

## POSITION DESCRIPTION

Position Title     Project Manager – Community Care Systems  
 Reports to        Program Manager  
 Region  
 Function

Position Number  
 Functional Auth  
 Date  
 Signature

HRM Auth  
 Date  
 Signature

### Role Purpose

The principal purpose of the Project Manager, Community Care Systems is to manage the implementation of common Community Care systems and processes across UnitingCare Ageing. The project will implement Care Support Offices within in each region.

### Key Challenges

- The healthcare industry is going through dramatic changes in the near term which can be difficult to keep up with.
- Managing change within a complex and changing industry
- Working with a variety of business teams to develop an executable project plans to support project objectives
- Delivery of projects within baselines in a challenging and evolving work environment

### Key Result Areas

1. Project Management Delivery
2. Adherence to UC Project Management Standards
3. Project Management Capability Development
4. Leadership in Managing Team & Project Performance

## Position Description

<b>KRA 1. Project Management Delivery</b>	
<b>Accountabilities</b>	<b>Capabilities</b>
<ul style="list-style-type: none"> <li>▪ Deliver projects in accordance with approved baselines (scope, time, cost, quality &amp; benefits)</li> <li>▪ Governance groups/committees are established and structured to gain project approval and regularly review and track project progress and success</li> <li>▪ Effective organisational change management is provided throughout project delivery</li> <li>▪ Tracking progress of projects against tasks, milestones &amp; deliverables, and estimating/re-estimating work as necessary</li> <li>▪ Effective and regular reporting is provided with variances to all tasks, milestones and outcomes accounted for</li> <li>▪ Timely &amp; accurate reporting of project progress &amp; program dependencies is achieved</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrates ability to support, initiate, implement and manage the organisational change process, helping others to successfully transition and manage through organisational change</li> <li>▪ Demonstrates ability to apply Project &amp; Organisational change management methods, models and disciplines</li> <li>▪ Demonstrates ability to identify and manage inter project dependencies</li> <li>▪ Demonstrates understanding of system development, process flow and process improvement lifecycles</li> <li>▪ Demonstrates ability to build effective relationships with business sponsors &amp; owners to facilitate solution acceptance.</li> </ul>
<b>KRA 2. Adherence to UC Project Management Standards</b>	
<b>Accountabilities</b>	<b>Capabilities</b>
<ul style="list-style-type: none"> <li>▪ Projects are managed &amp; delivered in accordance with program &amp; project management standards</li> <li>▪ Project &amp; program controls are developed and integrated within overall project management framework to ensure effective management of projects</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrates strong capability in program, project (including PMBoK and / or Prince 2) and organisational change management methodologies</li> <li>▪ Demonstrates solid understanding of and ability to apply project &amp; change methodologies</li> <li>▪ Demonstrates solid understanding of and ability to apply project management controls (eg. time, cost, risk, issues &amp; quality)</li> </ul>

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<b>KRA 3. Project Management Capability Development</b>	
<b>Accountabilities</b>	<b>Capabilities</b>
<ul style="list-style-type: none"> <li>▪ Contribute to the development of the capability of the Program Management Office (PMO)</li> <li>▪ Contribute to the development and continuous improvement of the Project &amp; change management methodologies</li> <li>▪ Stakeholders are educated on the benefit of the application of project &amp; change methodologies</li> <li>▪ Awareness &amp; visibility of the team is championed as well as the role of the PMO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrates ability to apply appropriate project management standards in consideration of project complexity and organisational maturity</li> <li>▪ Demonstrates ability to conduct a review of project management capabilities, report on the gaps and project future requirements and their solutions</li> <li>▪ Demonstrates ability to show the value add &amp; risk mitigation benefit of applying project management disciplines</li> </ul>

<b>KRA 4. Leadership in Managing Team &amp; Project Performance</b>	
<b>Accountabilities</b>	<b>Capabilities</b>
<ul style="list-style-type: none"> <li>▪ Staff are effectively managed and motivated using a coaching approach</li> <li>▪ Performance agreement plans are developed and managed for all staff</li> <li>▪ Regular meetings are conducted with all employees individually to review their progress and development</li> <li>▪ Staff have formal career development discussions and action plans</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrates willingness to delegate responsibility and to work with others and coach them to develop their capabilities               <ul style="list-style-type: none"> <li>• Able to provide helpful, behaviourally specific feedback</li> <li>• Able to share information, advise &amp; provide suggestions to help others to be more successful</li> <li>• Able to performance coach</li> <li>• Able to recognise and reinforce developmental efforts and improvements required for staff</li> </ul> </li> <li>▪ Takes responsibility for own or team's performance by setting clear goals, milestones, quality of outcomes expected and timelines for performance indicators as well as reviewing performance regularly through feedback and addressing performance problems and issues promptly               <ul style="list-style-type: none"> <li>• Ensures that team members have clear goals &amp; responsibilities</li> <li>• Works with employees to set and communicate performance standards that are specific, measureable and to a specified standard</li> <li>• Supports employees in their efforts to achieve job goals</li> <li>• Provides specific performance feedback, both positive and corrective</li> </ul> </li> </ul>

### Person Specification

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<b>Professional Experience</b>	<ul style="list-style-type: none"> <li>▪ Ability to plan &amp; deliver oral and written communications that are impactful and persuasive with the intended audience</li> <li>▪ Ability to influence others – in gaining other’s support for ideas; proposals, projects and solutions</li> <li>▪ Experienced in defining project scope, business case and proposals in an environment of distributed authority and autonomy</li> <li>▪ Experience in achieving process improvement in conjunction with systems implementation</li> <li>▪ Broad experience in integrating user and technical input and knowledge to achieve business outcomes</li> <li>▪ Experience in managing vendors, contractors, consultants and staff</li> <li>▪ Experience in implementing process change and IT systems across a broad geographical area.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sound knowledge of Community Care Systems and scheduling tools</li> <li>▪ A knowledge of the issues facing aged care or similar industries</li> </ul>
<b>Education/ Academic Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Possess a suitable / relevant tertiary qualifications in Information Management; Project Management or Health Industry</li> </ul>	<i>Desirable</i> <ul style="list-style-type: none"> <li>• Accounting</li> </ul>
<b>Key Working Relationships</b>	<p>The Project Manager – Finance Systems will form key relationships with people in the following roles:</p> <ul style="list-style-type: none"> <li>• Director, UnitingCare IT Services Centre</li> <li>• Director People, Learning &amp; Culture UnitingCare Ageing</li> <li>• Director Care Policy &amp; Procedures, UnitingCare Ageing</li> <li>• Operations Manager, UnitingCare IT Services Centre</li> <li>• Infrastructure Manager, UnitingCare IT Services Centre</li> </ul> <p>Relationships will also be established with the following roles to ensure alignment of projects to business need</p> <ul style="list-style-type: none"> <li>• Director, UnitingCare Ageing</li> <li>• Regional Directors, UnitingCare Ageing</li> <li>• Business Solutions Managers</li> </ul>	<i>External</i> <ul style="list-style-type: none"> <li>▪ HET Software</li> </ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"> <li>• Project Lead Consultant</li> <li>• Process Analyst</li> <li>• Change Manager</li> <li>• Training Support Office</li> </ul>	