

Position Description

Position title	Chief Information Officer (CIO)
Department / Division	Digital & Allied Health
Classification	AO99
Position reports to	Executive Director Digital Health & Chief Allied Health Officer
No. of direct & indirect reports	4 direct reports, 1 indirect
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>A world where all kids thrive</i>. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE PURPOSE
The Chief Information Officer (CIO) is a pivotal member of the Senior Leadership Team, responsible for developing and driving the organisation's digital and technology strategy in alignment with our clinical and organisational objectives. The CIO is responsible for the overall planning, organising and execution of all ICT functions and cybersecurity. This will involve the ongoing assessment of current information & communications technology systems and includes the support and maintenance of existing infrastructure, applications, and development of new technical solutions. The CIO will champion the responsible and innovative use of technology to enhance patient safety, clinical outcomes, staff experience, and operational efficiency, positioning the hospital as a leader in paediatric digital health nationally and internationally.

ROLE CONTEXT
RCH has made significant investments in digital health capability, including the implementation and optimisation of the Electronic Medical Record (EMR), expansion of virtual care services, development of data and analytics platforms, and the delivery of foundational ICT infrastructure to support a growing and complex health service. These initiatives are essential to enabling integrated care, improving clinical workflows, and driving innovation in models of care across the organisation. To ensure these digital capabilities deliver sustainable clinical and operational value, strong senior technology leadership is required. The CIO will join an experienced leadership team and play a critical role in setting the strategic direction for ICT, ensuring that technology investments are governed effectively, delivered with rigour, and aligned to the clinical and organisational priorities of RCH. Working in partnership with the Executive Director Digital Health & Chief Allied Health Officer, and other senior clinical and corporate leaders, the CIO will provide strategic oversight of the organisation's technology portfolio, spanning ICT infrastructure, cyber security, and digital platforms. The role ensures that technology strategy is coherent, financially sound, and responsive to the evolving needs of a leading paediatric health service. The CIO will drive the responsible adoption of emerging technologies — including artificial intelligence, remote monitoring, predictive analytics, and cloud-based solutions to transform care delivery, enhance patient safety, and position RCH as a national leader in paediatric digital health.
KEY ACCOUNTABILITIES
Strategic Leadership & Vision - As a member of the Senior Leadership Team, contribute to the strategic leadership, cultural stewardship, organisational performance and future direction of The Royal Children's Hospital, ensuring technology and digital capabilities are leveraged to achieve enterprise-wide outcomes. - Develop, implement, and regularly review a comprehensive Digital and ICT Strategy aligned to the hospital's Strategic Plan and Clinical Services Plan. - Provide executive-level advice to the Executive Director Digital Health & Chief Allied Health Officer, Board, and committees on technology trends, digital innovation, cybersecurity, and investment priorities. - Lead digital governance frameworks, ensuring transparency, accountability, and rigorous benefits realisation across the technology portfolio. - Represent the hospital in external forums, including government, research, and industry bodies, to influence and shape the digital agenda. Enterprise Transformation & Digital Portfolio - Lead Enterprise Transformation: Drive organisation-wide digital transformation initiatives that improve patient outcomes, workforce experience, service delivery, operational efficiency and strategic organisational outcomes. - Govern and Deliver the Digital Portfolio: Establish and oversee a robust digital portfolio framework, ensuring effective prioritisation, governance, investment management and successful delivery of technology and transformation initiatives aligned to organisational priorities. - Realise Sustainable Business Value: Ensure technology investments deliver measurable clinical, operational and financial benefits through effective change management, benefits realisation, service redesign and strong partnerships across the organisation. Digital & Clinical Systems - Partner with clinical leaders to co-design and deliver digital solutions that enhance paediatric care pathways, patient safety, and quality outcomes. - Drive the adoption of emerging technologies including AI, machine learning, telehealth, and patient-facing digital tools to transform the care experience. - Ensure systems support integration across care settings, including community, outpatient, inpatient, and research environments.

