Australian Commission on **Safety and Quality** in Health Care

D26-37779

Position description

Position title:	Senior Project Officer, Digital Health
Position number:	20046457
Position level:	EL1
Salary:	$124,937 to $142,493 plus 15.4% superannuation
Employment type:	Full-time Ongoing
Reporting to:	Program Manager, 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 Senior Project Officer, Digital Health reports to a Program Manager, Digital Health and works within a multidisciplinary team of Executive Level and APS staff. Operating under broad direction with a considerable degree of independence, the position leads the planning and delivery of projects across the Digital Health program, provides expert advice on the safety and quality of digitally enabled care, prepares complex written materials, manages stakeholder relationships, and may supervise and develop APS staff.

Position duties and responsibilities

1. Lead the planning, delivery and evaluation of projects across the Digital Health program, ensuring outcomes are delivered on time, within budget and to a high standard.
2. Lead the development of national standards, guidance and resources for digitally enabled care, aligned to the National Model for Clinical Governance and the National Safety and Quality in Health Service (NSQHS) Standards, including the development of consultation strategies and coordination of formal consultation and co-design with clinicians, consumers, jurisdictions and other stakeholders.
3. Maintain expert knowledge of emerging issues and technologies in digitally enabled care, including associated safety and quality risks, and provide expert advice internally and externally on how these may be addressed.
4. Prepare complex written materials, including committee papers, briefs, discussion papers, consultation reports and public-facing resources on complex healthcare issues.
5. Undertake and oversee research, critical analysis and evaluation of literature, data and government publications to inform policy and program direction.
6. Establish, manage and cultivate stakeholder relationships, including strategic partnerships with other agencies, clinical organisations, consumer groups, government authorities, industry bodies and contractors.
7. Represent the Commission in committees, working groups, forums and consultation processes, providing strategic advice, influencing policy and program discussions, and advancing the Commission's objectives in relation to digitally enabled care.
8. Supervise, coach and develop APS staff where assigned, including setting priorities, monitoring workflow and providing quality assurance of outputs.
9. Undertake risk assessment and risk management activities for the area of responsibility and manage contractors and service providers as required.
10. Collaborate with teams across the Commission to ensure alignment with other work programs and strategic priorities, and contribute to program planning and continuous improvement.
11. Perform other duties as required and directed.

Skills and knowledge required

The successful candidate will have:

- In-depth knowledge of digital health and the Australian safety and quality landscape, including clinical governance, virtual care, clinical informatics, artificial intelligence (AI) in health care, interoperability and standardised data.

- Working knowledge of the NSQHS Standards, the National Model for Clinical Governance, and standards development and accreditation processes.
- Highly developed project management skills, including planning, scheduling, risk management and delivery of very complex or sensitive projects under broad direction.
- Well-developed supervision and coaching skills, including building capability and providing quality assurance of work.
- Highly developed written communication skills, including the ability to explain complex technical and clinical issues simply for a variety of audiences.
- Highly developed stakeholder engagement, consultation and negotiation skills, including facilitating technical discussions with non-technical audiences.
- Highly developed research, strategic analysis and interpretation skills.
- Excellent interpersonal skills with demonstrated ability to cultivate positive working relationships with both internal and external stakeholders.
- Demonstrated professional judgement and decision-making skills, initiative and the ability to work independently and collaboratively.

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.
- Demonstrated experience delivering projects in health care, digital health or health policy, preferably in a government environment. Healthcare or clinical experience is desirable.
- Experience analysing evidence and developing conceptual approaches to complex problems.
- Experience supervising or mentoring staff is desirable.

Selection criteria

1. Demonstrated ability to lead and deliver complex projects under broad direction, exercising a considerable degree of independence, including planning, risk management and delivery of quality outcomes.
2. In-depth knowledge of the Australian health care system, particularly the digital health landscape, and demonstrated ability to apply this knowledge to develop national standards, guidance and policy advice.
3. Highly developed written communication skills, including preparing complex papers, briefs and public-facing resources that explain technical and clinical issues simply.
4. Well-developed leadership skills, including supervising, coaching and providing quality assurance of others' work in a multidisciplinary team.
5. Highly developed interpersonal, stakeholder engagement and consultation skills, including representing an organisation and negotiating with clinicians, consumers, governments and industry.

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 Daylight Time (AEDT), Sunday 22 November 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 referee 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