

ASHISH MATHEWS

Certified Health Informatician Australasia (CHIA) | ITIL®4 | CSM®

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Profile Summary:

A highly skilled project management professional with around 14 years of extensive experience in the healthcare sector, specialising in the implementation, coordination, and management of public health programs. Proven expertise in the initiation, planning, execution, monitoring, and evaluation of diverse health sector projects.

- Healthcare and Education Sectors:** Extensive experience working within public sector and non-government organisations, both locally and internationally, serving diverse populations.
- Project Execution and Support:** Demonstrated ability to implement and support project workgroups, meeting stringent deadlines with high efficiency.
- Stakeholder Engagement:** Proficient in client-focused delivery settings, effectively managing multiple stakeholders to ensure successful project outcomes.
- Technical Proficiency:** Advanced knowledge of computer systems and software applications, including; Microsoft Office, web tools, CCCME, Objective Records Management, Page Up, Oracle, and Sunrise EMR.
- Team Collaboration:** Proven track record of contributing to high-performing teams to achieve organisational goals and drive impactful health initiatives.

Career Summary (last 10 Years):

Snr Project Officer - MH (RRMHS - BHFLHN)	SA Health, South Australia	Dec 2024 - Present
Project Admin Officer, New WCH Project (DHW)	SA Health, South Australia	May 2023 - Nov 2024
Administration Officer, CNARTS (CALHN)	SA Health, South Australia	May 2022 - April 2023
State Resource Associate, MGNF Rajasthan (India)	Indian Institute of Management, Udaipur (India)	June 2021 - Jan 2022
Urban Program Manager, NUHM Jodhpur (India)	National Health Mission, Ministry of Health & Family welfare, Government of Rajasthan (India)	Mar 2015 - Apr 2020
State Program Manager, Rajasthan (India)	CURE International India Trust, New Delhi (India)	Jul 2012 - Mar 2015

Education:

- Master of Social Work (Medical & Psychiatric Social Work)**
(Bharathidasan University, Tiruchirappalli, India) Qualified: 2012
- Post Graduate Diploma in Counseling**
(Bharathidasan University, Tiruchirappalli, India) Qualified: 2011
- Bachelor of Computer Application (BCA)**
(JNVU University, Jodhpur, India) Qualified: 2009

Professional Development:

- Digital Health 101 - Australasian Institute of Digital Health (AIDH) (*Currently Pursuing*)
- Data Analyst Mentee - WsCube Tech (*Currently Pursuing*)
- Certified Health Informatician Australasia (CHIA Professional Graduate- AIDH).
- Fundamentals of Project Management Professional Certificate - University of Adelaide.
- ITIL ® 4 Foundation Certification - Axelos.
- Certified ScrumMaster® - Scrum Alliance, Inc.
- Managing Projects: Introduction to Project Management - IPAA SA.
- Using Clinical Data for Better Healthcare - University of Sydney.
- An Introduction to Information Management - State Records of South Australia.
- Fundamentals of Digital Marketing - Google Digital Garage.
- Administration Professional Foundation - LinkedIn Learning.

Key Skills:

- Project Management
- Stakeholder Engagement
- Data Analysis
- Policy Compliance
- Documentation and Reporting
- Leadership and Team Building
- Presentation and Communication
- Health Education & Promotion

Work Experience:

Senior Project Officer - Mental Health Rural and Remote Mental Health Service

(Dec 2024 to Present)

Barossa Hills Fleurieu Local Health Network - SA Health

- Reporting to the Senior Manager, Strategy and Projects - RRMHS, learnt and contributed to meet the project deliverables
- Led and contributed to the review, development, and refinement of mental health policies, procedures, and Models of Care, ensuring alignment with contemporary practice, service priorities, and governance requirements.
- Provided high-level project coordination and secretariat support to key governance and advisory groups, including the ABF Working Group and BHF Climate Steering Committee, supporting informed decision-making and timely project delivery.
- Coordinated data collection, analysis, and reporting activities to support evidence-informed planning, performance monitoring, and executive-level reporting across mental health initiatives.
- Supported the implementation of Activity-Based Funding (ABF) by contributing to the development and delivery of training for regional community health teams, with a focus on consistent application of CCCME procedures.
- Contributed substantively to the development of the Regional Mental Health Service Plan, including drafting, consolidating inputs, and supporting stakeholder consultation processes.
- Collaborated closely with senior managers, clinicians, and multidisciplinary stakeholders to progress project deliverables, resolve issues, and maintain alignment with strategic objectives.
- Liaised and coordinated with RRMHS Executives, Mental Health Directors, and Team Leaders to plan, track, and progress project activities across multiple workstreams.
- Provided ongoing project and program support across a range of mental health initiatives, ensuring milestones, risks, and dependencies were actively monitored and managed.
- Utilised a range of corporate and clinical IT systems to support project coordination, data management, documentation, and reporting requirements.
- Applied established project management methodologies and tools to manage competing priorities, meet deadlines, and support the successful delivery of complex mental health projects.

