
- Drive and Commitment: is enthusiastic and committed, demonstrates capacity for sustained effort and hard work, and set high standards of performance for self and others. Strong time management, prioritisation and organisation skills including the ability to ultimately work unsupervised. Proven ability to meet deadlines and commitments.
- Flexibility: adaptable, receptive to new ideas, responds and adjusts easily to changing work demands and circumstances, are not bound by old ways of doing things.

▪ Skills & Knowledge

- Experience delivering enterprise IT projects included Data Analytics initiatives, Workday upgrades, business system enhancements or other technology-enabled change programs.
- 5+ years' experience delivering complex projects as a Senior Project Manager, preferably in enterprise IT or a comparable business technology environment.
- Strong practical project management capability across scope, schedule, budget, quality, resources, risks, issues, dependencies, governance and stakeholder engagement.
- Proven ability to manage project delivery from initiation through planning, execution, testing, implementation, transition, closure and benefits handover.
- Experience leading cross-functional delivery teams and coordinating business, technology, vendor and implementation partner activities.
- Strong communication and reporting skills, including the ability to provide concise status updates, identify decisions required and escalate risks or blockers early.
- Experience coordinating change readiness, communications, training, testing, cutover, implementation and adoption activities as part of project delivery.

- Experience managing vendor delivery, commercial inputs, issues, dependencies and performance against agreed project outcomes.
- Proven experience in developing and maintaining strong relationships across business and technology teams.
- Experience in a hospital or health care environment, including an understanding of clinical workflows, ICT systems and health care trends, is desirable.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:



Chief Information Officer

11/09/2026

Date