

EoHR Change Support Specialist

Title: EoHR Change Support Specialist	Reporting To: EoHR Program Manager Reports: Nil
Business Unit: EoHR Portfolio: CIO	Enterprise Agreement: Health & Allied Services Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) EA
Classification: HS3	Review Date: 20/04/2026

Position Purpose:

The Electronic Oral Health Record (EoHR) project represents a significant digital transformation initiative at DHSV, revolutionizing how we deliver oral healthcare services. We're seeking a EoHR Change Support Specialist to drive the successful implementation of Titanium Unity, our enterprise-wide electronic oral health management system. This dynamic role combines dental practice expertise with change leadership to support agency adoption of the EoHR platform. The ideal candidate demonstrates high levels versatility, seamlessly adapting to a variety responsibility, and thrives in fast-paced, evolving environments.

As Change Support Specialist, you will work with Oral Health Victoria and agencies to shape the future of oral healthcare delivery by supporting the human side of this digital transformation, working directly with clinical and administrative staff to develop and implement standardised statewide workflows, contribute to EoHR

product testing and facilitate educational & communications pathways. These positions offer the opportunity to make a lasting impact on healthcare delivery by establishing the foundation for digital oral health technology for Victorians.

Our Values:

We are Accountable | We are Respectful | We are Collaborators | We are Innovators

Role Specific

- Provide clinical or administrative insights to support system design consultation and implementation.
- Collaborate with stakeholders to elicit, analyse, and validate business and functional requirements.
- Develop and execute change management activities tailored to audience needs.
- Act as an EoHR Super User in delivering peer support to users throughout implementation, supporting successful system adoption
- Act as a liaison between agency staff and the project, ensuring alignment with standards and practices.
- Support communication strategies, stakeholder engagement, and readiness assessments.
- Develop and review documentation which may include project updates, end user education materials.
- Create and deliver presentations to relevant stakeholders.
- Identify gaps, risks, and opportunities for process improvement throughout the project implementation.
- Participate in test case development and validation
- Participate in and facilitate user acceptance testing, including coordinating testing with end users
- Work closely with the EoHR Change Manager and EoHR Business Analyst to execute change support activities.
- Works closely with EoHR Advisory Groups and Oral Health Victoria ICT, Clinical Leadership and Agency Relationships Team.
- Liaise with team members, management, and project stakeholders to ensure projects are completed to expectation and plans.

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.

Role requirements:

Knowledge:	Experience:
Mandatory <ul style="list-style-type: none"> • Exposure to organisational change, or related field in healthcare. • Demonstrated understanding of healthcare workflow optimisation principles. • Proven understanding of stakeholder engagement strategies. • Experience with dental practice management systems. • Knowledge of oral health service delivery models. • Familiarity with healthcare accreditation standards. 	Mandatory <ul style="list-style-type: none"> • Experience with dental practice management systems. Knowledge of oral health service delivery models. • Familiarity with healthcare accreditation standards. • Current clinical or administrative dental practice experience • Strong understanding of healthcare workflow optimisation principles, clinical systems implementation, and digital health transformation • Knowledge of stakeholder engagement strategies within dental & oral health.

<ul style="list-style-type: none"> • Working knowledge of healthcare compliance. <p>Desirable</p> <ul style="list-style-type: none"> • Professional certification in change management methodologies (PROSCI, ADKAR, or equivalent) with evidence ideally with practical application in healthcare settings. • Knowledge of project management principles and their application in healthcare technology transformations. • Demonstrated knowledge of workflow analysis and process improvement methodologies. 	<ul style="list-style-type: none"> • Demonstrated experience contributing to workflow analysis and process improvement. <p>Desirable</p> <ul style="list-style-type: none"> • Proven understanding of healthcare change management methodologies specifically related to clinical system implementations. • Demonstrated success in healthcare workflow optimisation.
<p>Behavioural competencies:</p> <ul style="list-style-type: none"> • Ability to build credibility with clinical staff and healthcare professionals. • Strong stakeholder management skills in healthcare environments. • Ability to translate between technical and clinical requirements. • Understanding of healthcare change management challenges. • Resilience and adaptability in dynamic healthcare settings. • Commitment to improving patient care through technology. 	<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Ability to think strategically with strong organisational abilities. • Demonstrated professional judgement and decision-making capability. • Demonstrates high levels of versatility • Thrives in dynamic environments • High level of emotional intelligence and stakeholder empathy. • Results-driven with attention to detail. • Self-motivated with proven ability to work autonomously.

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| | <ul style="list-style-type: none">• Proactive and initiative-driven, consistently identifying opportunities and acting decisively to deliver value• Creative Problem Solver with analytical mindset• Flexible approach to managing changing priorities |
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