

Position Title: Senior Program Manager - Delivery

Campus: All

Directorate: Redevelopment & Infrastructure

Department: Capital Projects

Reporting to: Director Capital Projects

Direct Reports: Project Manager, Project Officer and Project Support Officers

Appointment Terms/Conditions:

Classification and Code: Admin Grade 6 (HS6)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Senior Program Manager - Delivery will provide leadership, professional expertise and program management oversight for the delivery of capital infrastructure projects undertaken by Grampians Health (GH). This role is responsible for leading the successful delivery of a diverse portfolio of projects from procurement through to commissioning and handover, ensuring projects are delivered safely, on time, within budget and in alignment with organisational objectives.

The position will provide leadership and support to project delivery staff, manage key stakeholder relationships, oversee consultants and contractors, and drive excellence in project governance, risk management, contract administration and financial performance across the Capital Projects portfolio.

The role is also responsible for supporting GH to successfully deliver strategic infrastructure investments that enhance patient outcomes, improve service capacity, address asset renewal requirements and support organisational growth. This includes ensuring project delivery aligns with broader service planning objectives, funding commitments, operational requirements and long-term infrastructure priorities, while fostering a positive workplace culture and high-performing project delivery team.

KEY ACCOUNTABILITIES

Operational Responsibilities

- Lead the delivery of Grampians Health's capital infrastructure portfolio, ensuring projects are delivered safely, on time, within budget and in accordance with approved scope, quality and funding requirements.
- Oversee the implementation of small, medium and major capital works projects across all Grampians Health campuses, including projects funded through government grants, internal capital allocations and external funding sources.
- Provide leadership, mentoring and technical support to Project Managers, Project Officers and Project Support Officers to achieve project delivery outcomes and foster a high-performing team culture.
- Allocate, prioritise and monitor project workloads across the Capital Projects team, ensuring available resources are aligned to organisational priorities and project commitments.
- Manage procurement, consultant engagement, contract administration and contractor performance in accordance with Grampians Health policies and Victorian Government procurement requirements.
- Lead project governance, reporting and stakeholder engagement activities, ensuring timely and accurate reporting to Executive, Board Committees, funding bodies and other governance forums.
- Monitor project risks, budgets, schedules and delivery performance, providing advice and recommendations to the Director, Capital Projects and key stakeholders to support informed decision-making.
- Participate actively in Project Control Groups, Steering Committees, site meetings and stakeholder forums to ensure successful project outcomes and effective management of project risks and issues.
- Ensure project delivery complies with relevant legislative requirements, Victorian Health Building Authority and Department of Health requirements, Australian Standards, accreditation standards and Grampians Health policies and procedures.
- Direct and manage the ongoing application of continuous improvement principles across project delivery activities, including process improvement, lessons learned and portfolio performance initiatives.
- Coordinate accommodation, relocation and decanting activities associated with capital projects and organisational initiatives, including identification of suitable office accommodation, coordination of staff relocations and management of move activities in partnership with operational departments.
- Support delivery of Grampians Health strategic priorities through implementation of capital infrastructure projects, asset renewal programs, service expansion initiatives and compliance-related works.
- Build and maintain strong working relationships with internal departments, consultants, contractors, funding agencies and external stakeholders to support successful project outcomes.
- Monitor and report on team and portfolio performance using appropriate measures, including project delivery milestones, budget performance, funding compliance, resource utilisation and continuous improvement outcomes.

- Provide strategic advice on project delivery matters and contribute to future workforce planning, portfolio management and continuous improvement of the Capital Projects function.

Risk Management & Compliance

- Promote a proactive risk management culture within the Capital Projects team by ensuring project risks, incidents, hazards and near misses are identified, documented, escalated and managed appropriately. Support team members to understand and manage risks associated with project delivery, construction activities and workplace environments.
- Ensure compliance with all relevant Grampians Health policies, procedures, governance frameworks and legislative requirements applicable to the Capital Projects function. Support the review and continuous improvement of procedures and work practices relevant to project delivery activities.
- Ensure all capital project activities are delivered in accordance with applicable Commonwealth and State legislation, procurement requirements, building regulations, Australian Standards, Department of Health requirements and Occupational Health and Safety legislation.
- Maintain oversight of project governance, funding obligations and compliance requirements associated with externally funded projects, ensuring reporting, procurement and delivery requirements are met.
- Ensure capital infrastructure projects and asset investments align with the principles of sound asset management, public value outcomes and organisational governance requirements.
- Monitor project risks, contractual obligations, budget performance and delivery constraints across the portfolio, implementing mitigation strategies where required and escalating significant issues appropriately.
- Contribute to Grampians Health emergency management, business continuity and incident response processes where required, supporting infrastructure-related recovery activities and operational continuity.
- Recognise that critical infrastructure issues, project incidents, contractor emergencies, service interruptions or other business continuity matters may require attendance, decision-making or support outside standard business hours.
- Ensure accommodation, relocation, decant and workplace transition activities undertaken by the Capital Projects team are planned and delivered safely, with appropriate consideration of manual handling, occupational health and safety risks and business continuity requirements.

