



Position Title: Principal Consultant

Classification	HSO Level G9
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Program Delivery
Function	Executive
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Program Delivery Business Unit, the Principal Consultant is responsible for:

- Ensuring efficient and effective administrative and information activities.
- Providing professional and strategic management support to the Executive Director, Program Delivery (ED, PD)
- Undertaking projects, preparing briefing notes, reporting and presentations and providing policy and strategic management advice to the ED, PD.

REPORTING RELATIONSHIPS:

Executive Director, Program Delivery
XHE



This position



Directly reporting to this position:

Title	Classification	FTE
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No direct reports

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared services centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team. It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES



We put our customers at the heart of what we do



We value and care for each other



We promise, we own, we do



We will find a way



We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

BUSINESS UNIT ROLE:

The Program Delivery Business Unit is responsible for the delivery of the ICT program and project portfolio required to support the WA health system's strategic objectives and maintain the provision of critical ICT infrastructure and applications for the WA health system. This includes the delivery of clinical, integrated care, infrastructure and corporate ICT programs and projects per the defined scope, cost and schedule, via robust and effective management.

POSITION RESPONSIBILITIES:

HSS Participation (Self):

- Maintains the HSS “customer-centric” culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system’s Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

Business Support

- Liaises with and acts as the point of contact for the ED, PD, the HSS Executive, the Program Delivery Team and other individuals regarding issues concerning Program Delivery functions.
- Provides executive support to Program Delivery Leadership Group meetings, which includes:
 - Preparing agenda papers.
 - Generating and distributing draft and final minutes of meetings in accordance with the agreed timeframe.
 - Communicating with members on matters relating to the conduct of meetings.
 - Facilitating liaison between the ED, PD and other Executive members.
- Prepares discussion papers, reports, ministerial advice, responses to correspondence and parliamentary questions, implementation and completion of audit reports and logs.
- Writes, prepares and reviews briefing notes and memos for quality assurance.
- Convenes and facilitates strategic project committees and other sessions with the Senior Leadership Group as required.
- Provides executive support to the ED, PD and other groups/committees as required and follows-up actions and resolutions.
- Assists in facilitation of discussion groups to undertake process mapping, problem solving, data analysis and planning, solution designed and implementation strategies specific to projects
- Vets all incoming correspondence and briefs the ED, PD with respect to the key issues and actions required and/or delegates to others as appropriate.
- Coordinates HSS, and when appropriate, WA health system-wide reporting requirements.

Policy, Planning and Reporting

- Responsible for investigating and analysing planning and policy issues associated with specific corporate organisational development and reform projects.
- Participates in the development of HSS and WA health system-wide policies and procedures in corporate management and support.
- Participates in the implementation of policies and recommendations associated with specific corporate organisational development and reform projects.

- Provision of policy and strategic management advice to the ED, PD on significant issues, initiatives and investigations which have HSS and WA health system-wide policy implications and implements recommendations.

Project Management

- Manages and monitors a wide range of projects, often of a complex or confidential nature, as directed by the ED, PD.
- Manages consultants engaged to undertake specific assignments related to Program Delivery service functions.
- Analyses, evaluates and reports on progress and outcomes of implemented projects and initiatives.
- Contains and resolves issues within Program Delivery projects and programs of work that do not require ED, PD attention.
- Oversees the development and implementation of systems and processes to monitor and progress projects under the responsibility of area Program Delivery services, which includes liaising with stakeholders.

General

- Represents HSS on HSS, WA health system or other relevant committees.
- Develops and maintains effective networks across HSS, the WA health system and external agencies.
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience in project management, with well-developed organisational skills and the ability to plan and manage multiple projects and deliver against project timelines.
2. Highly developed problem solving, conceptual, analytical and research skills.
3. Well-developed interpersonal skills and verbal and written communication skills, including the ability to prepare reports and plans and the ability to liaise, consult and negotiate effectively with a diverse range of stakeholders.
4. Demonstrated ability to work with a high degree of autonomy.
5. Demonstrated policy development and planning skills and experience.

DESIRABLE CRITERIA:

1. Progression in or significant progress towards tertiary qualifications in business.
2. Experience in the WA Public Sector.
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.

Version control	Description	CRC Approval Date	Registered Date
Vs 2.0	JDF Amended	31/08/2020	31/08/2022