

## Position Description

<b>Position Title</b>	Program Manager
<b>Reports To</b>	Executive Director – Program Delivery and Service Enhancement
<b>Business Unit</b>	Program Delivery and Service Enhancement (PDSE)
<b>EMPHN Classification</b>	Band 4

### EMPHN Values

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. Our organisational values underpinning the work we do are:



### Purpose of Position

The Program Manager is accountable for delivering health system improvement for people across the EMPHN catchment through utilising expertise, leadership, contractor and stakeholder management to deliver program and project plans in line with the EMPHN strategy, transformation agenda and business plan.

The focus areas of the Program Manager may include, but not limited to, Chronic and Complex Conditions, General Practice Uplift, Digital Health, Aboriginal & Torres Strait Islanders Health, Mental Health, Alcohol and Other Drugs as well as Suicide Prevention.

The incumbent may also support improvement for key priorities at EMPHN through leading and building the capability of cross functional teams to understand health needs and service gaps and identify improvements that can be implemented to best effect, as required in the Business Plan and/or participating in cross functional teams to support systems redesign, innovation or co-design programs of work.

### Key Relationships and Stakeholders

#### Internal

- ELT and Board of Directors
- Redesign and Delivery Teams
- Leaders across the organisation
- EMPHN employees and contractors

#### External

- People with lived experience, consumers and carers
- Health Professionals in particular – primary care/general practice
- Formal Collaboratives/Alliances
- EMPHN Clinical Council & Community Advisory Committee
- Representatives of key service providers in EMPHN catchment
- Government and Community Stakeholders

### Key Accountabilities

#### Program Leadership

- Role model the desired culture, consistent with EMPHN's values and behaviours, including the modelling of a practical and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Inform the development of business, program and project plans through championing and leading the implementation of the strategic framework, focusing on EMPHNs strategic direction and informed by research, evidence, and analysis.
- Support a whole of organisation, integrated approach to the delivery of programs and projects by ensuring programs within a portfolio are developed and implemented in line with approved strategic and business planning initiatives and direction.
- Champion programs to achieve overall health system improvements, working with internal and external stakeholders to identify enhancement opportunities and develop solutions.
- Draw upon up-to-date contemporary knowledge and expertise for the programs and projects to build organisational and stakeholder understanding and engagement with the program objectives.
- Be a strong advocate for change, both internally and externally, for new health initiatives with the quadruple aim of improving patient and clinician experience, improve health outcomes, and increase value.

# Position Description

## Innovation and Improvement

- Working within the context of the strategic and business plans:
  - Identify priority areas within the catchment and utilise this to define improvement opportunities.
  - Facilitate the development of continuous improvement opportunities, maintaining a focus on innovation, informed by evidence and research.
  - Engage and empower the team to initiate and implement improvement and build performance indicators for improvement opportunities.
- Participate in and where appropriate lead, the commissioning cycle with a focus on problem definition, diagnostics, designing solutions, and evaluation.

## Operational Leadership

- Provide leadership to program and project teams ensure alignment with other programs of work at EMPHN, ensuring ongoing capability development within the team and delivery of planned outcomes.
- Effectively manage and lead staff to deliver planned outcomes, whilst developing, empowering and continuously improving the team including evaluating individual performance, professional development and knowledge management.
- Build the engagement and motivation of others within EMPHN, through creating opportunities to contribute to continuous improvement of processes and achievement of outcomes, enabling informed and timely two-way and cross organisational communication, sharing successes, and building alignment to the strategy and business plans.
- Implement people strategies to enable optimum performance from the team through workforce planning, talent management, performance development, driving a learning culture, team building, and professional development.
- Lead, through role modelling and performance management, compliance with all policies, procedures and systems and manage work practices to comply with relevant regulatory and legislative requirements.

## Stakeholder Engagement and Relationship Management

- Drive effective relationships and communications ensuring EMPHN remains a trusted advisor to stakeholders.
- Foster strong partnerships between EMPHN and local communities, health professionals, health care service providers, consumers, and patient groups.
- Ensure effective and strong relationships with stakeholders, partner organisations, funding bodies, government and non-government agencies and relevant organisations in a manner consistent with EMPHN values to meet strategic goals.
- Represent the organisation effectively by actively promoting and developing the identity of EMPHN to all stakeholders including local and regional health related organisations and the broader community.
- Attend ELT, Board and Board Committee meetings and collaborate on relevant information as required.

## Business Management

- Set performance standards and measures for the programs of work and provide timely and accurate information, reports and advice on performance, governance, risk management, finance. Maintain reporting to Executive Directors and the CEO, to facilitate strategic decision making, risk management and long-term planning.
- Lead the implementation of quality systems within area of responsibility ensuring quality outcomes are achieved.
- Assist in identifying regulatory, legal requirements and government reporting regulations impacting human resource functions.
- Inform the development of annual budgets that support the program of work and effectively manage budgets ensuring financial viability of the areas of responsibility and track performance.
- Contribute to the identification, management and mitigation of risks consistency with risk management policies and procedures.
- Providing timely and accurate reporting to key internal and external stakeholders including the Australian Government's Department of Health, complying with regulatory requirements.

## Qualifications

- Relevant tertiary qualifications in health or related discipline are preferred.
- Post Graduate qualifications in Health, Redesign or Project Management are desirable but not essential.

## Key Capabilities, Skills and Experience

- Proven knowledge and demonstrable experience of the health sector, including, service pathways and acute/primary care interface.
- Experience working in a health environment (acute, primary care, community health) or similar services
- Demonstrated experience in the development of care models that can be implemented.
- A strong understanding of new and emerging models of care and how they become meaningful for the EMPHN population and service system.
- Proven experience as an operational leader and contributor with a primary focus on EMPHN’s rolling business plan.
- Proven experience in managing change, organisational leadership and innovation in a not-for-profit organisation.
- Demonstrated experience in leading and mentoring teams to improve performance, innovation and efficiency.
- Significant demonstrable experience in building partnerships with key stakeholders and internal managers to enable delivery of organisational priorities to be achieved.
- Strong interpersonal and influencing skills with a proven ability to gain the acceptance, support and cooperation of others to further strategic opportunities in health system redesign.
- Superior verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively.
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.

## Approval and Review

<b>Approved by</b>	Janine Wilson	<b>Date:</b>	1/02/2021
<b>Signature</b>			
<b>Next Review Date</b>	1 July 2022		