Employee Position Description

Position Details

Position Title: Program Manager	Department: ICT	Agreement: VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES
Reports To: CIIO	Location: TBC	(HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE OFFICERS) MULTIPLE ENTERPRISE AGREEMENT 2018-2022
Direct Reports: Project Manager	Employment Status: Full Time Fixed Term	Classification: Grade 5/ IFA

Position Primary Purpose

The Program Manager will lead the organisation in best practice project management. This is a is a new position to better manage projects at Access Health and Community (AccessHC) which involve transformation initiatives, process improvements and business developments. You will utilise a variety of project management tools coupled with your skills and experience to develop and implement sound project management frameworks and governance at AccessHC. The role will report to the CIIO but work closely with the COO and other members of the Executive Team, Senior Management and other project stakeholders. The role will work closely with the CIIO in the the establishment of the Project Management Office and project governanance framework.

Decision Making Authority	Key Relationships
Decisions made independent of supervisor Agreed elements and roles as outlined in project plans including liaison, time management, resource coordination as well as research and development	**Internal** • Report to CIIO • Work across all levels of the organisation to build strong relationships and lead staff, through influence and engagement, to collaborate and support the project management framework • Work with internal stakeholders in project development methodology and execution • Work with other internal project participants • Prepare reports for the CEO, Directors and occasionally present with the CIIO on major business cases, progress and outcomes of projects **External** • Consultants and contractors as identified in Project Plans

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

	• Clients and patients as required

Key Accountabilities	
Focus Areas	**Responsibilities**
Develop Project Management Office, governance and framework for Implementation across AccessHC	• Develop project management office • Develop, gain approval and implement a tailored project management framework and governance to fit the needs of the organsiation • Lead the organisation's PM through training, communication and project support and management., including arranging training materials for Executive and Management on the PMO and project approaches • Facilitate consistent project management practices across the organisation, including for small operational projects • Work with colleauges to design processes where end users contribute to the ideation, design and implementation or projects.
Identify and implement program and project management systems and processes	• Identify and source project management systems and processes to suit the needs of the organisation • Ensure timely approval, Implementation and maintenance of systems and processes • Ensure staff are provided appropriate training on systems and processes • Maintain positive vendor relationships while managing contracts and service provision in line with organisational requirements • Support managers with local level projects in a consistent and structured manner
Support approved change management across the organisation	• Work with the CEO and Executive and PMO to support organisational change and understand internal resource requirements across operational and transformational projects • Ensure the CEO and Executive and Management teams have appropriate information on the dependencies and resource requirements across the program • Ensure documentation of the formal program of projects and report to CEO and Executive and Board as required
Develop project resources and documentation	• Liaise with Project Team/s and support and facilitate project scoping and formulation of key project steps. • Identify, coordinate and enlist human and other resources required for project fulfilment • Consolidate required information into a clear program and project management resources i.e. project plans, communications plans and risk management plans • Assist key stakeholders in gaining project plan and budget approval
Ensure that approved projects are delivered on budget and on time	• Ensure delivery of programs and invididual projects on time and on budget • Manage project team i.e. project managers, change managers, subject matter experts (SMEs)Facilitate timely and positive interactions between project participants

Key Accountabilities	
Focus Areas	Responsibilities
	• Managing budgets and reporting on fund allocation • Monitor and report on project performance to key project stakeholders including preparing regular board reports
Coordinate and document meetings and communications with project stakeholders	• Participate in meetings and information gathering and analysis in line with project plan • Consolidate information for stakeholder information and feedback • Liaising with the communications team to increase awareness of programs and projects • Ensure active communication with Project Teams and Executive on project performance
Report on project outcomes	• Prepare regular reports to CIIO, CEO and Executive and Directors on project performance • Assist Project Leader in producing final project reports. • Where the project is a feasibility study assist Project Leader in developing business case and project plans for full implementation
AccessHC Values	• Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality.
Governance and Compliance	• Act in accordance with AccessHC's policies, procedures and code of conduct. • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	• Act in accordance with health and safety policies and procedures at all times. • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria	
Standard selection criteria items - Police Check (mandatory) - International Police Check (mandatory if lived/work overseas in past 10 yrs) - Driver's Licence (dependent on position) **Qualifications, registrations and experience** - Tertiary qualifications in Business, Engineering, IT or other relevant discipline - Minimum of 2 years experience in a program manager or lead project manager role - Minimum of 5 years experience in a project management role within a business, social or health environment - Formal Project Management Qualifications or registration would be an advantage - Proficiency in Microsoft Office (ideally Office365) and relevant software applications	**Key skills and attributes** - Strong project management skills - Strong communication and interpersonal skills - Demonstrated ability to work in a team environment - Demonstrated ability to manage competing strategic priorities and negotiate positive outcomes - Proven experience managing competing demands on time and expertise - Well-developed presentation and report writing skills - High level of accuracy and attention to detail - Demonstrated behaviours consistent with AccessHC values
AccessHC is a Child Safe Organisation. *AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.*	

Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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