

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Program Manager
Position Number:	528170
Classification:	General Stream Band 8
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals and Primary Care – Aged Care Reform Unit
Position Type:	Fixed-Term, Full Time
Location:	South
Reports to:	Nursing Director - Aged Care Reform
Effective Date:	June 2023
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Tertiary qualification and/or high-level experience in a relevant discipline (project management or a related field)
Position Features:	While the role is office based, some intra state travel is 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 Program Manager will provide specialist input, strategic direction, and leadership to develop service systems and reporting and integrate multiple projects undertaken by the Aged Care Reform Unit (ACRU).

The Program Manager role provides complex analyses and reporting that is accurate, reliable, and tailored to meet the requirements of Government and the DoH. Through the application of specialised advice, business analysis and modelling, and standardised project management methodology, as appropriate, the role is engaged in one or more complex activities that implements high priority Government initiatives to address increasing pressure on Tasmania's public hospitals and across the broader Tasmanian health system and enhances the performance of assigned programs, projects and/or service delivery.

Duties:

1. Provide expert, authoritative strategic advice and recommendations to the Nursing Director, Aged Care Reform and relevant high-level stakeholders in relation to the Aged Care Reform Unit and major identified program and projects that have Department-wide implications.
2. Establish and maintain strong and effective communication and consultative mechanisms for complex projects/programs by acting as conduit between ACRU and senior management, committees, governance groups and key stakeholders regarding the delivery of ACRU reform initiatives and priorities.
3. Provide high level leadership, direction and support on a range of issues relating to the implementation of Government initiatives and change management activities that aim to address increasing pressure on Tasmania's public hospitals and across the broader Tasmanian health system.
4. Oversee and coordinate data collection and reporting related requirements across multiple high level reform projects and develop links, framework, and protocols for integrated service delivery.
5. Provide high-level project management and authoritative support, guidance, and advice to the staff of the ACRU, senior executive and Nursing Director, Aged Care Reform to ensure the delivery of innovative, cost-effective, complex program and projects for Tasmanian health system.
6. Lead and manage all phases of strategic statewide health program projects and develop, implement, and evaluate statewide, policies, risks, initiatives, systems and operational approaches to deliver optimum solutions and results.
7. Lead and implement flexible and innovative human, physical and financial resource management practices for the effective and efficient use of allocated project related budgets.
8. Undertake complex and in-depth research and analysis, including financial and/or demand modelling and maintain regular and detailed analytical processes to inform and shape decisions in relation to the implementation of those initiatives.
9. Prepare a range of high-level written material, including high level reports, submissions, briefings and ministerial correspondence, project plans, policy and procedures within required timeframes.
10. Represent the Department on inter and intra government forums and committees as required, with the authority to conduct and commit negotiated outcomes regarding strategies, policies, programs and objectives relevant to strategic Tasmanian health system projects.
11. 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.
12. 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 duties of this position are undertaken with a significant degree of autonomy, receiving only general guidance from the Nursing Director - Aged Care Reform. The role requires that the highest standards of quality, accuracy and timeliness of advice are maintained, and that recommendations and decisions positively contribute towards improved program outcomes. The occupant:

- Has major responsibility for the delivery of Aged Care Reform Unit programs/projects.

- Work with relevant key stakeholders to provide leadership, support and direction to project teams as required.
- Provide authoritative strategic and policy advice regarding system and project management generally which contribute to ACRU reform and the overall service outcomes from a range of project and system processes.
- Represent the Nursing Director - Aged Care Reform at committees and higher-level forums.
- Be responsive to changing and competing priorities, by adapting and showing flexibility to meet service delivery objectives and when asked to work outside of normal business hours.
- Demonstrate a high level of initiative in identifying issues and initiating appropriate action.
- 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. Highest level system and project management skills with a proven understanding of, and ability to exercise, contemporary project management, business process and general management practices to achieve multiple and diverse service and project outcomes, together with proven knowledge and experience in the running of large Government projects that have included the management of complex stakeholder groups.

2. Demonstrated high level computer literacy skills, including the ability to use spreadsheets, various systems and databases, and word processing applications to undertake complex modelling tasks.
3. Very high-level leadership ability with a demonstrated understanding of the political, social, cultural and organisational environment affecting Government and the Agency, and the capability to develop business strategies to maximise opportunities as they arise.
4. Highly developed critical thinking, initiative, flexibility and creativity in developing options and recommendations to resolve problems, determine priorities and milestones to support the achievement of organisational objectives and improve service delivery outcomes.
5. High level interpersonal and oral communication skills, including the proven ability to negotiate and manage conflict, develop effective partnerships and represent the Government and Agency to identify and explain acceptable solutions in situations of differing interests.
6. Highly developed written communication skills including the ability to produce information that is readily understandable to non-specialists and experience in preparation of detailed briefs and project reports.
7. Highly developed strategic, conceptual, analytical and creative skills with a demonstrated ability to undertake high level diagnosis and analysis and to adapt, be flexible and broker solutions to achieve the desired outcomes in a complex multi-stakeholder environment.

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](#).