

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Project Manager
Service & Directorate:	People, Culture & Technology
Location:	Dunedin
Reports to:	Change Delivery Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	July 2017

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
<p>To promote regional information technology activity including standardised systems, processes and policies.</p> <p>To lead the development, maintenance and delivery of SDHB projects ensuring SDHB applications remain aligned to the organisations strategic direction. Enabling service areas to deliver service efficiencies and improvements. This role will implement new solutions and systems along with application upgrades, enhancements and reporting solutions along with ensuring the pace and quality of delivery is improved and sustained adding value to the organisation. The role will contribute to, maintain and monitor standard project management processes and will report on projects to the Information Systems management team in a timely fashion.</p>

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.
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KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> Information Systems team 	<ul style="list-style-type: none"> Software vendors
<ul style="list-style-type: none"> Operational Areas 	<ul style="list-style-type: none"> Hardware vendors
<ul style="list-style-type: none"> Executive leadership Team 	<ul style="list-style-type: none"> Other DHBs
<ul style="list-style-type: none"> Programme Management Office 	<ul style="list-style-type: none"> Health agencies & partners

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 project management, information technology related or a relevant business discipline) or 5+ years' experience in a Project Management capacity, including all aspects of process development and execution. Industry recognised certifications in Project Management (eg. PRINCE2, PMP). 	<ul style="list-style-type: none">
Experience	<ul style="list-style-type: none"> Strong familiarity with project management software & methodologies. Implementations of new applications, databases and operating systems Competent and proficient understanding of a variety of health related products, applications or platforms. Good working knowledge of a variety of current technologies Experience in managing complex resource models. Demonstrated experience in personnel management. 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">
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 team members and contractors who come from a broad spectrum of disciplines. 	<ul style="list-style-type: none">

	<ul style="list-style-type: none"> • 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"> • Persuasive, encouraging, and motivating. • Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments. • Ability to defuse tension among project team, should it arise. • Strong written and oral communication skills. • Tenacious • 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 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Project Manager	
<ul style="list-style-type: none"> • Direct and manage project development from beginning to end. • Facilitate definition of project scopes, goals and deliverables that support the DHB's goals in collaboration with senior management and stakeholders. • Set and continually manage project expectations with team members and other stakeholders. • Develop full-scale project plans and associated communications documents. • Maintain professional and organisational quality standards. • Ensure delivered work is planned, delivered, and implemented consistently against quality standards. • Continuously identify improvement opportunities to perform job in most effective manner. 	<ul style="list-style-type: none"> • 90% of projects delivered on time to budget. • 100% of customer satisfaction surveys rated as satisfied and above. • 100% compliance with the defined DHB's project management processes and procedures.

<ul style="list-style-type: none"> Investigate opportunities to achieve goals in a more efficient way. 	
Team and Individual Performance Participate in and contribute to the internal management and functioning of the team.	
<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. Participate in peer review of own and others work. 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.
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<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.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annual with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
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.	<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.
Treaty of Waitangi	
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.	<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