



ROLE DESCRIPTION

Role Title:	Project Manager – EMR Project Delivery
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Hospital/ Service/ Cluster:	
Division:	Digital Health SA
Department/Section / Unit/ Ward:	Electronic Medical Record (EMR) Project
Role reports to:	EMR Program Manager
Role Created/ Reviewed Date:	June 2020
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

- > The Project Manager is accountable to the EMR Program Manager for managing the delivery of specific project(s) that relate to the critical EMR priorities and goals. The incumbent will be required to plan, lead, co-ordinate, control and manage timely, high quality and cost effective projects and provide expert advice and consultancy services. The incumbent will also be required to lead, manage and monitor staff as required such as IT contractors, suppliers and consultants.

Direct Reports:

- > Manages team leaders, consultants and contract staff.

Key Relationships/ Interactions:

Internal

- > Works with Directors, management and staff within the EMR Project and SA Health.
- > Participates on and provides executive support to various EMR Governance committees and their members.

External

- > Required to liaise with clinicians, administrative and other relevant personnel, across SA Health

Challenges associated with Role:

Major challenges currently associated with the role include:

- > The objectives and scope of specific EMR projects are assessed and managed including the translation into operational plans.
- > Planning, scheduling, implementation and monitoring of a range of activities related to assigned EMR Projects and the implementation of risk mitigation strategies are managed effectively.
- > Specific EMR projects are managed to achieve EMR objectives and deadlines.
- > Project plans, goals, priorities and reporting methods within the framework of corporate plans and the objectives of the EMR Project are established and monitored.
- > Roles, responsibilities and reporting requirements for personnel within projects are identified and adequately resourced.

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Project Management	<ul style="list-style-type: none"> > Oversee the management, co-ordination and delivery of specific EMR projects and achieve EMR objectives and deadlines. > Provide leadership, direction and support in directly managing people, Project Managers and other branch and agency resources. > In collaboration with other EMR Projects, establish project plans, goals, priorities and reporting methods within the framework of corporate plans and the objectives of the EMR Project. > Validate the objectives and scope of projects to ensure they are adequately addressed. > Ensure projects are consistent with Department policies and procedures. > Establish develop and implement frameworks to ensure that infrastructure and applications are delivered on time, in accordance with specifications and satisfies quality assurance requirements/testing before release. > Identify, assess and establish a risk management framework. > Assist Portfolio Agencies with project consultancy and expert advice in relation to the impact of EMR in their environments. > Establish the requirements for, lead, manage and monitor contractors, vendors and consultants engaged in EMR projects. > Identify training needs; oversee the development and implementation of training projects and materials that support EMR technical projects. > Undertake post implementation reviews to identify opportunities for improvement, reviewing and streamlining processes and procedures associated with project management
Resource Management and Leadership	<ul style="list-style-type: none"> > Provide professional leadership and direction to staff and encourage a culture of cross-team and cross-department collaboration. > Ensure the identification of roles, responsibilities and reporting requirements for personnel within projects. > Determine, monitor and review all project economies, including project costs, operational budgets, staffing requirements, project resources and project risks. > Ensure procurement processes comply with Departmental specified

	<p>delegations, policies, standards, procedures and service level agreements.</p> <ul style="list-style-type: none"> > Ensure that efficient work practices, best practice and contemporary procedures are implemented and reviewed.
Stakeholder Engagement	<ul style="list-style-type: none"> > Manage relationships, negotiate, and liaise with personnel at all levels of the Public Sector and the Industry, with due reference to operational, political, financial and strategic impact. > Undertake contract management of technology suppliers including the development of specifications, evaluation of tenders and negotiation of contracts in accordance with Public Sector procurement policies and legislation. > Identify, develop and manage collaborative links with project stakeholders to increase engagement and uptake of specific applications and opportunities for EMR.
Continuous Improvement	<ul style="list-style-type: none"> > Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EMR Project. > Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role. > Support the development of a culture and ethos across the EMR Project which is outcome and performance focused. > Contribute to the generation of ideas for the improvement and review of work practices.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Exceptional ability to plan, lead, implement, evaluate and manage multiple, complex projects within the framework of the corporate objectives and in consideration of operational, political, financial and strategic issues.
- > High-level research and analytical skills with a demonstrated ability to identify and exploit emerging technical and business opportunities and provide high level strategic advice.
- > Excellent written and verbal skills with high level ability to articulate and present complex concepts clearly and concisely.
- > Identify, analyse and conceptualise problems to formulate and execute appropriate solutions and present high level written reports.
- > Highly effective interpersonal skills, with proven ability to relate effectively to a diverse range of stakeholders and clients, negotiate successful outcomes in an innovative and resourceful manner, whilst maintaining a high standard of professional competence and an ethical approach.
- > Proven ability to work independently, as well as collaboratively in a team, under broad direction only, lead multi-disciplinary teams and contractors and make well informed, timely and significant decisions to achieve department objectives.
- > Proven ability to respond receptively to change in the working environment (including the ability to lead and evaluate change initiatives), learn, promote and apply new ideas and business concepts, and deal with competing priorities.

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.

Experience:

- > Extensive experience in managing projects, staff, business plans and multi-million dollar budgets within a large and complex organisation.
- > Demonstrated substantial experience in the implementation of strategies at a regional, state or national level.
- > Demonstrated substantial experience in providing expert advisory and consultation services at a senior level, including interpretation and application of policies and legislation.

Knowledge:

- > Knowledge of SA Health objectives and goals, in particular the role and objective of the EMR Project.
- > Knowledge of project management principles, change management practices and administrative processes in a large complex organisation.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience:

- > Experience in either of the following methodologies:
 - o Prince2
 - o PMI PMBOK

Knowledge:

- > Knowledge of the broader health, welfare and government system.

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:

SA Health has committed to implementing a new Electronic Medical Record Project ("EMR") as the foundation of Australia's first fully integrated state-wide electronic Health Record ("eHR").

The implementation of an EMR will signal significant change throughout SA Health. Most, if not all, medical, nursing, midwifery, allied health and support staff will be affected by the introduction of the new system and in particular the new capabilities and associated ways of working that will result from the introduction of an EMR.

Clinical leadership and engagement will be paramount to drive business change across the health system with particular focus on developing new business models of patient care which the EMR solution will be configured to support. As a result, clinical engagement for the EMR project will need to commence in the planning phase for the Project and continue throughout the implementation and post-implementation phases to ensure effective and efficient delivery of the EMR Project. The SA Health EMR Project is a clinical Project that uses information technology to support clinical practice innovation. Therefore, embedding an ethos of innovation and clinical engagement through the course of the Project is critical.

The EMR Project brings together SA Health leadership, the clinical community, administration and ICT staff into a single Project Team responsible for the implementation of EMR across all South Australia's health care facilities. The EMR solution will play a central role in supporting the South Australian health reform agenda by providing the means of transforming SA Healthcare: A single information system for partnerships in care at all times in all places.

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.

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	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	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	9/6/2020	Updated legal entities to include new regional LHN's.
V8	10/6/2020		Update Risk Management Statement