

Eastern Health

POSITION DESCRIPTION

Position Title:	ICT Project and Product Manager
Award Classification:	HS3
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	ICT Senior Product and Project Manager

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Project and Product Manager role has the overall responsible for leading the end-to-end delivery of ICT projects and technology products, from initiation and planning through to implementation and closure. The role provides leadership to cross functional teams, ensuring projects are delivered on time, within budget, and aligned with organisational priorities and business objectives.

Key responsibilities include managing project scope, schedules, budgets, resources, risks, stakeholders, and project documentation, while overseeing the development and continuous improvement of technology solutions that deliver business value and meet user needs.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Project Management

- Using Eastern Health's project management methodology, define project scope, objectives, timeline and budgets to plan and execute projects through design, implementation and transition to production
- Identify, secure, and manage the necessary resources for successful project delivery, while ensuring the project management tool remains updated.
- Develop and manage project controls including budgets.
- Manage the execution of project tasks to ensure they're delivered to an agreed timeframe, quality, budget and scope
- Oversee, monitor track project and product delivery to provide regular status reports on project performance
- Understand and manage stakeholder needs and expectations. Ensure effective change management is in place for all initiatives.
- Facilitate clear communication and negotiate shared goals between the groups participating in project delivery
- Identify, communicate and manage issues and risks that may hinder successful project delivery.
- Escalate those that cannot be mitigated within the project.
- Manage the commercial engagement and procurement activities of vendors and 3rd parties to deliver to the projects requirements.
- Participate in organisational governance including status reporting, resource management and dependency management
- Develop change programs, including the delivery of training, to improve project management, benefit realisation and effectiveness across the organisation.
- Ensure benefits are tracked, managed and delivered according to agreed plans.
- Support and participate in business case , standards, guidelines and procedures development
- Develop and maintain all project artefacts throughout project lifecycle.
- Assist in post implementation continuous improvement efforts to enhance performance and provide increased functionality of solutions

Product Management

- Understand customer and business needs
- Develop and communicate product and application vision and strategy to define scope
- Support upgrades with the technical team,
- Regular communication and consultation with business including vendor updates and manage the roadmap of applications and solutions with the business
- Gather and analyse user feedback
- Work with development teams to define requirements and user stories
- Measure product performance and take ownership of the product's business value to identify improvement opportunities throughout the lifecycle of the project delivery

Common and core responsibilities

- Attend and actively contribute to relevant discussions and meetings.

- Identify, mitigate, communicate and escalate risks and issues.
- Collaborate with internal business and IT stakeholders to deliver sustainable and efficient services.
- Have a cybersecurity focus and cybersecurity technical and functional acumen. Consider cybersecurity in all aspects of work, documentation and decision making. Keep up to date with advances in threat actor intelligence, cybersecurity controls and solutions that will mitigate cybersecurity risks and apply this to your role and work
- Perform other duties as requested by your manager.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Experience in a leadership role in an I.T. or clinically related role, preferably in a healthcare environment
- Experience in Health, Business, Education or related disciplines.
- High level of communication skills (written & verbal)
- Demonstrated stakeholder engagement skills
- Project risk management and awareness of operational risks in the IT environment
- Vendor and contract management
- Sound problem solving approach to challenges and decision making skills
- An understanding of the impact of deploying technologies in relation to healthcare facilities
- An understanding of electronic medical records/clinical information and referral systems
- An innovative and problem solving approach to challenges
- Strong project management experience with Prince 2, Agile or PMI project management certification
- Familiarity with tools such as Microsoft Project, Planner and Azure DevOps
- Demonstrated project budget/financial management experience

- Knowledge of cyber security systems and how they integrate to reduce cyber security risk.

Desirable

- A previous project management role in an I.T. systems development and/or implementation project, preferably in a healthcare environment
- Project Management/Business Management qualifications
- Formal qualifications in information technology, business and/or project management
- Business Analytic skills- familiarity with healthcare workflows and processes across different environments would be highly regarded.
- Work Process mapping ability
- High Level – Microsoft Project/Gantt development/project plan development skills
- Demonstrated ability to successfully work with and lead a small team.
- Implementation of Cyber Security related software

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au