ROLE DESCRIPTION

Role Title:	Senior Project Manager
Classification Code:	ASO7
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Division:	Digital Health SA
Department/Section / Unit/ Ward:	Technology & Infrastructure – Application Services
Role reports to:	Manager, Project and Release
Role Created/ Reviewed Date:	July 2021
Criminal and Relevant History Screening:	☐ Aged (NPC) ☐ Working With Children's Check (WWCC) (DHS) ☐ Vulnerable (NPC) ☒ General Probity (NPC)
Immunisation Risk Category Requirements:	☐ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☒ Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Project Manager is responsible for leading the planning, coordination, control and project management of new or changed systems, services or products across the SA Health Digital Health SA Portfolio. This incumbent establishes implements and reviews Project Management strategies for a diverse range of Application Services projects across the Department and/or LHNs including key enterprise products, or a suite of products, and accepts product releases on behalf of SA Health. The role has key relationships with product vendors and works collaboratively with the business, third parties and other DHSA teams to define and implement the release program.

Direct Reports:

> Nil.

Key Relationships/ Interactions:

Internal
> Reports to the Manager, Project and Release.
> Manages the primary working relationship with senior business users and governance groups and committees with representatives across the Department and/or Local Health Networks (LHNs).
> Maintains a close working relationship with the Application Services Team.
> Liaises extensively with senior management and technical staff across branches of Operations and Program Services.
> Liaises extensively with Customer Account Managers and Service Delivery Managers.
> Liaises extensively with customers, senior management and staff within SA Health and Digital Health SA.
> Assists with the mentoring of less experienced team members.

External
> Liaises extensively with external service providers, vendors and partners.

Challenges associated with Role:

Major challenges currently associated with the role include:
> Maintain currency of the applications environment.
> Meeting customer expectations in relationship to availability and suitability of applications.
> Alignment to and contribution towards the goals, values and deliverables of Digital Health SA.

Delegations:

> Nil.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Application Release and Project Management	> Establish, maintain and ensure adherence to the release strategy for key enterprise applications or a suite of applications including communicating the strategy to a range of internal and external stakeholders, including vendors, senior business executives, government and non-government agencies, third parties and Digital Health SA Teams. > Develop detailed plans and schedules related to the release program for a diverse range of significant and concurrent projects across the Department and/or LHNs, including obtaining stakeholder commitment and establishing an appropriately skilled implementation team. > Represent Application Services at relevant stakeholder meetings to define and manage the release program according to agreed business needs and priorities. > Ensure the scope of each release is clearly defined and documented, and the necessary components and requirements needed for successful deployment are identified including allocation of technical and non-technical resources to support planned release activities. > Work collaboratively with Change Management staff to coordinate the implementation of release-activities and the management of exceptions across multiple environments. > Identify, manage and plan for the mitigation of risks, cross release dependencies and, where required, security impact assessments and operational readiness, to enable successful and timely implementation of releases. > Develop and review release management reports and documentation. > Contribute, and ensure adherence, to the definition of a configuration management plan which captures the needs of all stakeholders. > Provide release acceptance and approval for milestones ensuring only correct, authorised and tested versions are promoted into the production environment and ensure a complete audit trail is documented. > Collaborate with Program Managers and Directors to ensure project management deliverables are defined and successfully established through execution of the Service Transition processes.
Specialist Project Management	> Provide an operational perspective to project teams and suppliers and deliver specialist advice and assistance to project teams with the definition of deployment strategies and tactics. > Initiate and manage communication with senior business users and governance groups to explain project sequencing and progress and serve as a point of contact for project teams and their assigned implementation units in relation to deployment issues. > Analyse project risks, costs, and benefits, make relevant recommendations to project, business and technology design teams,

	and where required, manage projects budgets and mentor assigned staff to achieve project objectives and deliverables. > Ensure service acceptance criteria are defined and appropriately translated into project deliverables for new or changed Digital Health SA services. > Analyse, determine and recommend acceptance and approval for operational readiness for the deployment of new or changed Digital Health SA services.
Continuous Improvement	> Act as the Digital Health SA representative at operational or strategic governance meetings to provide advice and input to the release program and where required, coordinate and ensure the delivery of Committee Agendas, minutes and actions. > Collate and disseminate relevant release data, documentation and metrics for the reporting of key performance indicators, process audits and/or project health checks. > Identify opportunities for improvement and the evaluation of alternative solutions. > Recommend process changes required to support the continual improvement of the project management process. > Participate in supplier agreement negotiations to ensure that SA Health service level expectations can be delivered, reported and measured. > Establish regular vendor performance reviews to manage vendor and SA Health performance in line with supplier agreements.
Performance Focus	> Ensure the highest standards of project management are maintained and consistent with public sector standards. > Contribute to the implementation of quality improvement standards and measurement strategies within the application services branch. > Provide guidance, influence and oversight to project team members, external service providers, consultants, contractors, vendors and partners to ensure the provision of timey and quality deliverables to SA Health and its customers. > Be responsive to customers by leading and prioritising application services delivery within the required timeframes. > Promote knowledge and information sharing amongst team members to deliver high quality service to customers.

Knowledge, Skills and Experience

<u>**ESSENTIAL MINIMUM REQUIREMENTS**</u>

Educational/Vocational Qualifications
> None.

