

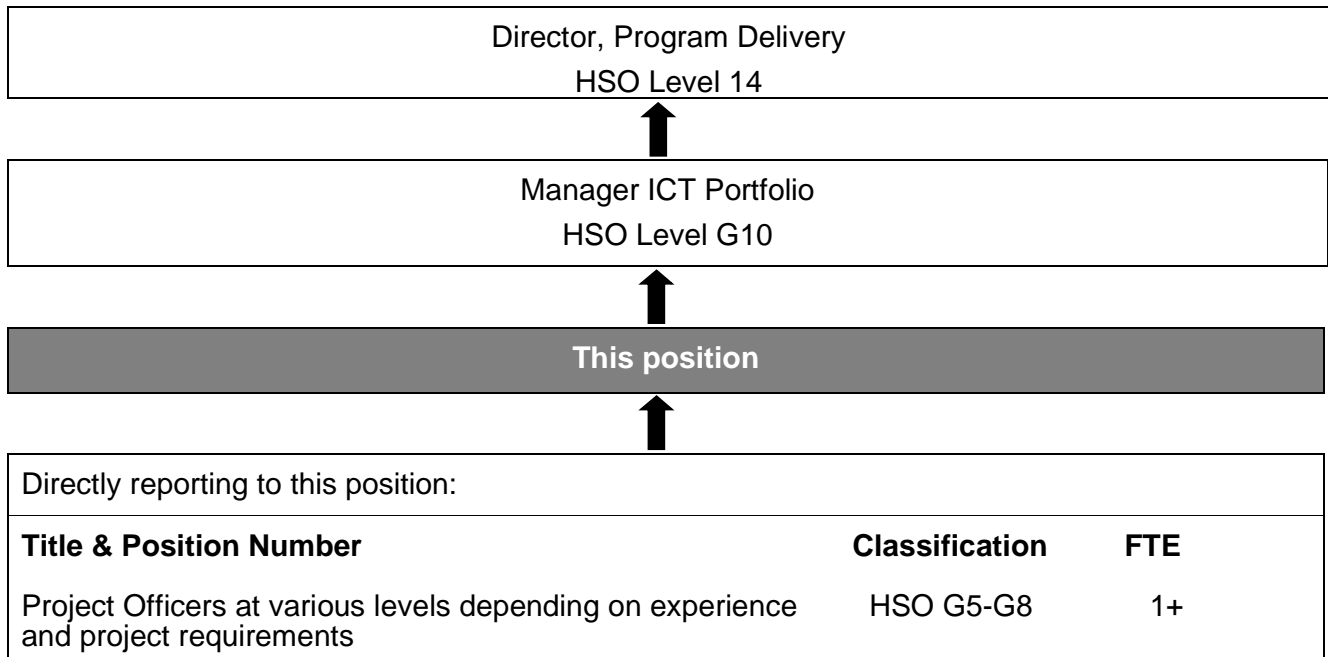
## Position Title: **Project Manager**

<b>Position number</b>	000014662-000014663
<b>Classification</b>	HSO Level G9
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	ICT
<b>Function</b>	Program Delivery
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

The Project Manager leads the development and delivery of key ICT projects across the Health system. The Project Manager is responsible for the successful initiation, planning, execution and closure of assigned projects and will implement standardised project management tools, processes and lifecycles consistent with recognised project management methodologies. This level of Project Manager will manage medium, medium risk, medium complexity projects.

### REPORTING RELATIONSHIPS:



## 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



## 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:

Consistent with the hierarchical/classification level of the position:

### **HSS Participation (may only apply to non executive/manager positions):**

- 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:**

- Follows a defined project management methodology utilising project management techniques and tools.
- Manages projects to develop and/or implement significant health information and communication technology systems.
- Develops detailed project implementation plans including comprehensive risk analysis.
- Directs the preparation of reports, working and briefing papers for Manager ICT Portfolio, Program Manager, Director Program Delivery, Chief Information Officer and Chief Executive.
- Initiates and facilitates forums and discussion groups to discuss and resolve issues relating to the implementation of projects.
- Develops strong working relationships in order to effectively liaise, consult and negotiate with key stakeholders.
- Manages human, financial and physical resources associated with the projects.
- Leads, participates in and/or supports committees, working parties and project teams involved with associated projects.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA

1. Experience and expertise in managing projects and project management systems and tools.
2. Experience in managing a complex client services operation with a strong focus on ICT service delivery.
3. Able to design, document and deploy service focused processes and procedures.
4. High level oral and written communication and interpersonal skills including the ability to negotiate effectively at all levels.
5. Able to be flexible, adaptive and innovative in the achievement of objectives.
6. High level conceptual and analytical skills with initiative and an ability to provide innovative thinking in identifying solutions to complex problems.
7. Project Management Qualified (Prince2/PMI).
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

### DESIRABLE CRITERIA

1. Tertiary qualifications in Information Technology or related discipline.
2. Previous experience in a health care related information technology environment.
3. Previous experience in implementing packaged solutions and managing vendors

### 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

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

#### EXECUTIVE DIRECTOR

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_