

POSITION DESCRIPTION

Position Title	Project Manager
Reports to (Title)	Director Technology – Portfolio Management
Group Director/Chief	Chief Information Officer
Department	Information Technology (IT)
Position Location	Malvern VIC
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	Not applicable

Position Summary & Role Purpose

The Project Manager is key role within IT and is responsible for project delivery, engagement, and relationship development between IT and clinical and corporate service units. In this role, you will be hands on in the delivery and operationalisation of projects/initiatives.

This includes, but is not limited to:

- Managing the delivery of projects ensuring they meet or exceed stakeholder expectations and provide value
- Managing end to end governance and delivery processes which support project delivery
- Contribute to the establishment of trusted partnerships with the clinical and corporate service units, working closely with them to analyse and understand their needs, and translating them into technology solutions that align to project objectives
- Managing project scope, quality, schedule, budget, procurement, quality, and issues & risks
- Reporting project progress to key stakeholders including to appropriate governance forums (e.g. project control groups and steering committees)

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

Leadership

- Partner with cross functional teams to establish agreed plans to execute delivery of the roadmaps that support both business and technology goals.
- Lead, manage, and drive multi-layer teams.
- Present to steering committees.
- Ensure quality decision making and prioritise work to align with the Business and IT strategy and delivery roadmap. Demonstrate delivery progress against project goals.
- Actively reflect on day to day activities, ensuring gradual and continuous betterment of our people, processes and tools.
- Support and promote an environment where agility and continuous improvement is built into work practices and actively encourage agile practises, project management methodologies, tools and governance processes.

Planning and Delivery

- Develop, and ensure adherence to, resource plans, delivery schedules and funding tranches.
- Track and report on project health and progress.
- Establish, develop, communicate and manage realistic plans for the delivery of projects. Inclusive of impact assessment, risk and issue management, funding, change management and business readiness.
- Manage resource capacity planning and allocations for work required, to ensure the 'go live' and change plans are in place for benefits realisation.
- Drive the end-to-end delivery assigned projects, within the agreed financial, business benefit, timeframes, governance and quality standards.
- Agree the scope and deliverables for assigned business projects and strategic initiatives.
- Ensure projects are delivered in alignment with the organisation's enterprise architecture, strategy and project management methodologies.
- Perform post implementation project reviews to determine benefits realisation and achievement of project objectives.
- Manage project integration activities (including outsourced/contracted work) and associated enterprise architecture integration. This also includes the development and delivery of training associated with relevant projects.
- Ensure all projects are successfully monitored, documented, tracked, reported, integrated and implemented.

1.2 Operational Responsibilities

Technology

- Manage and lead the end to end delivery of projects in collaboration with business and technology stakeholders, to deliver high quality solutions.
- Promote and ensure use of appropriate project management techniques, methodologies and tools.
- Comply with IT project governance and compliance processes.
- Collaborate with IT on target state architecture and roadmaps.

Relationship Management

- Work closely with other project managers to ensure dependencies are tracked and delivered.
- Build strong business relationships based on trust and delivery. Maintain and foster relationships with stakeholders, including those within IT, across the organisation, and external suppliers and customers.
- Operate with a culture of patient first, understanding of goals and where value can be added.
- Lead cross-functional teams in order to facilitate project planning and execution.
- Work closely with other project managers and business stakeholders to ensure consistency of delivery and shared learnings across IT.

Financial and Commercial

- Manage project budgets, establishing project profitability and managing financial aspects of assigned projects to achieve profitability and return on investment.
- Ensure adherence to Cabrini's financial and resource capitalisation processes.

Security, Risk and Compliance

- Ensure the delivery of assigned projects meet compliance with relevant statutory and regulatory requirements regarding IT governance, processes, security and employees (including health and safety).

- Ensure compliance with our security policies and drive security improvements considering best practice

Customer Focus

- Provide outstanding customer service and experiences, own and take action on issues effectively and efficiently. Strive to exceed customer expectations.

1.3 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

1.4 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

- Reports directly to the Director Technology – Portfolio Management
- Maintains a close collaborative working relationship with the Portfolio Delivery team, and the broader IT team.

Staff Development

The Project Manager will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary practices
- Participating in performance reviews in accordance with Cabrini policy

Key Competencies

The Project Manager must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- Accredited tertiary qualifications in a relevant field.

Experience

▪ **Personal Qualities**

- **Leadership:** ability to organise and lead a diverse range of resources to deliver value outcomes effectively and efficiently.
- **Customer Focus:** puts the customer/user's needs first.
- **Problem Solving:** analyses issues and seeks information including engagement with key stakeholders to obtain the best outcome.
- **Teamwork:** co-operates well and works well with others in the pursuit of team goals, shares information, supports others, shows consideration, and has concern and respect for others' feelings and ideas.
- **Initiative:** proactive and self-starting, seizes opportunities and acts upon them, and originates action and actively influences events.
- **Building productive networks:** establishes and maintains relationships with project teams and people within IT.

- **Resilience:** perseveres to achieve goals even in the face of obstacles, copes effectively with disappointments and setbacks, remains calm and in control under pressure and accepts constructive criticism in an objective manner, without becoming defensive.
- **Drive and Commitment:** is enthusiastic and committed, demonstrates capacity for sustained effort and hard work, and set high standards of performance for self and others. Strong time management, prioritisation and organisation skills including the ability to ultimately work unsupervised. Proven ability to meet deadlines and commitments.
- **Flexibility:** adaptable, receptive to new ideas, responds and adjusts easily to changing work demands and circumstances, are not bound by old ways of doing things.
- **Skills & Knowledge**
 - Experience working in a project management capacity, covering execution and delivery (preferably in a hospital or health care environment)
 - Experience working on Technology Infrastructure projects
 - Proven project management experience
 - Experience in a hospital or health care environment including an understanding of clinical workflows, ICT systems and health care trends (preferred)
 - Experience in developing and maintaining strong relationships across business and technology teams.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable

- We are welcoming, hospitable and find comfort and motivation in the context of God’s all-inclusive love
- We look for the good in each other and recognise each person’s contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:

Chief Information Officer

Date