People

- Manage and retain skilled team members through effective recruitment, orientation, recognition and development strategies to meet the team's service delivery needs.
- Clearly communicate position and behavioural expectations to team members and proactively resolve conflicts and sensitive issues to support a positive, person centred culture.
- Ensure effective and efficient workforce planning and practices are in place including; rostering, leave coverage, contingencies and succession planning.
- Ensure team members are provided with regular feedback, support and annual professional development plans and completion of mandatory training are maintained to promote career progression, engagement and continuous learning.
- Lead and support team members through departmental and/or organisational change and ensure there are clear and effective consultation and communication processes in place.

Stakeholder Engagement

- Lead and influence collaborative relationships with internal and external stakeholders to develop, implement, monitor and continuously improve health service planning, infrastructure strategies, service delivery models and quality improvement initiatives. Ensure planning and project outcomes are aligned

with organisational priorities, regulatory requirements, clinical service objectives and long-term strategic goals.

General

- Demonstrate a strong commitment to quality, safety and risk management through active leadership, decision-making and compliance with Grampians Health policies, procedures and governance frameworks.
- Promote and foster a positive safety culture by identifying, assessing and managing project, operational and workplace risks, ensuring appropriate mitigation strategies are implemented and monitored throughout the project lifecycle.
- Lead by example in supporting continuous quality improvement, encouraging innovation, lessons learned and opportunities to improve project delivery, team performance and organisational outcomes.
- Ensure adherence to infection prevention and control requirements, including compliance with Grampians Health Infection Prevention and Control policies, procedures and guidelines during the planning and delivery of capital works projects.
- Actively participate in Grampians Health's integrated quality, risk and safety management systems by identifying risks, incidents, hazards and improvement opportunities, implementing corrective actions where required, and supporting organisational learning and continuous improvement.
- Ensure project delivery activities are undertaken in a manner that prioritises patient, staff, contractor and community safety, minimises disruption to clinical services and supports continuity of operations.
- Monitor compliance with relevant legislative, regulatory, accreditation and organisational requirements, escalating significant risks and compliance issues as appropriate.
- Contribute to organisational preparedness through participation in emergency management, business continuity and incident response activities where required.
- Undertake other duties, projects and responsibilities commensurate with the classification and skills of the position, as reasonably directed by the Director, Capital Projects.

KEY SELECTION CRITERIA

Qualifications and experience

- Tertiary qualification in Project Management, Construction Management, Engineering, Architecture, Quantity Surveying, Building, or a related discipline.
- Minimum 5 years' experience in the delivery of capital infrastructure projects and programs, including planning, procurement, design, construction and project commissioning.
- Demonstrated experience managing complex infrastructure portfolios within a healthcare, government, public sector or similarly regulated environment.
- Demonstrated experience leading and developing multidisciplinary teams, including Project Managers, consultants, contractors, technical specialists and external stakeholders.
- Strong understanding of project governance frameworks, business case development, funding compliance, strategic planning and organisational reporting requirements.
- Demonstrated experience in stakeholder engagement and relationship management across Executive, operational, clinical and external partner groups.
- Experience in developing and implementing project delivery strategies, resource planning, program prioritisation and portfolio management activities.
- Diploma, Advanced Diploma or formal qualifications in Project Management are highly desirable.
- Demonstrated knowledge of Victorian Government procurement requirements, contract management principles and capital project governance frameworks is desirable.

Technical/Professional Knowledge and Skills

- Comprehensive working knowledge and understanding of applicable standards, codes and regulations; broad based knowledge of facilities systems.

