

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Project/Change Manager - Telehealth
Service & Directorate:	Medicine, Women and Children's Directorate
Location:	Dunedin or Invercargill
Reports to:	General Manager, Medicine Women and Children Directorate
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	April 2021

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
To lead the development, maintenance, and implementation of Telehealth in our Hospital Services in Southern DHB. This role will promote the use of this tool for our population and work with hospital services to ensure the benefits are known, how the technology can be utilised, and to lead and support them through the implementation process. This role will also look to develop Community and Rural hubs for patients to ensure that Telehealth facilities are available for all our population and to ensure Telehealth to be a tool that reduces inequity. This role will also work closely with the Information Technology team to continue to develop the product to be functional, easily adopted and with the least overheads to the end user.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Managing Diversity	Manages people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
Role Specific Competencies	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Organisational Agility	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind policies, practices and procedures; understands the cultures of organisations.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Priority Setting	Spend his/her time and the time of others on what's important; quickly zeroes in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
Planning	Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Clinical teams 	<ul style="list-style-type: none"> • Other DHBs
<ul style="list-style-type: none"> • Operational Areas 	<ul style="list-style-type: none"> • Health agencies & partners
<ul style="list-style-type: none"> • Information Systems teams 	<ul style="list-style-type: none"> • Health NGO
<ul style="list-style-type: none"> • Communications Team 	<ul style="list-style-type: none"> • Rural Hospital Trusts
<ul style="list-style-type: none"> • Service Managers 	
<ul style="list-style-type: none"> • General Managers 	

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Degree level qualification (in relevant discipline with PM experience) or 3+ years' experience in a Project Management and implementation capacity. 	
Experience	<ul style="list-style-type: none"> • Success in leading projects with significant stakeholder engagement. • Good working knowledge of a variety of current technologies and computer systems. • Demonstrated experience in managing indirect reports and resources. • Technically competent with various software programs. • Experience working both independently, and in a team-oriented, collaborative environment is essential. 	<ul style="list-style-type: none"> • Competent and proficient understanding of a variety of health-related products, applications or platforms.
Knowledge and Skills	<ul style="list-style-type: none"> • Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities. • Ability to read communication styles of teams who come from a broad spectrum of disciplines. • Ability to bring project to successful completion through political sensitivity. • Adept at conducting research into project-related issues and products. • Must be able to learn, understand, and apply new technologies. • Ability to effectively prioritise and execute tasks in a high-pressure environment is crucial. 	
Personal Qualities	<ul style="list-style-type: none"> • Personable, persuasive, influential, and motivating. 	

	<ul style="list-style-type: none"> • Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments. • Ability to defuse tension among teams, should it arise. • Strong written and particularly oral communication skills. • Results orientated • Commitment and personal accountability. • Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. • Acts with discretion, sensitivity and integrity at all times. • Is adaptable and flexible – open to change (positive or negative). • Maintains an exceptionally high level of confidentiality. • Forward thinker, flexible, courteous, self-motivated. • Committed to continuous quality improvement. • Understanding of the DHB operating environment, capable of identifying issues and creating innovative solutions. • Can effectively identify, manage, initiate and influence change, and manage and support others through it. • Maintains performance & self-control under pressure or adversity.
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KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Project/Implementation Manager	
<ul style="list-style-type: none"> • Manage the project/service outputs against agreed objectives, scope and deliverables in line with agreed project methodology. This includes: <ul style="list-style-type: none"> ○ Prepare and maintain required documentation including work plans, communications plan, change management plan and work break down structure. ○ Obtain relevant project / programme owner approval of all plans. ○ Effectively managing the external and internal environmental conditions that influence the project including project constraints, dependencies, assumptions, risks (including the development of any required contingency plans) and issues. ○ Prepare and present reports and status reports as required to the Steering Committee and DHB Exec teams as required. ○ Ensure quality and change control procedures are carried out. ○ Identify, manage and escalate issues to the project/programme governance body in a timely manner to ensure effective resolution and to minimise any impact to the programme/project/stakeholders. ○ Create and deliver project communications, presentations, papers as/when required. • Develop an engagement model to ensure solutions are agreed, supported and owned by the 	<ul style="list-style-type: none"> • Deliver identified solutions from scoping to implementation, including training, good documentation, and testing. • Meeting expected timeframes. • Develop user acceptance test (UAT) cases and plans. • Engage and plan implementation of Telehealth in all Hospital Services in Southern DHB. • Proactively track and maintain risk. • Develop measures for benefit realisation plan and track progress against these measures. • Provide or facilitate appropriate training as needed.

<p>project/programme owner; project communications events such as road shows and presentations/papers are delivered as/when required.</p> <ul style="list-style-type: none"> Any additional tasks as required for the duration of the project. 	
<p>Team and Individual Performance Participate in and contribute to the internal management and functioning of the team.</p>	
<ul style="list-style-type: none"> Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members promoting a one team culture. Contribute to team communication and learning activities. Can deal comfortably with Managers at all levels and work productively as a business partner. Promote and adhere to the philosophy and values of the DHB mission and values. 	<ul style="list-style-type: none"> Positive working relationships developed and maintained. Positive feedback received from managers and other clients across Southern DHB.
<p>Other Duties</p>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered.
<p>Health, Safety and Wellbeing</p>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
<p>Treaty of Waitangi</p>	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date