Project Administration Officer
New Women's and Children's Hospital (New WCH) Project

(May 2023 to Nov 2024)

Department for Health & Wellbeing - SA Health

- Responsible for the coordination and undertaking of responsive and efficient project and administrative services for the Project Management Office, Design and Project Development, Engagement and Commissioning, Performance and Commercial, and Digital Health Workstreams on the New WCH Project.
- Managing office administration tasks and supporting human resource management processes and activities including position and employee management, recruitment and selection, and onboarding processes.
- Experienced use of various programs and systems such as: Objective, Basware, Oracle, Microsoft programs (Word, Excel, PowerPoint, Teams, Outlook, OneNote etc), Adobe, Zoom and the ability to quickly learn other systems.
- Managing the Project Management Office email inbox, including assessing incoming correspondence and referring documentation to appropriate team members for action.
- Responsible for the coordination and processing of Ministerial correspondence and project workflows through Objective.
- Providing support in overseeing and monitoring the PMO engagement Register, project plans, and reporting on project deliverable progress.
- Manage timesheets for all DHW Project staff, including creating the timesheet template with the correct information and hours, ensuring the level of detail is correct and progressing to the appropriate delegate, recording in Objective in a structured filing system.
- Recording and maintaining stakeholder engagements for the projects workstreams.
- Providing support in the development and preparation of reports, letters, briefing notes, submission, agenda papers for the Project Management Office workstream.
- Undertake consultation and liaise with various staff and stakeholders, including project staff, contractors, other DHW or WCHN staff, including finance and accounts teams, system administrators, digital health representatives, etc., with direct experience and knowledge of specific services.
- Coordinate and manage office facilities and ICT provision processes and services for the project team including supporting accommodation and maintaining registers related to office equipment, hardware and software.
- Maintain a structured electronic filing system, ensuring all documents and files are stored appropriately, on Objective Records Management System & Shared Project Network Drive.
- Responsible for the management of the New WCH Project meeting rooms and AV equipment.
- Prepare and maintain project documentation, including collating information for reporting, monitoring and evaluation purposes.
- Be the liaison point in the workstream for internal and external communication, as required.
- Maintaining confidentiality of records and documents in accordance with SA Health policies.

Administration Officer
Central Northern Adelaide Renal and Transplantation Service (CNARTS)

(May 2022 to April 2023)

Central Adelaide Local Health Network - SA Health

- Responsible for delivering confidential frontline administrative and clinical support to the CNARTS team.
- Responsible for regular registering and updating patients' records on Sunrise (EMR) and managing bookings, referral checks and waitlist of the designated Renal clinics.
- Administering Outpatient Clinics, admissions, and bookings for the Medical Day Centre and Dialysis unit.
- Managing and coordinating medical and administration staff timesheets and processing them through Shared Services.
- Contacting patients regarding appointment matters, resolving complaints, and addressing grievances to ensure high-quality service delivery.
- Assisting the Phone Hub team by answering patient inquiries over the phone and assisting with faxes and emails.
- Liaising with clinic medical practitioners, specialists, and administrative support to ensure smooth outpatient clinic operation. Maximising booking template utilisation for an enhanced patient treatment experience.

State Resource Associate**(June 2021 to Jan 2022)**

Mahatma Gandhi National Fellowship Rajasthan

Indian Institute of Management, Udaipur - India

- Spearheaded a government-funded fellowship program in Skill Development at the state level, managing 28 fellows directly.
- Facilitated communication and coordination among stakeholders, including program fellows, host institutes, and the public sector agencies.
- Prepared, recorded, and disseminated timely and accurate documentation, correspondence, and information for monthly progress reports.
- Mentored fellows in identifying district skill gaps, providing guidance and support, and addressing district-specific skilling issues requiring special intervention from stakeholders.

Urban Program Manager, Jodhpur**(March 2015 to April 2020)**

National Health Mission, Ministry of Health & Family Welfare

Government of Rajasthan (India)

- Led the implementation of National Health Programs in urban areas across the district, managing a team of over 30 allied health staff with daily reporting responsibilities.
- Planned, managed, and monitored the regular delivery of free healthcare services to the urban poor, utilising public hospital outpatient services, outreach medical checkups, and immunisation sessions throughout the district.
- As the nodal officer, led the district's Public Health Insurance Program, enabling over 372,000 patients to seamlessly receive free secondary and tertiary level treatments under the scheme. Also oversaw the monitoring and auditing of the scheme.
- Regularly monitored various public health projects, participated in Quality Assurance accreditation of public hospitals, and inspected outreach sessions.
- Prepared regular monthly physical and financial progress reports, to be shared with the relevant stakeholders.
- Organised several capacity-building programs and represented department at various forums.

State Program Manager, Rajasthan**(July 2012 to March 2015)**

CURE International India Trust - Delhi (India)

- Collaborated with the State Public Health Department to facilitate the signing of a memorandum to pilot a pioneering state-wide healthcare project for newborns with Clubfoot deformity. This project benefited over 1,500 children over three years, preventing lifelong disability.
- Established and maintained positive working relationships with state government officials and managed the District Clubfoot Coordinators Team.
- Planned and executed the program's allocated budget, prepared financial and budgetary reports, and systematically maintained entries in the International Clubfoot Patient Registry.
- Ensured proper documentation of all procedures, donor management, and reports for timely dissemination to all stakeholders, while conducting awareness and fundraising events.
- Organised regular capacity-building trainings for doctors, providing them with the latest interventions for non-surgical Clubfoot treatment methods. Sessions included counseling, patient care, and awareness on treatment protocols for the district coordinators' team.

Other Achievements:

- Received a commendation certificate from the Department of Medical Health & Family Welfare, Government of Rajasthan, Zone Jodhpur (India) in January 2020, in recognition of meritorious services.

Referees:

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