

Position description

Position title:	Program Manager, Digital Health
Position number:	20043295
Position level:	EL2
Salary:	\$149,064 to \$176,482 plus 15.4% superannuation
Employment type:	Full-time, Ongoing
Reporting to:	Director, Digital Health
Location:	Australian Commission on Safety and Quality in Health Care 255 Elizabeth Street, Sydney

Overview of the Commission

The Australian Commission on Safety and Quality in Health Care (Commission) leads improvements in the safety and quality of health care so all Australians receive better care, everywhere. It works in partnership with patients, carers, clinicians, the Australian, state and territory health systems, the private sector, managers and healthcare organisations to achieve a safe, high-quality and sustainable health system.

Key functions of the Commission include developing national safety and quality standards, developing clinical care standards to improve the implementation of evidence-based health care, coordinating work in specific areas to improve outcomes for patients, and providing information, publications and resources about safety and quality.

The Commission works in four priority areas:

- High-quality care in an evolving environment
- Strong outcome – focused clinical governance
- Empowered patients, carers and communities
- An improvement – driven workforce culture.

The Commission is an inclusive workplace, and we welcome and encourage applications from candidates with diverse backgrounds and experiences. We encourage everyone to be themselves without fear of discrimination or judgement about their ancestry, age, gender identity, religion, sexual orientation, cultural background and/or disability status.

Overview of the program

The Digital Health program leads the Commission's national work to strengthen the safety and quality of digitally enabled care, defined as the appropriate application and integration of digital health tools and technologies in clinical settings to deliver, coordinate or enhance patient care. The program delivers the Commission's Priorities for high-quality digitally enabled care across four areas: embedding digitally enabled care in clinical governance, strengthening virtual care quality, advancing connected care through standardised data, and leading system-wide quality improvement in digitally enabled care. The program's work spans national safety and quality

standards, national guidance on emerging technologies such as artificial intelligence (AI), resources supporting implementation of the National Model for Clinical Governance, and standardised clinical information to support safe, connected care. The program also provides digital health subject matter expertise across the Commission.

The Program Manager, Digital Health reports to the Director, Digital Health and leads a multidisciplinary team of Executive Level and APS staff. The position is accountable for the planning, delivery and evaluation of programs of work across the Digital Health program, and for providing authoritative advice on the safety and quality of digitally enabled care. The position establishes and manages strategic relationships across the Australian Government, state and territory health systems, national agencies (including the Australian Digital Health Agency, the Therapeutic Goods Administration and the Department of Health, Disability and Ageing), the private sector, peak bodies, clinicians, consumers, industry, and academia.

Position duties and responsibilities

1. Lead the planning, delivery and evaluation of complex programs of national work across the Digital Health portfolio, spanning national safety and quality standards, national guidance on emerging technologies, clinical governance resources and standardised clinical information, ensuring outcomes are delivered on time, within budget and to a high standard.
2. Lead, coach and develop a multidisciplinary team, including setting priorities, monitoring workflow and performance, managing recruitment, and building specialist capability to achieve the Commission's Priorities for high-quality digitally enabled care.
3. Provide authoritative, strategic advice to the Director, Digital Health, the Commission's Executive and CEO, Board committees and the Australian Government on the safety and quality of digitally enabled care, including emerging risks and opportunities.
4. Prepare and quality assure complex written materials, including Board and committee papers, ministerial briefs and correspondence, consultation reports, standards, guidance and public-facing resources.
5. Undertake and oversee research, analysis and evaluation to inform the direction, development and refinement of the Digital Health program of work within the Commission's work plan.
6. Lead the development of nationally consistent standards, guidance and resources for digitally enabled care, aligned to the National Model for Clinical Governance and the NSQHS Standards, including national consultation and co-design with clinicians, consumers and jurisdictions.
7. Establish and manage strategic relationships, and represent and negotiate on behalf of the Commission, in cross-agency, inter-jurisdictional and sector forums to advance national safety and quality objectives.
8. Collaborate with teams across the Commission to ensure alignment with other work programs and strategic priorities, and provide digital health subject matter expertise to support their delivery.
9. Identify, manage and escalate program risks, and manage budgets, contracts, procurement and external providers in accordance with Commonwealth and Commission requirements.
10. Contribute to the strategic planning of the Digital Health program and the Commission's work plan, and provide leadership in promoting a culture of safety, quality and continuous improvement consistent with APS Values and the Commission's ways of working.

