



HSS Job Profile

DoH Registered

Position Title: Project Support Officer

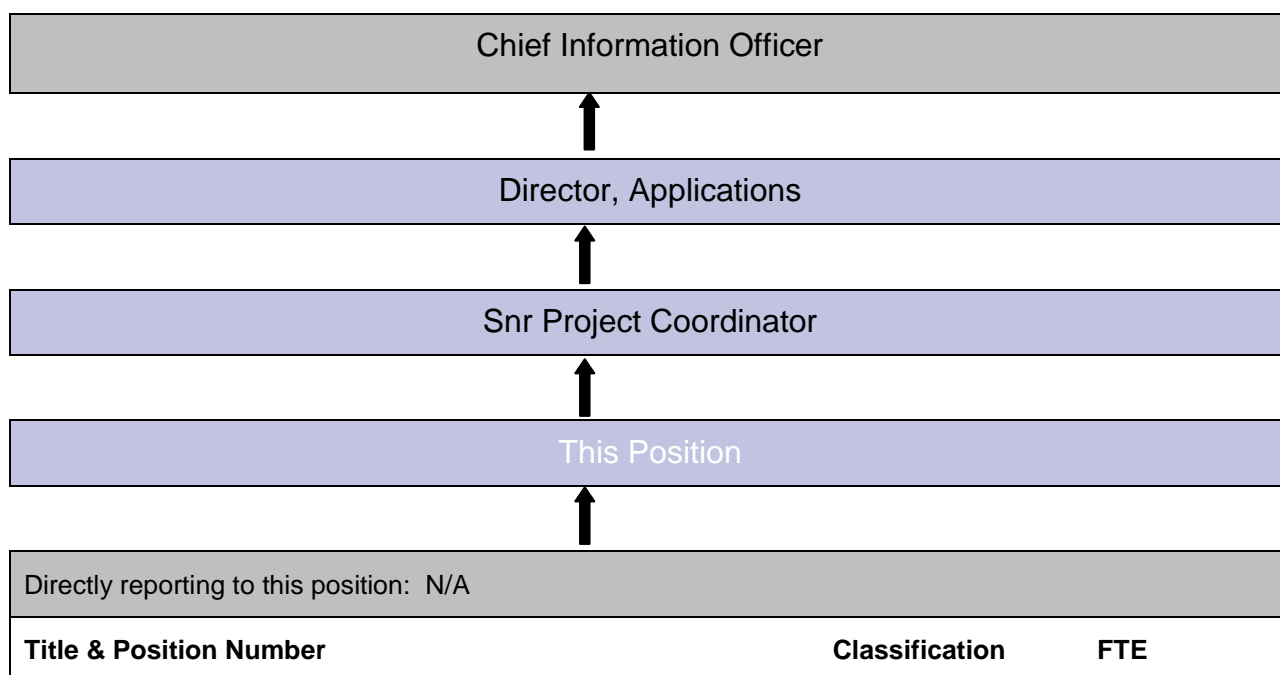
Position number	00009450
Classification	HSO Level G6
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Business Unit	Information Communication Technology (ICT)
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) Information Communication Technology (ICT) Business Unit, the Director, Infrastructure:

- contributes to the strategic direction and management of HSS in line with HSS strategies;
- provides leadership in the planning, direction, efficiency and effectiveness of the infrastructure requirements of the WA health system; and
- Leads and manage the infrastructure portfolio on a day to day basis as well as through significant periods of future change.

REPORTING RELATIONSHIPS:



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

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 delivery 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 add 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 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 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/Key Outcomes:

- Provides administrative and logistical support for Project Managers and project teams.
- Provides secretariat support for committees including meeting organisation (eg. scheduling, agenda preparation and document distribution), minute taking and

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management of actions list.

- Maintains meeting schedules.
- Maintains key project documentation to ensure completeness and accuracy.
- Maintains and reconcile project resource plan records.
- Assists in the development and tracking of resource and funding requests.
- Advises on approval processes to assist in meeting agreed timelines.
- Assists and participates in Project documentation quality reviews.
- Assists with maintenance of the Program Risk and Issues Register.
- Creates and prepares regular and ad hoc reports as required which may involve:
- Assisting with the production of project related documentation and Project Status Reports;
- Liaising with Project Teams to facilitate data capture and verify milestone/activity progress status;
- Extracting project expenditure information;
- Analysing data;
- Drafting written comments for quality review;
- Distributing reporting and seeking required authorisation sign offs;
- Updating and maintaining Project Logs and decisions register.
- Prepares and maintains work instructions for reporting processes
- Supports Project Team through facilitating information flow between projects and the HSS Project Management Office.
- Assists in reconciling regular and ad-hoc Budget and Expenditure records and costs.
- Assists with recruitment process for project teams.
- Other duties as directed.

SELECTION CRITERIA	
Criterion:	Expectation:
Achieves Results	<ul style="list-style-type: none"> Foster a collaborative work environment, drawing input from others, to drive a culture of achievement.
Exemplifies Personal Integrity and Self-Awareness	<ul style="list-style-type: none"> Commitment to professionalism, ethical behaviour and self-development. Alignment of business practices to the WA Public Sector Code of Ethics and the Department's Code of Conduct.
Communicates and Influences Effectively	<ul style="list-style-type: none"> The ability to establish networks and communicate with a diverse range of people. Able to demonstrate excellent interpersonal skills including well developed verbal communication skills and negotiation skills
Role Specific Essential Requirements	<ul style="list-style-type: none"> Able to apply strong organisational skills within a dynamic environment. Able to demonstrate conceptual, analytical, research and evaluation skills. Able to work autonomously with a distributed team environment. Experience in production and publication of project related documents and artefacts.
Desirable:	
<ul style="list-style-type: none"> Experience in project activity, project management or a Project Management Office. Accreditation or formal training in a project management framework such as PRINCE2. Able to use relevant software tools such as Microsoft Project, advance Power Point/Access and Visio. 	

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.

DIRECTOR

SIGNATURE _____

DATE _____

GENERAL MANAGER

SIGNATURE _____

DATE _____

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