- Demonstrated ability to manage the procurement process end-to-end and manage and effectively administer contracts.
- **Project management:** demonstrated achievements in managing projects with multiple partners and stakeholders; including production of detailed project plans where objectives are clearly defined and action steps for achieving them are clearly specified; capacity to synthesise project status and provide timely reports; monitors performance against objectives and manages project risks and issues.
- **Formal Presentation:** Presenting ideas effectively to individuals or groups when given time to prepare; delivering presentations suited to the characteristics and needs of the audience.
- **Strategic Planning:** Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal; committing to a course of action to accomplish a long-range goal after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.
- **Facilitating Change:** Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

Work Environment

- Demonstrated leadership and management experience within construction, architecture, engineering, property, infrastructure or project management environments, including responsibility for the successful delivery of complex capital works programs and projects.
- Proven ability to lead, develop and motivate multidisciplinary teams, fostering a high-performance culture through effective workforce planning, coaching, performance management, succession planning and professional development.
- Demonstrated capability to build and maintain strong working relationships across all levels of an organisation, including Executive, operational leaders, clinical stakeholders, consultants, contractors and external agencies.
- Well-developed organisational, problem-solving and decision-making skills, with the ability to manage competing priorities and operate effectively within a complex and dynamic environment.
- Demonstrated ability to work across multiple Grampians Health campuses and service environments, balancing strategic and operational priorities to achieve successful project outcomes.
- Flexibility and willingness to work across metropolitan, regional and rural locations as required. The role will involve regular travel between Grampians Health sites and the ability to work remotely where operational requirements permit.
- Demonstrated commitment to continuous improvement, innovation, stakeholder engagement and delivery of high-quality infrastructure outcomes that support organisational objectives and service delivery requirements.

Personal attributes

- Highly developed computer and digital literacy skills, including proficiency in project management, reporting, financial and document management systems.
- Exceptional communication, stakeholder engagement and interpersonal skills, with the ability to build, influence and maintain effective relationships across Executive, operational, clinical and external stakeholder groups.
- Demonstrated people leadership capability, including coaching, mentoring and developing staff, fostering a positive team culture and promoting accountability and performance excellence.

- Strong organisational and time management skills, with the ability to effectively prioritise competing demands, manage multiple concurrent projects and meet critical deadlines.
- Demonstrated ability to apply a human-centred approach to project delivery, balancing organisational objectives with the needs of patients, consumers, staff and stakeholders.
- Well-developed negotiation, facilitation and conflict resolution skills, with the ability to navigate complex issues and achieve positive outcomes.
- Strong technical understanding of capital infrastructure projects, including planning, procurement, design, construction, contract management, governance and project delivery frameworks.
- Commitment to Occupational Health, Safety and Wellbeing, ensuring safe systems of work and promoting a positive safety culture across project activities.
- Demonstrated adaptability and resilience, with the ability to lead effectively through periods of change, uncertainty and fluctuating organisational priorities.
- Proactive and outcome-focused, with the initiative to identify opportunities, address challenges and drive projects and programs to successful completion.
- High professional standards and accountability, with a commitment to quality outcomes, continuous improvement and delivering public value for Grampians Health.
- Demonstrated ability to think strategically while managing operational delivery, ensuring projects align with organisational objectives, service requirements and future infrastructure needs.
- Innovative and solutions-focused, with the ability to identify opportunities to improve processes, enhance project outcomes and support organisational transformation.

Interpersonal Skills

- **Building Strategic Working Relationships:** Demonstrated ability to develop, maintain and leverage collaborative relationships across a broad range of internal and external stakeholders to achieve organisational objectives and successful project outcomes. Strong interpersonal skills with the ability to engage effectively with Executive, clinical and operational leaders, team members, consultants, contractors, government agencies, funding bodies and community partners.
- **Negotiation and Influencing:** Proven ability to negotiate, facilitate discussion and effectively explore alternatives to achieve practical, value-for-money outcomes that balance organisational priorities, stakeholder expectations and project constraints. Skilled in managing competing interests and achieving consensus in complex environments.
- **Communication:** Highly developed written, verbal and presentation skills, with the ability to communicate complex information clearly, appropriately and confidently to a diverse range of audiences. Demonstrated experience preparing Executive reports, business cases, briefing papers, governance documentation and project communications, while fostering open, transparent and constructive stakeholder engagement.
- **Stakeholder Management:** Demonstrated ability to build trust, credibility and productive working relationships, proactively managing stakeholder expectations and maintaining positive engagement throughout the project lifecycle.
- **Collaboration:** Works effectively across multidisciplinary teams, encouraging cooperation, knowledge sharing and a solutions-focused approach to achieve shared objectives and deliver organisational priorities.
- **Conflict Resolution:** Ability to address challenging situations professionally and constructively, managing differing perspectives and resolving issues in a timely manner while maintaining strong working relationships.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.

- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- 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.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.