Skills and knowledge required

The successful candidate will have:

- Extensive knowledge of digital health and the Australian safety and quality landscape, including clinical governance, virtual care, clinical informatics, AI in health care, interoperability and standardised data.
- Strong working knowledge of the NSQHS Standards, the National Model for Clinical Governance, and national accreditation and standards development processes.
- Demonstrated program and project management skills, including planning, resource management, risk management and delivery of complex national programs.
- Highly developed people leadership skills, including coaching, performance management and building capability in multidisciplinary teams.
- Superior conceptual, analytical and written communication skills, including the ability to distil complex and sensitive material for boards, executives, ministers and public audiences.
- Highly developed stakeholder engagement and negotiation skills, with sound judgement and political awareness in managing complex and potentially contested issues.
- A high level of initiative, professional integrity and the ability to exercise independent judgement while contributing to a collaborative leadership team.

Qualifications and experience

The successful candidate will have:

- Tertiary qualifications in health, digital health, health informatics, public health, public policy or a related discipline, and/or substantial equivalent professional experience. Postgraduate qualifications and/or certification in health informatics (such as the Certified Health Informatician Australasia [CHIA] credential) are desirable.
- Substantial experience leading national, jurisdictional or large organisational programs in health care, digital health, or health policy, including delivery of standards, guidance or major reform initiatives.
- Demonstrated experience leading and developing high-performing teams in a complex, politically sensitive environment.
- Experience working with, or providing advice to, boards, executives, government agencies or ministerial offices is highly desirable.

Selection criteria

1. Demonstrated ability to lead and deliver complex or sensitive programs of national significance under broad direction, including planning, risk management, financial management and delivery of high-quality outcomes.
2. Extensive knowledge of digital health and the Australian safety and quality landscape, including clinical governance, virtual care, emerging technologies such as AI, and standards development, and demonstrated ability to apply this knowledge to develop national standards, guidance and strategic policy advice.
3. Superior conceptual, analytical and written communication skills, including experience preparing complex briefs, board and executive papers, and public-facing resources on sensitive matters.

4. Highly developed people leadership skills, including building capability, managing performance and fostering a positive, improvement-driven culture in a multidisciplinary team.
5. Proven ability to establish and manage strategic relationships, and to represent and negotiate on behalf of an organisation with senior stakeholders across governments, national agencies, the health sector and consumers.

To apply

To apply for this position, please complete and submit an application form through <https://www.safetyandquality.gov.au/careers> and upload:

- A CV summarising your relevant experience, qualifications and referee details (one of which must be your current supervisor).
- A statement addressing your suitability against each of the selection criteria (no more than 250 words per selection criteria).

Applications are due by **11:59pm Australian Eastern Standard Time (AEST), Sunday 26 July 2026**.

Candidates must be Australian citizens to be eligible to apply.

Please note: This position will be offered in a hybrid model of office based (Sydney) and working from home, where operationally feasible. A regular weekly presence in the office is required.

Selection process

The selection process is commonly made up of several forms of assessment, such as review of written applications, interviews, work sample tests, and referees checks. However appointments may be made based on assessment of written applications and referee checks only.

The Commission provides reasonable adjustments such as access, equipment or other practical support at relevant stages of the recruitment process. Please inform the Commission of any reasonable adjustments that could be considered in conjunction with your application.

RecruitAbility

RecruitAbility is a scheme which aims to attract and develop applicants with disability and also facilitate cultural changes in selection panels and agency recruitment.

The Commission is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do I opt into RecruitAbility?

You will be asked to indicate if you wish to opt into RecruitAbility in the application form. You must tick the 'opt in' box to participate in RecruitAbility. Simply declaring that you have a disability will not automatically include you. More information on RecruitAbility can be found here: [RecruitAbility scheme: A guide for applicants](#).