

ICT Services – Project Manager

1. PURPOSE OF POSITION

This position is responsible for the leadership, management and delivery of assigned projects and work activities in accordance with the agreed project management methodologies to ensure project objectives and business needs are met.

2. ORGANISATIONAL VALUES

Te Whatu Ora Taranaki our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Te Whatu Ora Taranaki values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Te Whatu Ora Taranaki values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKE	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to:	Applications and Portfolio Manager, Information Technology
Number of people reporting to you	N/A, responsibility for designated project team members through-out project duration
Financial limits authority	-
Operating Budget	-

4. WORKING RELATIONSHIPS

External	Internal
-----------------	-----------------

{JOB TITLE}

HealthShare Ltd Midland District Health Boards (Waikato DHB, Lakes DHB, Bay of Plenty DHB and Tairāwhiti DHB) Other District Health Boards Ministry of Health Vendors	Applications and Portfolio Team IT Team Customers and Users
---	---

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
1. Manage Projects Ensure value and quality of projects and deliverables by executing projects in a coordinated way that reduces risk and maximises their contribution to TDHB.	<ul style="list-style-type: none">• Lead the planning and implementation of projects in accordance with the project lifecycle.• Co-ordinate project team members and other resources• Manage each project and reporting progress/variances against the project plan.• Manage each project within budget and resource allocation• Manage projects in accordance with defined standards to ensure project objectives and business needs are met.• Ensure effective issue and risk management and change management occurs for all projects and initiatives.• Be a focal point for the team for communication and issue identification, resolution and escalation.• Plan and allocate resource usage in accordance with forecasted activities and agreed priorities.• Ensure the efficient use of resources by aligning team member skill sets to work allocated.• Work and engage with team resources to deliver all key project & operational artefacts in accordance with Project Methodologies. <p>Contribute to the ongoing development of the methodologies used to successfully delivery IT projects and programmes.</p>
2. Leadership to Team Members Contribute to the development of human resource capabilities to meet TDHB goals and objectives.	<ul style="list-style-type: none">• Demonstrate a high degree of professionalism in all behaviours.• Provide mentoring, motivating, influencing and support of team members where appropriate.• Contribute to performance management processes and personal development to ensure the right skillsets are maintained within the team.

Organisational Accountabilities	Expected Outcome for all Employees
Health Equity	<p>Te Whatu Ora Taranaki strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none">• The Pae Ora Framework which requires:<ul style="list-style-type: none">○ Demonstrating the principles of Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o Waitangi;○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the Te Whatu Ora Taranaki Pae Ora Framework;○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy;○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;• You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the Te Whatu Ora Taranaki Ethnicity Data Collection Policy and procedures;• You must attend the Cultural Competency training provided by and for staff of the Te Whatu Ora Taranaki including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.
Health and Safety	<ul style="list-style-type: none">• Maintains a safe and healthy environment• Complies with health & safety policies and procedures• Carries out work in a way that does not adversely affect their health and safety or that of other workers

{JOB TITLE}

Organisational Accountabilities	Expected Outcome for all Employees
	<ul style="list-style-type: none">• Complies with procedures and correctly use personal protective equipment and safety devices provided• Contributes to hazard identification and management process• Reports accurately near misses/incidents/accidents in a timely manner• Participates in health and safety matters
Personal Development	<ul style="list-style-type: none">• Fully contributes to the individual's team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.• Participates in the performance appraisal process where personal performance and development is reviewed.• Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the IT team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p>Decision Making/Problem Solving</p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p>Innovation/Initiative</p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p>Resilience/Flexibility</p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p>Cultural Safety</p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</p>
<p>Teamwork</p> <p>Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success</p>

{JOB TITLE}

8. EDUCATION

A tertiary qualification (e.g. related to Project Management, Information Technology or Engineering) and/ or equivalent experience.

9. SKILLS

- Excellent verbal and written communication skills.
- Effective reasoning skills.
- Thorough knowledge of business principles, processes and practices, and keen awareness of opportunities to maximise service delivery.
- Ability to coach and mentor others.
- Customer service focus and an understanding of delivering to agreed customer requirements.
- Experience working with suppliers to deliver solutions.
- High level of emotional intelligence and interpersonal skills.
- A commitment to delivering high quality solutions to business needs.
- Ability to relate and communicate effectively in both the technical and business settings

10. EXPERIENCE

- At minimum, three years' experience in project management of IT projects and the solution development process.
- A sound understanding of:
 - the strategic importance of information management and technology
 - Project management methodologies (Prince2 etc.).
 - information technology concepts and issues
 - information security issues
 - corporate governance, and the concept of ownership of outcomes
- Proven ability to lead, motivate and co-ordinate teams.
- Proven ability to engage and negotiate with people, and develop and maintain effective relationships.
- Proven ability to negotiate with customers and vendors.
- Experience in the health sector is desirable.