Personal Abilities/Aptitudes/Skills:
> Demonstrated high level project management skills, including proven ability to be collaborative, flexible and calm in resolving conflict, managing expectations and providing innovative and effective client services and clear and concise advice and reports with recommendations.
> High level interpersonal, written and verbal communication skills to articulate and present complex concepts clearly and concisely suitable to the audience, negotiate and influence stakeholders to achieve successful outcomes, develop effective working relationships and networks with a broad range of stakeholders and handle complex and sensitive issues with tact and diplomacy.
> Demonstrated ability to work independently, as well as collaboratively as a member of a team, under broad direction, and to analyse complex issues, identify innovative and appropriate solutions, manage high volumes of quality work within tight timeframes and use initiative, professional judgement and adaptability in order to respond to changing circumstances and priorities.
> Ability to manage to the spirit and principles of the Premier's safety Commitment and the legislative requirements of the *Occupational Health, Safety and Welfare Act 1986*, utilising AS/NZS ISO 31000 Risk Management – Principles and Guidelines, or to an equivalent set of standards.

Experience
> Extensive experience in project management and all aspects of release and change management in a large and complex organisation including planning, scheduling, controlling, managing and implementing a diverse range of ICT projects using a range of project management methodologies.
> Extensive experience in vendor and stakeholder engagement including managing suppliers of third party software and hardware services and negotiating and managing contracts and service level agreements.
> Experience in budget management and control and mentoring and coordinating staff.

Knowledge
> Proven extensive knowledge of contemporary project management principles and techniques.
> Proven extensive knowledge of the principles and practice of ICT change and release management.
> Sound knowledge of the health business including relevant legislation, security and confidential standards that relate to information technology and the role of information systems in a modern health organisation.
> Knowledge of information systems, change and configuration management processes.
> Knowledge of business process re-engineering.

<u>**DESIRABLE CHARACTERISTICS**</u>

Educational/Vocational Qualifications
> Bachelor of Computer Science and or relevant Project Management Qualifications such as Agile, Prince2 or equivalent.
> ITIL Foundation or equivalent.

Special Conditions:

> It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.

> *For appointment in a Prescribed Position* under the *Child Safety (Prohibited Persons) Act (2016),* a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.

> For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016),* the individual's WWCCs must be renewed every 5 years from the date of issue; and for '*Approved Aged Care Provider Positions*' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).

> Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.

> Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.

> The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

> *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.

> *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.

> Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive.*

> Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).

> *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.

> Disability Discrimination.

> *Independent Commissioner Against Corruption Act 2012* (SA).

> *Information Privacy Principles Instruction.*

> Relevant Awards, Enterprise Agreements, *Public Sector Act 2009, Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual.*

> Relevant Australian Standards.

> Duty to maintain confidentiality.

> Smoke Free Workplace.

> To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.

> Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:
Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:
SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc., and SA Ambulance Service Inc.

SA Health Challenges:
The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:
Our Mission at Digital Health SA is to provide and maintain a robust ICT environment supporting the full spectrum of SA Health's business and develops a fully integrated statewide electronic health record, to improve the quality and safety of health care in SA by connecting hospitals, health professionals and the community throughout the state. Our vision at Digital Health SA is to provide the right information, to the right person, at the right time, in the right place.

Digital Health SA has 6 key directorates:

Executive	The Digital Health SA Executive Office provides executive support services for the senior DHSA executives and Governance support for the Tier 1 and 2 committees within the Department. The Executive Office manages the coordination and review of Ministerial, CE and CEO correspondence, briefings and high-level third-party requests for DHSA.
Customer Services	Comprises the Service Delivery team and Digital Health Service Desk functions, responsible for end-to-end IT service delivery across the Health Portfolio. Provides internal support to Digital Health SA including human resources and corporate support. Provides the primary customer interface between SA Health business units and Digital Health SA.
Office of the Chief Medical Information Officer	The Office of the Chief Medical Information Officer (OCMIO) is an integral part of Digital Health SA with a focus on supporting clinician led design and engagement for DHSA projects. The OCMIO leads and collaborates on projects that support the development of SA Health's digital health capabilities and operational use of data. The OCMIO is improving health outcomes for South Australians by contributing to the development of an integrated, agile, and clinically relevant digital health information network
Financial and Commercial	Provides financial support to Digital Health SA, undertakes financial analysis and reporting and liaises with Corporate Finance and Health Unit customers. Develops budgets for the unit and manages the recharging required for SA Health customers.
Portfolio & Strategy	Manages and delivers all Digital Health SA projects as approved by the Digital Health SA Board. Sets, defines and aligns IT strategy and standards to the goals and objectives of SA Health and provides independent governance and risk management to Digital Health SA.
Technology & Infrastructure	Technology and Infrastructure provides technical support and delivery for SA Health and manages, supports and maintains the 'live' IT environment across SA Health.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

> - We are committed to the values of integrity, respect and accountability.
> - We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
> - We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

> - Democratic Values – Helping the government, under the law to serve the people of South Australia.
> - Service, Respect and Courtesy – Serving the people of South Australia.
> - Honesty and Integrity – Acting at all times in such a way as to uphold the public trust.
> - Accountability – Holding ourselves accountable for everything we do.
> - Professional Conduct Standards – Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: **Role Title:**

Signature: **Date:**

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name: **Signature:**

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/2017	09/04/2017	Original version.
V2	10/04/2017	04/07/2017	Safety & Quality statement in General Requirements.
V3	04/07/2017	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019	04/06/2019	Added categories for immunisation requirements on front page.
V6	05/06/2019	25/06/2019	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/2019	09/06/2020	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/2021		Inclusion of integrity statement under Code of Ethics on Page 6