



HSS Job Profile

Position Title: Director, Program Delivery (ICT)

Position number	00014154
Classification	HSO Level G14
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Business Unit	Information Communication Technology (ICT)
Location	Perth Metropolitan Area

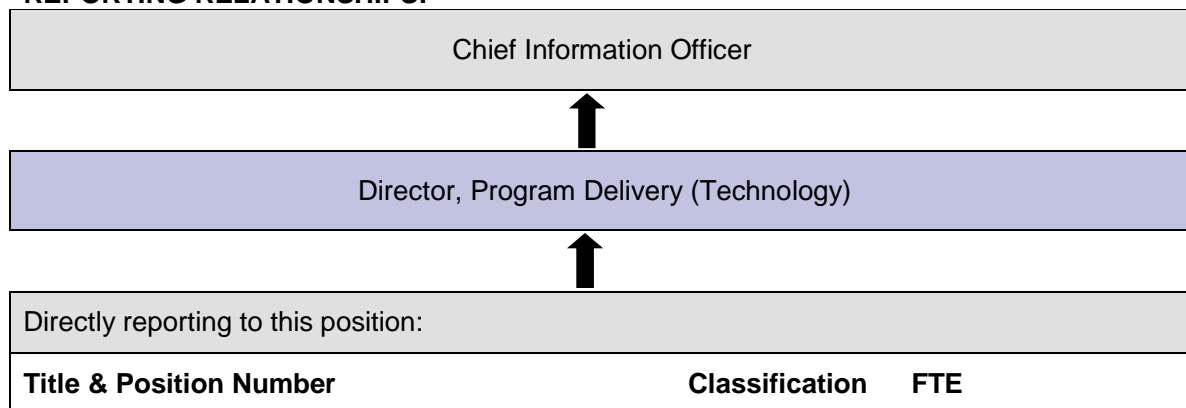
KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) management team, the Director Program Delivery (ICT) is accountable to the Chief Information Officer for the successful delivery of all programs and projects required to support the ICT strategic objectives and maintain the provision of critical ICT infrastructure and applications for the WA health system. The Director Program Delivery (ICT) is also accountable for the provision of Program and Project Managers, required to deliver the agreed programs, projects and/or initiatives.

Responsibilities include:

- Establishment and maintenance of an appropriate governance framework for ICT programs and projects across the WA health system.
- Establishment and oversight of ICT program portfolio management across the WA health system
- Establishment and oversight of appropriate delivery assurance across the ICT program portfolio. Oversight of the planning and scheduling of projects and initiatives from inception to completion, including the setting of milestones and key integration and dependency points between projects and programs.
- Accountability for ensuring each program, project or initiative is delivered per its defined scope, cost and schedule, aligned to the defined requirements.
- Capability development of Program and Project Management resources to safeguard the delivery of agreed programs, projects and/or initiatives.

REPORTING RELATIONSHIPS:



The HSS mission is to deliver high quality services to support the delivery of optimal patient care.

17/09/2018 V1.5

HSS REGISTERED JUNE 2018

ORGANISATIONAL CONTEXT

Health Support Services (HSS) provides value for money corporate support services to the WA health system through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

HSS provides a service within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS are committed to employee career development and professional learning.

GROUP CONTEXT STATEMENT

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), HSS was established as a Chief Executive-governed health service provider that is a statutory authority accountable for the delivery of support services.

HSS supports the WA health system in the effective delivery of health care through the provision of technology, supply, workforce and finance services.

HSS is committed to enhancing the customer experience by delivering quality services to customers. The objectives for HSS are to create value for customers through economies of scale as well as centres of expertise, and to provide services that are competitive in quality, cost and responsiveness.

HSS actively seeks to encourage a customer focused, team-oriented culture that complements the corporate service needs of its customers. It has skilled, motivated and experienced teams that deliver a range of services within an environment that continually seeks to improve efficiency and to standardise systems, processes and procedures where this adds value for customers.

HSS STRATEGY

Vision

Enable better health care

Mission

To deliver high quality services to support the delivery of optimal patient care

Values

Behaviours



Think customer first

We put our customers first in everything we do.
We listen to our customers; they know their business best.
We engage proactively with our customers to find the best solution.



We promise, we own, we do

We commit to delivery – we do what we say.
We take personal ownership – we own the problem and the outcome.
We take responsibility for our decisions and actions.



We will find a way

We focus on solutions, not problems.
We think creatively to develop new and better ways of delivering on our promises.
We embrace a positive 'Yes, we can' attitude.



We make a difference together

We work together to make a difference to those delivering patient care.
We are open and learn from our mistakes and our successes.
We speak up, we listen and we take collective action.

BUSINESS UNIT ROLE

The HSS mission is to deliver high quality services to support the delivery of optimal patient care.

