

Position Title: Redevelopment ICT Program Manager

Campus: Grampians Health Ballarat

Directorate: Chief Financial Officer

Department: Digital Health

Reporting to: Director Digital Health Infrastructure

Indirect: Project Director – Ballarat Base Hospital Redevelopment

Direct Reports: ICT Transition Manager – BBHR Operational Commissioning
ICT Process Analyst – BBHR Operational Commissioning

Appointment Terms/Conditions:

Classification and Code: HS7

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & 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 \$655 million Ballarat Base Hospital Redevelopment - Ballarat's biggest infrastructure project - is underway. The redevelopment will deliver a new multi-level tower and main entrance off Sturt Street, a new emergency department with an integrated mental health, alcohol and other drugs hub, a new helipad, a new woman and children's hub and an extra 100 inpatient and short stay beds. Once completed, the upgraded hospital will have the capacity to treat at least 18,000 more emergency patients and an extra 14,500 inpatients per year. Construction of the final stage is underway, which includes the new hospital tower. The redevelopment is on track for completion in 2027.

The Redevelopment ICT Program Manager is responsible for leading the Redevelopment ICT portfolio for the Ballarat Base Hospital Redevelopment and operational commissioning on time, to scope and within budget whilst fostering a positive workplace culture. The principal function of this role is to provide ICT expertise and program leadership for the Ballarat Base Hospital Redevelopment (BBHR). The position will engage with key stakeholders to focus on how we deliver health care in the current environment and work with Grampians Health staff to establish how we wish to deliver health care in the future via innovative and contemporary technologies. This in turn will influence the design of the new facilities within the BBHR.

The role will be responsible for providing expert guidance to the CIO, Director Digital Health Infrastructure, and Project Director and the project team to deliver the project planning, managing client relationships, engagement and consultation with Grampians Health staff, engagement and management of consultants and contractors, project reporting. The role will work with the Victorian Infrastructure Delivery Authority (VIDA Health) as they deliver this Project, providing support, advice, facilitation, and review as required.

The role would confidently represent Grampians Health with VIDA Health, consultants, contractors and negotiate with them as well as resolve complex issues through a process of consultation and negotiation with key stakeholders. Key stakeholders include the staff of Grampians Health, VIDA Health, project design teams, consultants, and contractors. Authoritative expert advice and technical input will be required.

KEY ACCOUNTABILITIES

The principal function of this role is to provide high level ICT Program Management for the implementation of the Ballarat Base Hospital Redevelopment (BBHR).

- Project Management, managing inter-project dependencies, resource demands and project priorities.
 - Consult with Grampians Health staff and ICT providers to ensure issues and initiatives are communicated and understood.
 - Lead Building & Operational commissioning deliverables and teams for the Ballarat Base Hospital Redevelopment project. Provide a single point of contact with VIDA Health, the Builder, and their subcontractors to feed deliverables into support teams.
 - Ensure Project planning is of the highest quality and that Projects are delivered as planned.
 - Expenditure within project budget and delegated authority.
 - Ensure that Statements of Works / Contracts are of appropriate quality to ensure a high probability of delivery of output and benefits as stated.
 - Involvement in directorate aligned committees, working parties and ICT steering groups.
 - Performance management of project consultants and /or team members and ensure project deliverables/services are delivered properly and on time.
 - Development of project documentation including scope, plan, work packages, risks/issue log and resource requirements and post implementation reviews relevant to project complexity and risk.
 - Management or coordination of project vendors in delivering agreed services or work packages as per contractual obligations
 - Manage fluctuations in workload and competing priorities.
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Stakeholder Engagement

- Support business change, acting as a single point of contact for all things ICT related and facilitate relationships with all parties.
- Develop and maintain effective working relationships with executives, managers, staff, and external parties.
- Ensures that stakeholders understand available services and promotes financial and commercial awareness in order to deliver value-for-money.
- Conduct analysis of demand for services and influences stakeholders to ensure that the necessary investments are made to deliver required services.
- Facilitate effective collaboration with internal and external stakeholders that is outcome focused.

KEY SELECTION CRITERIA

Qualifications and Experience

- Tertiary degree in information systems related discipline or equivalent information technology experience
- Management or Project Management qualifications (e.g., PMP, Prince2, Agile / Scrum certificates)
- Demonstrated experience in managing construction projects and financial budgets is highly desirable.

Technical/Professional Knowledge and Skills

- Knowledge and understanding of IT facilities management, including Data Centres, Cabling, Networking and System infrastructure.
- Demonstrated ability to develop tender documentation and assessments.
- **Project management:** demonstrated achievements in managing projects with multiple partners and stakeholders; produces 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

- Work on site (Base Hospital) with the ability to work remotely if required.
- Reliable transport and the ability to work between various worksites.

Personal Attributes

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
 - **Leadership Disposition:** Demonstrating the traits, inclinations, and dispositions that characterise successful leaders; exhibiting behaviour styles that meet the demands of a leader role.
 - **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
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- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Driving for Results:** Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
- **Innovation:** Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.

Interpersonal Skills

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Resolving Conflict** Helping others deal effectively with an antagonistic situation to minimize damage to relationships and promote shared goals; using appropriate interpersonal methods to reduce tension or conflict between two or more people and facilitate agreement.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centered 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 centered 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 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 colleagues.
- 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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- 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 a 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 by their acts or omissions. Person 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
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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.
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