



Program Manager

Position number	00014499
Classification	HSO Level G12
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Information Communication Technology (ICT)
Function	Program Delivery
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) ICT Business Unit the Program Manager is responsible for:

- Managing the development and delivery of large ICT programs of work within HSS and the WA health system to ensure a standardised and best practice approach;
- Developing and maintaining an effective project and program management function for HSS including a coordinated framework that provides oversight and executive visibility of major projects across all business units;
- Ensuring that the governance framework ensures the roles and responsibilities are aligned with business needs and risk is effectively managed;
- Defining, implementing and monitoring the project management methodology quality assurance reviews for compliance across HSS;
- Managing the project management resources required to deliver on agreed outcomes to programs, projects and/or initiatives associated with the transformation of HSS;
- Implementing strategies that drive performance improvement in project and program management, including the delivery of high-quality project management advice, training and support.

REPORTING RELATIONSHIPS:

Program Director
HSO G14



This position



Directly reporting to this position:

Title & Position Number	Classification	FTE
Various	HSO G7 – G11	8+

ORGANISATIONAL CONTEXT:

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

HSS is committed to enhancing customer experience by delivering high quality shared services to customers, including financial, ICT, supply and workforce services within a dynamic and complex environment. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are simple, reliable and responsive for its customers.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams of people that continually seek to understand the needs of customers and to improve efficiency, processes and procedures, and add value for customers.

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

HSS BUSINESS PLAN FOR 2019-21

Our Business Plan for 2019-21



BUSINESS UNIT ROLE:

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:

Leadership:

- Contributes to the strategic and operational governance of the Health Support Services as a member of the extended 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 the Health Support Services 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 Health Support Services Executive Leadership Team as a team supporting the achievement of WA Health objectives.
- As an executive 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 Health Support Service's values and strategic priorities.
- Champions collaboration, continual improvement and quality management.
- Builds alliances with stakeholders, client agencies and within Health Support Services to enable the achievement of the organisations operational plans and to promote the 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.
- Ensures staff and teams are mentored and developed to ensure the organisation meets executive, stakeholder and client 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 and Health Support Services policy, procedures and standards within the organisation.
- Provides expert advice to the Senior Leadership Team on matters related to services, policies 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 (Self):

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.

- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

Role Specific Responsibilities and Key Outcomes:

- Designs, develops, maintains and delivers HSS project and program management methodology and quality assurance approach.
- Manages and co-ordinates project management quality assurance reviews, against agreed programs, projects and/or initiatives.
- Manages processes associated with budget requests and budget allocation for agreed programs, projects and/or initiatives.
- Defines, collates and reports project progress reporting metrics and KPI's associated with agreed programs, projects and/or initiatives.
- Consolidates resourcing requirements associated with agreed programs, projects and/or initiatives.
- Tracks and reports on defined benefits, post implementation, associated with the business cases of agreed programs, projects and/or initiatives.
- Develops training associated with HSS's project and program management methodology.
- Identifies and selects project management tools to support HSS's project management methodology.
- Defines, develops and executes the HSS's project and program management methodology assurance approach.
- Monitors and develops corrective actions associated with the outcomes of HSS's project and program management methodology assurance reviews.
- Consolidates and analyses project KPIs for reporting purposes for programs, projects and/or initiatives.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated program and project management expertise, including the ability to design, develop, maintain and deliver project and program management methodologies, with a quality assurance planned approach.
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.
4. High level time management skills with the proven ability to manage competing priorities and deliver outcomes while actively seeking to demonstrate a "Think Customer First" culture.

DESIRABLE CRITERIA:

1. Tertiary qualification in MSP or related discipline.
2. Prior experience in working for a public sector agency or healthcare provider.
3. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

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.

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

DIRECTOR HR & CAPABILITY

EXECUTIVE DIRECTOR

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____