

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Project Officer - Service Development and Operational Support
Position Number:	523133
Classification:	General Stream Band 6
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Statewide Mental Health Services
Position Type:	Permanent, Full Time/Part Time
Location:	South, North, North West
Reports to:	Nursing Director - Group Director (TMHRP)
Effective Date:	July 2019
Check Type:	Annulled
Check Frequency:	Pre-employment

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 Project Officer - Service Development and Operational Support will:

- Coordinate and manage a range of projects designed to support service delivery and achieve objectives of the Statewide Mental Health Service (SMHS).
- Provide high level advice on project development and implementation, risk analysis, policy development, communication and evaluation.
- Contribute to the planning and development of SMHS.
- Develop and maintain effective relationships with stakeholders to support the implementation of project activities.
- Lead and support policy or project working parties.

Duties:

1. Coordinate and support SMHS projects through the preparation of policy and procedural documents, clinical tools, framework refinement and implementation plans.
2. Provide high level advice and close support to SMHS Executive Team, provide input into projects and initiatives that affect SMHS.
3. Prepare high level correspondence, reports, submissions and communication materials for delivery through a range of technologies, external publications and print material and to a wide variety of stakeholders.
4. Develop and maintain strong relationships with internal and external stakeholders to promote service development activities.
5. Contribute to service planning and business process restructuring activities to promote statewide consistency in the delivery of innovative, integrated and accessible services.
6. Lead and support steering committees, reference groups and any policy or project working parties.
7. Undertake evaluations and internal service reviews, identifying and analysing business problems, devising strategies, preparing reports and recommendations to provide SMHS Executive information for effective decision-making process.
8. Develop, support and manage consultation processes for projects undertaken.
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 Project Officer - Service Development and Operational Support is expected to exercise initiative, discretion and judgment in the performance of tasks. Work is carried out with a substantial degree of independence and autonomy in day to day activities, with broad direction from the Nursing Director - Group Director (TMHRP).

The occupant will:

- Exercise sound judgment and initiative, work with minimal supervision and demonstrate autonomy in day-to-day activities.
- Be responsible for assigned/agreed projects including working collaboratively as a member of a high performing team.
- Ensure a high level of originality and initiative in developing policies and projects.
- Maintain the highest standard of quality, accuracy and timeliness of advice and ensure the effective and efficient use of resources.
- Establish and maintain consultative links internally within the Agency and undertake liaison with community and industry representatives and other external stakeholders.
- Undertake research and development of information and research projects to inform best practice as they relate to the projects required.

- 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 planning, coordination and project management skills, including the ability to plan, coordinate and be responsible for several concurrent project activities while working in an environment subject to strict time frames and change.
2. High level written skills including the ability to produce high quality documents in a variety of communication formats for a range of target audiences.
3. Proven high level research skills, together with the ability to evaluate information and contribute to the development of policies and practices.
4. Demonstrated evidence of highly developed interpersonal and oral communication skills including the ability to build productive relationships with a wide range of people at all levels, internally and external to Statewide Mental Health Services.
5. Proven ability to work constructively as a member of a high performing team, together with demonstrated capacity to exercise independent judgment and initiative.

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](#).