ICT Infrastructure and Operations

- Provide strategic oversight of ICT infrastructure, networks, cloud services, and enterprise systems to ensure reliability, performance, and scalability.
- Lead major technology programs and capital projects, ensuring delivery on time, within budget, and to specification.
- Establish robust IT service management practices and ensure service levels meet clinical and operational requirements 24/7

Cybersecurity & Risk Management

- Champion a culture of cyber security awareness and resilience across the organisation.
- Ensure compliance with relevant legislation, standards, and frameworks including the Victorian Health Sector Cyber Security Framework, Essential Eight, and Privacy Act obligations.
- Oversee the identification, assessment, and mitigation of technology-related risks, providing regular reporting to the Risk Committee and Board.

People Leadership & Culture

- Lead, develop, and inspire a high-performing, diverse technology and digital health workforce of approximately 45 FTE.
- Foster a culture of innovation, continuous improvement, collaboration, and psychological safety within the ICT and Digital Health divisions.
- Build organisational digital literacy and capability across clinical and corporate functions through targeted education and change management programs.

Financial & Vendor Management

- Develop and manage a significant capital and operational ICT budget, ensuring prudent financial stewardship and value for money.
- Oversee strategic vendor and contract management, including negotiations with key technology partners, system integrators, and managed service providers.
- Lead business cases for major technology investments, demonstrating measurable clinical and operational value.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in Information Technology, Computer Science, or a related discipline.
- Extensive senior leadership experience (minimum 5 years) in ICT or digital leadership roles.
- Demonstrated experience leading large-scale digital transformation programs within a complex health, government, or similarly regulated environment.
- Strong understanding of cyber security frameworks, health data governance, and legislative compliance in the Australian health context.
- Demonstrated ability to build and sustain productive relationships with clinical staff, executive, boards, and government stakeholders.
- Exceptional communication, influencing, and leadership skills with the ability to translate complex technical concepts for non-technical audiences.

Desirable:

- Postgraduate qualifications in Health Management, Business Administration (MBA), or related field.
- Experience in a paediatric, tertiary, or academic medical centre environment.
- Familiarity with Victorian Department of Health digital health programs and reporting frameworks.
- Membership of relevant professional bodies (e.g., CHIME, ACS, ACHI).
- Experience with AI, machine learning, or advanced data analytics implementation in a clinical setting.

KEY SELECTION CRITERIA
• Experience should include exposure to both shared and outsourced solutions, as well as support of in-house information technology systems • Must have proven track record of delivering complex information technology solutions within limited budgets and timelines • Experience in a public sector/large bureaucracy setting is desirable, specifically in Information Technology planning to support business goals • Implementation experience of large-scale systems in a health/hospital setting highly regarded • Demonstrated knowledge of innovation frameworks and ideation lifecycle. • Experience in managing and developing high-performing teams. • Excellent communication skills, with the ability to convey complex technical concepts to non-technical stakeholders. • Demonstrated experience in leveraging digital solutions to enhance consumer experiences. • Demonstrated ability to navigate and thrive in a dynamic and evolving environment. • Proven change management experience and delivery of an enterprise level digital portfolio. • Ability to make decisions independently and to assume higher-level leadership responsibilities in critical situations. • A good understanding of the technologies used in the health sector (EMR, medical machinery, patient booking systems, etc.). • Demonstrated knowledge and application of clinical governance frameworks in a digital context. • Demonstrated budget management and resource allocation skills.
OTHER REQUIREMENTS
• Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment • Employees are required to maintain a valid Working with Children Check throughout their employment • A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable) • Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.
IMPORTANT INFORMATION
All employees are required to adhere to the Royal Children's Hospital Values: • Curious - We are creative, playful and collaborative • Courageous - We pursue our goals with determination, ambition and confidence • Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together • Kind - We are generous, warm and understanding RCH COMPACT All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture. • We do better work caring for children and families when we also care for each other • I bring a positive attitude to work – I share, I laugh, I enjoy other's company • I take responsibility for my behaviour and its impact on others • I am curious and seek out ways to constantly learn and improve • I celebrate the good stuff, the small stuff, the big stuff – it all matters

- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

April 2026