

POSITION DESCRIPTION

Position:	Project Manager
Directorate	Finance, Infrastructure & Partnerships
Division:	Infrastructure & Building Services
Business Unit:	Infrastructure & Building Services
Enterprise Agreement	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH & ALLIED SERVICES, MANAGERS & ADMINISTRATIVE WORKERS) SINGLE ENTERPRISE AGREEMENT 2016-2020
Reports to:	Director Infrastructure & Building Services



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 6** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

The role of the Project Manager is to lead project management governance of MBPH capital projects and is responsible for project and change management of strategic and capital projects from planning through to execution and benefits monitoring stages. The Project Manager will work collaboratively and harness the expertise of multiple stakeholders to deliver projects efficiently and effectively. Examples of strategic projects include delivery of systems and efficiency improvements, new business practices, sustained change and contribute to exceptional experiences for our patients and staff.

Reporting to the Director Infrastructure and Building Services, this position utilises project management discipline, business acumen and engagement skills to ensure strong collaboration and successful execution of high-value, high-impact projects. The role will champion a patient centred focus to ensure that the projects meet the expectations of patients and consumers, and are completed on time and in budget.

KEY RESPONSIBILITIES AND DUTIES

Project Governance

- Assist in the development, implementation and ongoing review of the MBPH Capital Project Governance Framework to ensure effectiveness of project governance for MBPH
- Ensure appropriate project governance implemented for MBPH capital projects, including planning, delivery and monitoring for effective project management
- Ensure appropriate governance structures are in place to ensure effective and timely reporting of capital project status to the relevant project owner, steering committee, Executive, CEO, MBPH Board and external stakeholders, when required
- Ensure the Office of the CEO complies with Department of Health and other capital project governance requirements
- Represent MBPH in external meetings and forums including to the Department of Health

Project Management Office

- Assist in the development, implementation and ongoing review of the MBPH Project Management Framework to ensure effectiveness of project management for MBPH
- Using the MBPH Project Management Framework and governance, apply the most effective and appropriate project, process and change tools, including systems and continuous improvement, to meet the needs of each project, objective or situation
- Support the activity and development of materials for MBPH project teams that reflect best practice project management practices
- Provide practical support (+/- training) for multidisciplinary teams to take forward service improvement projects and encourage new ways of working

- Ensure projects have clear objectives, effective resource allocation, realistic timelines and risk assessments
- Apply a strong focus on change management, ensuring adequate people and culture change elements applied at relevant stages and utilising highly effective communication and stakeholder management techniques
- Conduct reviews and investigations utilising analytical skills to clearly define possible solutions and opportunities or benefits to enable fact-based decisions
- Prepare funding submissions, business cases, proposals, and other correspondence to inform decision making by the Board, Chief Executive Officer, Executive Team, governments, partners in the health sector
- Prepare and deliver presentations to a range of audiences, facilitate workshops and consultation / partnering with internal and external stakeholders, including patients and clinicians
- Contribute to the overall performance and positive culture of MBPH and broader organisation
- Maintain and administer project management processes required
- Work closely with the Asset Administrator to ensure seamless processes and systems for development and delivery of the MBPH Asset Management Plan and Asset Strategic Plan
- Conduct post implementation reviews of projects in consultation with relevant stakeholders
- Provide subject matter expertise to MBPH on project management

Project Management

- Scope and plan projects identified by the Director Strategy & Governance, assessing opportunities for organisational improvement and enhanced efficiency to obtain formal approval to proceed
- Develop detailed project plans for approved strategic projects
- Drive end to end project delivery through day-to-day management of activities against strategic project plans including;
 - Management of the project against agreed Time, Cost and Quality (TCQ) targets
 - build, motivate and manage project team as required
 - data analysis to enable informed, fact-based and timely decisions to ensure project success
 - project procurement
 - supervise contracts including provision of directions to contractors on behalf of MBPH, monitor contractor performance, provide recommendation on any variations required during contract and contract administration
 - risk management
 - change management
 - issue management including take ownership of issues and risks associated with project and escalate, as required
- Prepare regular written reports to communicate progress and inform projects decisions, including briefings, discussion papers, project proposals and status reports

Other

- Other duties as determined by the Director Infrastructure and Building Services

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

- Minimum three years' experience in delivering projects, contract management, procurement and working in large diverse organisations, with a preference for Public Sector or Healthcare experience
- Experience in working with internal and external stakeholders
- Experience with project management software and systems
- Demonstrated advanced verbal and written communication skills
- Experience in project planning and implementation
- Experience in presenting or facilitating education information to others in a professional, user-friendly format
- Strong problem-solving skills with excellent attention to detail
- Demonstrated high level computer skills including Microsoft Office Suite, Outlook & SharePoint

Qualifications / Certificates

Desirable to have tertiary (Bachelor or higher) or professional qualifications in Healthcare, Project Management, Business or related field.

Knowledge and/or qualification in one or more methods – Project Management, Change Management, Process Improvement, Co-Design, Problem Solving and Facilitation.

Specialist Expertise

At least 3 years' experience with project management, business or process improvement roles and preferably in public sector.

Personal attributes

- Demonstrated ability of highly developed and effective interpersonal skills to establish and maintain relationships with a wide range of people and manage key stakeholders.
- A personal approach which is professional, positive, enthusiastic, friendly and helpful
- A willingness and ability to learn
- Proven ability to provide excellent customer service to internal and external customers
- Proven ability to work independently and as part of a team with highly developed communication skills to relate to a range of people at all levels

- Proven ability to effectively manage competing priorities calmly and with initiative and sound judgement
- Flexibility to operate in an environment of change and continuous improvement.

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Registration with Professional Association

For example, AHPRA, AHRI, CPA etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"

"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"

"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