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The ICT Business Unit provides solution development; implementation, transition and operations support for the WA health system's clinical and corporate business systems. This includes the strategic planning, architecture and ongoing management of the WA health system's ICT network, applications and infrastructure, provision of ICT support to WA health system customers and the management of ICT security and risk (including security of patient data). ICT is also responsible for overseeing all major projects and programs relating to ICT across the WA health system including technology migration, upgrade and implementation.

POSITION RESPONSIBILITIES

HSS Leadership:

- Contributes to the strategic and operational governance of HSS as a member of the senior leadership Team.
- Contributes to the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic, innovative and customer-focused organisational culture.
- Contributes to HSS reform and improvement objectives through leadership and direction of teams under control, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of the organisation's Senior Leadership Team as a team supporting the achievement of WA health system objectives.
- As leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

HSS Management:

- Promotes a customer-focused culture and a team-based approach based on the organisation's values and strategic priorities.
- Champions collaboration, continual improvement and quality management.
- Builds and supports alliances with stakeholders, customer agencies and within HSS to enable the achievement of the organisation's operational plans and to promote the organisation's service capabilities.
- Ensures the work environment is safe, fosters equity and diversity and enables the achievement of personal and team goals.
- Allocates resources (including financial and human) to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time expectations.
- Ensure certain staff and teams are mentored and developed to ensure the organisation meets executive, stakeholder and customer expectations.
- Ensures risks to current and future service delivery are identified and mitigation actions implemented or otherwise managed.
- Accountable for compliance with public sector, WA health systems and HSS policies, procedures and standards within the organisation.
- Provides expert advice to the Executive Leadership on matters related to services, policies

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and programs in area of portfolio responsibility.

- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and that related costs are within agreed budget.

HSS Participation:

- Maintains a customer focus on service delivery including customer contact and management.
- Contributes to the organisation's strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the branch, directorate and the HSS. Applies as appropriate in consultation with Executive Leadership and customers.
- Builds alliances with stakeholders, interest groups, customer agencies and within HSS to enable development, acceptability and achievement of the organisation's designated outcomes, and to promote the organisation's service capabilities.
- Participates in and leads cross-functional project teams within HSS to develop and deliver improved services and systems.
- Represents the ICT Business Unit and HSS, as required, on Whole of Health and Government committees and working parties.

Role Specific Responsibilities and Key Outcomes:

- Translates identified opportunities into defined programs, projects and/or initiatives that will transform HSS into a customer focussed and efficient service provider.
- Plans and capacitates the resource requirements associated with program and project managers, who can deliver the agreed program, project and/or initiatives.
- Provides insights and progress reporting related to the delivery of projects and/or initiatives to stakeholder groups, supporting the management and allocation of financial and people resources.
- Accountable for the overall delivery of agreed programs, projects and/or initiatives against the agreed scope, cost and schedule.

Accountabilities:

- Initiate, construct and oversee an ICT program portfolio, aligning with HSS's strategic direction towards excellence in customer service and provision of services.
- Ensure projects and programs implemented adhere to WA Health and HSS's policies, procedures and standards
- Defines and implements strategies to improve program governance and delivery assurance, monitor performance, identifying success and puts in place plans to address areas of improvement.
- Provides appropriately experienced program and project managers to deliver agreed program, projects and/or initiatives.
- Defines training and capability building plans for project management resources to deliver the agreed programme, project and or initiatives.
- Provides management and leadership of the Program and Project Managers, ensuring sufficient support and constructive feedback is provided allowing for continual development.

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- Contains and resolves issues within programs and projects that do not require the attention or intervention of the CIO or the WA Health ICT Executive Board.
- Develops and maintain key internal and external business relationships and networks, by applying effective stakeholder management.
- Ensure stakeholders receive the right information at the right time regarding program and project performance.
- Monitors progress to ensure objectives are delivered on time, per the defined scope and within budget, and business results are realised.
- Determine the impact of program and project changes on the intended business benefits and re-forecasts value creation based on approved contingency plans and scope changes.
- Communicates program, project and/or initiative performance to business stakeholders.
- Monitors program-level risks and mitigation actions to safeguard delivery of the defined business outcomes.

SELECTION CRITERIA

Essential Criteria

1. Demonstrated ICT project, program and portfolio management leadership including the ability to plan, prioritise, make decisions, meet deadlines and manage resources for a portfolio of large and complex ICT programs and projects
2. Demonstrated advanced problem solving skills including the ability to identify risk and implement solutions.
3. High level interpersonal and communication (written and verbal) skills with strengths in negotiation and stakeholder management.
4. High level time management skills with the proven ability to manage competing priorities and deliver outcomes.
5. Current Portfolio, Program and Project Management certifications or equivalent.
6. Demonstrated financial management and budget preparation.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and occupational Safety and Health and how these impact on employment, people management and service delivery

Desirable

1. Tertiary qualification in Computer Science, Program Management, Business Management or related discipline.
2. Prior experience in working for a public sector agency or healthcare provider.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

CERTIFICATIONS

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

CHIEF EXECUTIVE

HR MANAGER

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____