Primary Sense Transition Manager

Department:	Health Systems Integration and Innovation (HSII)
Location:	Cairns, Townsville, or Mackay
Position type:	12-month role at 0.5 FTE
Classification:	Level 8
Reports to:	Operations Director – Health Systems Integration and Innovation
Direct reports:	2-3

Our values

	Values statements	Core commitments
Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. **'We work together'**	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
Leadership	We are empowered, inspired, and will step up to create a better future. **'We are all leaders'**	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
Integrity	We hold ourselves to the highest standards of ethics and professionalism. **'We do the right thing'**	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
Accountability	We own our actions, follow through on our promises, and live our values. **'We do what we say'**	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. **'We are considerate'**	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.

Role summary

You will be responsible for project management to support the internal and external readiness, transition, implementation, and adoption of the Primary Sense™ population health management software for general practice within the Northern Queensland PHN region.

This will be a rewarding role for someone who is passionate about supporting quality improvement in general practice to improve patient care.

Key responsibilities

Role-specific

- Establish and maintain project governance to support the deliverables of the project.

- Coordinate and lead the management of the project to deliver desired outcomes within resourcing, timelines, and budget parameters.

- Align the project to actively support primary health transformation within the scope of health management software.

- Identify barriers and enablers to change management and adoption of new technology and systems in primary care and implement evidence-based approaches.

- Monitor and report on project progress to key internal and external stakeholders on overall project performance.

- Identify and provide timely authoritative quality advice on issues affecting the project, including management of dependencies and constraints.

- Establish strong linkages with key internal and external stakeholders to inform activities.

- Establish a transition strategy for business as usual (BAU) support with the Primary Care Engagement Team at the conclusion of the project.

Organisation-wide

- Support the system change/redesign of programs and projects needed internally within NQPHN to successfully implement the Primary Sense Transition Project.

- Provide authoritative advice and prepare and present detailed reports and briefs.

- Actively identify emerging pressures, issues, risks, and initiate management strategies to address them.

- Work with both the Communications and Marketing Team and the Primary Care Engagement Team to develop a communications plan and compelling value proposition.

- Utilise Microsoft (MS) case management to manage support for tier one customer enquiries.

- Develop knowledge base articles and other resources as required.

Key selection criteria

- Relevant qualification/s in the project management discipline and formal tertiary qualifications in business, health, information management, or a related field.

- A minimum of five years' experience successfully developing and implementing complex system implementation projects and programs to affect systems change to deliver results within timeframes and budgets.

- Proven ability to influence, negotiate, and engage positively with internal and external stakeholders to achieve project delivery and outcomes.

- Detail-oriented analysis skills, problem solving, and strong organisational skills including ability to effectively prioritise workload and competing priorities.

- High level communication skills including written skills, consultation and negotiation, and interpersonal skills, with a demonstrated ability to problem solve and use initiative and judgement.

- Ability to work independently and as part of a team.

- Experience using MS Dynamics and MS PowerBI.

- Intermediate to advanced skills in the MS Office Suite, including Word, Outlook, Excel, and PowerPoint.

- Experience managing information and communications technology (ICT) health implementation projects, ideally in a community or not for profit setting (desirable).

- Experience in delivering related change management activities (desirable).

- Understanding and experience in the health care sector, including primary health care (desirable).

Other requirements

- Ability to travel within the NQPHN region (if required).

- Current Drivers Licence.

- Provide a National Police Check less than three months old.

- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

Highly desirable

- Transition, implementation, and/or adoption experience of the Primary Sense™ tool.

Capability Framework

NQPHN has a Capability Framework in place. This role has the following core competencies and expected levels.

Core competency	Standard
Teamwork and team leadership	- Supports others in taking independent action. - Resolves issues that occur with minimal direction. - Invites and builds upon the ideas of others. - Assumes additional responsibilities to facilitate the achievement of team goals.

Core competency	Standard
	• Actively shares knowledge among peers or offers advice to less experienced colleagues.
	• Effectively transfers acquired knowledge and expertise.
	• Demonstrates initiative in professional self-development.
Resource management	• Manages the allocation of resources in relation to business needs.
	• Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time.
	• Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	• Anticipates having to adapt work methods to changing technology and environments.
	• Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others.
	• Adapts to new ideas and initiatives relevant to own area of work.
	• Understands and promotes the Organisation's business needs and policies for introducing change.
	• Is able to present the Organisation's priorities as they relate to own area of work.
	• Explains and convinces others of the need for adaptation and change of policies, structures, and methods.
Stakeholder engagement and communications	• Writes information coming from multiple sources in a logical and comprehensive, yet concise manner.
	• Combines information from various sources in a concise and consistent manner.
	• Makes sound use of graphics and tables to effectively present numerical data.
	• Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices, and respective interests and areas of expertise.
	• Identifies current or past contacts that can provide work-related information or assistance.
	• Fosters two-way trust in dealing with contacts (e.g. maintains confidentiality regarding sensitive information).
Quality management	• Gains an understanding of quality management systems, so effective feedback on limitations can be provided.
	• Utilises quality management systems where provided by the PHN.
	• Provides feedback to line managers on utility of quality management systems.

Core competency	Standard
Strategic thinking and innovation	• Provides a rationale for decisions, relating them to the overall goals. • Able to work on strategic activities within the team, either across the whole or within particular areas. • Actively contributes to strategic discussions. • Understands the Organisation's current and future role. • Looks for opportunities for business improvement.
Governance and risk	• Ensures governance arrangements are being met. • Constructs formal reporting structures that are appropriate for successful partnerships. • Refers to key healthcare benchmarks in making recommendations. • Has a working understanding of the legal governance of engagement with public and service users. • Identifies and manages risk. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Contributes to a safe workplace.
Project and program management	• Ensures a clear project scope. • Develops effective project plans and cost schedules. • Calculates, relates, and responds to variances in schedules and costs. • Ensures effective project reporting. • Effectively manages project change using appropriate change control techniques. • Able to identify major and minor tasks for projects using a broad range of complex and technical tools. • Manages relationships of internal and external resources and interfaces with other groups. • Can identify and mitigate variations, changes, and conflicts. • Solves complex problems in own area even when not always clearly defined. • Resolves problems that may impact upon wider team/overall objectives. • Able to apply a broad range of complex, technical, or professional risk tools in a wide variety of projects.
Commissioning	• Applies Commissioning Guidelines and Framework.

Core competency	Standard
	• Develops written, well-structured commissioning that clearly sets out business requirements. • Monitors Commissioning processes to ensure they are open, transparent, and effective. • Understands and participates in the Commissioning process and ensures actions are in line with the Framework.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.