

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Principal Project Consultant
Position Number:	Generic
Classification:	General Stream Band 7
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Health ICT
Position Type:	Permanent/Fixed-Term, Full Time/Part Time
Location:	South, North, North West
Reports to:	Relevant Director or Senior Manager
Effective Date:	July 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Relevant qualifications in Project Management Current Driver's Licence
Position Features:	Intrastate travel, to relevant sites for consultation and implementation purposes, is required Interstate travel may be required

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

The Principal Project Consultant will work in close partnership with various Department of Health (DoH) stakeholders to:

- Provide leadership, mentoring and support in the provision of best practice project management services, including change management and business analysis.
- Manage a range of Digital Health and IT related projects.

- Identify and understand business issues and challenges and provide solutions that will deliver measurable benefits in line with the broader Digital Health and ICT goals and plans of the organisation.
- Manage and drive the delivery of solutions to complex issues/requirements into the 'live' environment working with vendors, the impacted departments, ICT Services, and other potential service providers.
- Ensure the effective transition and management of initiatives, changes and/or solutions into 'live' operations.

Duties:

1. Provide leadership, mentoring and support in the provision of best practice project management services, including change management and business analysis by:
 - Taking lead responsibility for projects and work assignments as directed by the relevant Director or Senior Manager.
 - Undertaking detailed business and/or problem analysis that considers business context, requirements and priorities, process, people, information/data, and technology implications.
 - Conducting process mapping to determine a clear understanding of current versus future state.
 - Leading business process analysis, planning and monitoring on a wide range of business initiatives, including but not limited to business process redesign, situational and gap analysis, stakeholder analysis, requirement management, communication change and adoption plans.
 - Documenting analysis and recommendations to a high standard and quality appropriate to intended audiences which include the Chief Information Officer, Chief Executives, Secretary/Deputy Secretary, Executive Directors, and vendors/service providers.
2. Manage a range of Digital Health and IT related projects by:
 - Successfully completing IT related projects for DoH in accordance with established policies, procedures, guidelines, and legislative requirements.
 - Delivering defined project outputs to agreed milestones on time, budget, and quality.
 - Managing project vendor(s) and contract(s) including tracking adherence of vendor to business requirements and specifications, costs, and timeframes.
 - Coordinating activities associated with managing the delivery of business cases and the ongoing management of a range of plans required for the project/s.
 - Providing regular project status reports to project governance entities and key project stakeholders, ensuring projects are conducted in a consistent, effective, and efficient manner, including high-level policy advice on emerging business and technology issues.
3. Identify and understand business issues and challenges and provide solutions that will deliver measurable benefits in line with the broader Digital Health and ICT goals and plans of the organisation by:
 - Working closely with the clinical/departmental areas to evaluate potential solutions to complex issues/requirements.
 - Conducting cost-benefit analysis of proposed solutions and provide input into investment cases.
 - Working with ICT Services to understand implications for integrating proposed solutions into the infrastructure architecture and evaluate future 'on costs' for running the solution in the 'live' environment.

- Coordinating and managing formal stakeholder sign-off and acceptance for proposed solutions and costs.
4. Manage and drive the delivery of solutions to complex issues/requirements into the 'live' environment working with vendors, the impacted departments, ICT Services, and other potential service providers by:
 - Delivering specialised assignments, projects and/or business initiatives through regular effective liaison with internal stakeholders through a standardised project lifecycle, which may include the implementation of new business systems and management of delivery teams.
 - Ensuring thorough testing of solutions is planned and completed from vendors/suppliers through to user acceptance testing, putting in place rigorous measures to ensure sign-off at each stage.
 - Providing high level liaison to relevant parties regarding contemporary change management and business analysis guidelines in the planning, monitoring, and delivering of successful outcomes.
 5. Ensure the effective transition and management of initiatives, changes and/or solutions into 'live' operations by:
 - Delivering completed projects, assignments and/or initiatives on time, within budget, according to specification and at a quality level that serves the business needs and meets both standards and expectations.
 - Managing formal project/assignment close out activities establishing acceptance criteria with key stakeholders and ensure formal review and sign-off.
 - Managing risks, providing clear and concise escalation and implementation of agreed mitigation actions.
 6. Build and maintain effective working relationships with peers and stakeholders in relation to Digital Health.
 7. Provide high level specialised advice and support to the relevant Director or Senior Manager on local Digital Health and IT initiatives and projects.
 8. Consult with the relevant Director or Senior Manager in undertaking responsibilities and making recommendations to achieve the broader Digital Health and ICT goals and plans of the organisation.
 9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
 10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

The Principal Project Consultant operates under the broad direction of the relevant Director or Senior Manager, working with considerable autonomy and independence in undertaking the day to day duties of this role. Broad direction is provided in terms of objectives which require the planning of staff, time, and material resources for their completion. The occupant will:

- Take lead responsibility for projects/assignments as directed by the relevant Director or Senior Manager.
- Be responsible for achieving objectives, goals and KPI's as approved by the relevant Director or Senior Manager.
- Provide direction, development, and supervision to other project team members, as appropriate, depending on project/assignment allocation.
- Utilise independent judgement in the determination of strategies, changing and competing priorities and resource allocation within their area of responsibility.

- Apply a high level of initiative in identifying issues and initiating appropriate actions and recommending solutions and options.
- Liaise and interact regularly with the relevant Director or Senior Manager, Health Managers and staff, Project Sponsors, Project governance entities, other DoH business unit representatives and external service providers and stakeholders.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Demonstrated high level specialised expertise and experience in the development and management of complex information system projects, together with sound knowledge of project management guidelines such as the Tasmanian Government Project Management Guidelines, PMBOK and PRINCE2.
2. Highly developed strategic, conceptual, analytical, and creative reasoning skills with the ability to make sound judgements on relevant business issues, the application of Digital Health and ICT, including extensive experience and skills in research, planning, and problem solving to identify and recommend solutions to unusual or emerging problems that may arise.
3. Demonstrated high level interpersonal, both written and oral communication, decision making, conflict resolution and negotiation skills, together with the capacity to liaise effectively with staff, senior management, clients and internal and external stakeholders and service providers/vendors.

4. Proven organisational and change management skills, including the ability to provide leadership, mentoring and support to a team, together with experience in demonstrating self-motivation, flexibility, and initiative to meet deadlines, budgets and project and service delivery objectives.
5. High level business process analysis skills, including eliciting the current state of processes and facilitating stakeholder groups to consensus, together with high level solution specification and design skills, ensuring cost-benefit analysis and alignment to strategic direction.
6. Knowledge and understanding of the complex environment of health and human service delivery, and the impact of e-health initiatives on this environment, with more detailed understanding in key areas ideally gained through experience working in/close to front-line patient/client environments.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).