



Job Description Form



Community | Compassion | Quality



Integrity | Equity | Curiosity



Position Title

Position number: 616207

Program Manager - Outpatient Reform

WA Country Health Service Innovation and Development Directorate

*Improving the quality of care delivered to country communities in the here and now.
Planning for a future where we unlock the transformative potential of new and emerging health care technologies and opportunities.*

About the WA Country Health Service

Our Strategic Priorities



Our Values

Community

We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion

We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality

We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity

We bring honesty, collaboration and professionalism to everything that we do.

Equity

We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity

We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

Our Vision

To be a global leader in rural and remote healthcare.

Our Mission

To deliver and advance high quality care for country WA communities.

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Innovation and Development Directorate

The WACHS Innovation and Development directorate was established to help the organisation drive innovation and deliver new technologies to improve the health of regional and remote communities. Our Information, Management and Technology team provides digital solutions, infrastructure and data support for WACHS sites. The Outpatient Reform and Access team is improving access to specialists by bringing care closer to home. We are dedicated to making it easier for patients who need to travel from regional WA to alternate facilities for treatment, through the Patient Assisted Travel Scheme (PATS). We are committed to providing patients with quality healthcare regardless of location, social or cultural barriers. Our telehealth programs are helping to break down these barriers.

Underpinning success is our commitment to research partnerships and building a culture that dares to challenge, lead and support innovative ways of delivering health services.

Our Directorate actively supports and encourages diversity and inclusion, across all occupational groups, through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people. Our strategies are located at www.wacountry.health.wa.gov.au

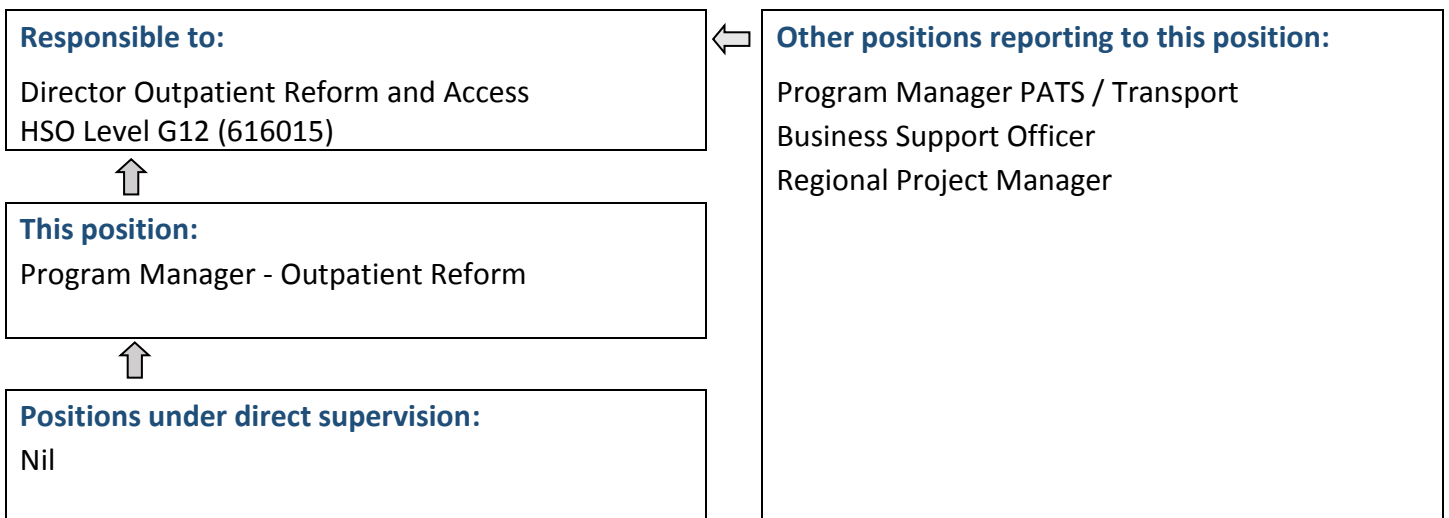
Position Details

Position Number:	616207	Registration Date:	15 January 2021
Classification:	HSO Level G9	Location:	Perth or Negotiable
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	Innovation and Development / Outpatient Reform and Access / Outpatient Reform		

Position Overview

Provides program leadership in managing, developing, implementing and evaluating outpatient reform programs in alignment with WA Country Health Service (WACHS) strategic priorities and intent to deliver care closer to home for country communities.

Reporting Relationships



Key Duties/Responsibilities

1. Strategic Leadership

- 1.1. Leads the management, facilitation, coordination and implementation of the WA Country Health Service (WACHS) outpatient reform program in alignment with WACHS strategic priorities and related health reform agenda.
- 1.2. Maintains knowledge and awareness of research, trends and issues in relation to outpatient service delivery and reform at the state and national level as well as broader functional areas including but not limited to digital health and rural health.
- 1.3. Participates in identification and leads the development of relevant organisational strategies in line with the outpatient reform agenda and health programs.
- 1.4. Creates and supports strong linkages with other program areas, initiatives, health services and stakeholders.
- 1.5. Acts as a subject matter expert within WACHS with respect to outpatient reform issues, strategies and data.
- 1.6. Represents WACHS strategic and operational priorities in state-wide outpatient reform initiatives and forums.
- 1.7. Delegates work to and supervises relevant staff and project team members as required.
- 1.8. Ensures meaningful regional consumer representation and engagement at all levels of outpatient reform agenda.

2. Program Management and Coordination

- 2.1. Leads, coordinates and manages WACHS outpatient reform agenda, projects, policy development, research activities, and planning processes including the preparation of reports, guidelines and submissions to address service needs and issues across WACHS.
- 2.2. Develops, implements and monitors WACHS outpatient governance framework that underpins and facilitates the reform priorities.
- 2.3. Investigates and analyses issues associated with relevant strategic initiatives, including risk management, budget and timeframe considerations.
- 2.4. Supports change management initiatives within WACHS relating to outcomes and initiatives within the outpatient reform agenda.
- 2.5. Adopts an outcome oriented approach to project management initiatives including planning, delivery and evaluation of person-centred services relevant to the program area.

3. Policy and Planning

- 3.1. Facilitates the review and evaluation of outpatient reform policy for WACHS.
- 3.2. Contributes to holistic organisational policy development, including consideration of the impact and implementation of policy.
- 3.3. Contributes to the organisation's strategic and operational direction which may include clinical planning.

4. Liaison and Information Management

- 4.1. Facilitates appropriate liaison and consultation with management, staff and other key stakeholders as required.
- 4.2. Liaises with necessary government and non-government organisations as required to support information gathering and research.
- 4.3. Prepares and disseminates regular reports and updates as required, including drafting briefing notes and ministerial responses etc.
- 4.4. Represents WACHS on a range of forums both internal and external to WACHS.

5. Other

- 5.1. Other duties as required.



Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

Essential

1. Extensive knowledge of outpatient service delivery and reform priorities initiatives and trends at a state and national level, with a particular focus on rural and remote health service delivery.
2. Demonstrated high level interpersonal, verbal and written communication skills and negotiation skills including substantial experience in liaising and negotiating with multiple stakeholders.
3. Evidence of high level strategic, program management, project management and organisation skills.
4. Evidence of high level initiative and problem solving skills including conceptual and analytical ability.
5. Current knowledge and commitment to Equal Opportunity, Disability Services and Occupational Safety and Health in all aspects of employment and service delivery.
6. Eligible for / or in possession of a current C or C-A Class drivers licence or other specialised licence class.

Desirable

1. Qualifications in a relevant professional discipline.
2. Experience in rural health service provision environment.

Appointment Pre-requisites

Appointment is subject to:

- Completion of 100 Point Identification Check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check
- Evidence of a current C or C-A Class driver's licence or other specialised licence class

WA Country Health Service –
Central Office

15 January 2021
REGISTERED

