

Position Description

Position Title: Digital Transformation Program Manager

Reports to: Portfolio Manager

Division: Health Transformation Unit

Direct Reports: Nil

Indirect Reports: Works closely with the Chief Health Transformation Officer and ICT and Business Intelligence business teams

Organisational Context:

integratedliving has grown rapidly in the past 3 years from a medium to large size enterprise with a predominately remote workforce and client base operating in a highly competitive and immature marketplace. We operate in a rapidly changing environment and are facing sweeping technological, regulatory, fiscal and consumer-driven disruptive forces. We have a focus on service excellence. The need to be highly accessible, outcomes focused, person centred, integrated, competitive, smarter, fiscally responsible and overcome the tyranny of distance, while effectively measuring and reporting our quality performance has never been higher. To achieve this we have a clear strategic plan to guide us forward. A number of initiatives have been proposed or are currently underway to realise our strategic goals and these need to be managed in a prioritised, co-ordinated and transparent manner to ensure defined benefits are realised and sustained.

The current level of Project Management capability is limited to a handful of mid-tier specialists across the organisation. In addition, there is limited maturity with respect to the successful execution of projects, and this is particularly evident with respect to the financial realities of an NFP. The Program Manager will be expected to actively mentor colleagues and provide practical support at a local project delivery level. In doing so, they will rely on their deep subject matter expertise and work as part of a multi-disciplinary team.

Our data footprint, information management practices and technology will be at the core of our digital transformation. We must draw value from it, securely and ethically. We must create a workplace where data becomes information that is used to make great decisions from the frontline to the back office enabled by integrated technology solutions and guided by a new Digital Transformation Strategy, to be developed.

We seek to build capability and capacity in information management, ensuring its quality and purpose is clear and aligned with relevant industry standards, and that the organisation has the requisite infrastructure to capture, analyse, store and utilise this information appropriately and securely. Strengthening the digital literacy, analytics and story-telling prowess of our people to effectively demonstrate all manner of business and client outcomes, will require a dedicated focus on responsible data analysis and business intelligence gathering, along with more sophisticated visualisation tools and simulation methods. This will be further enabled by embedding new intuitive technologies across all points of service both client and back office facing.

Role Purpose:

The Digital Transformation Program Manager combines their program management expertise with their technical information management and business analysis skill and know how. They understand the lifecycle of data management within a regulated and high performance health service environment and can capture and translate business requirements into information management requirements. They understand the technological advances required to enable it also.

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With a strong blend of informatics, technical and business skills this role has a firm understanding of integrated technologies, relational databases and can convert analytical findings into meaningful and actionable insights for a variety of audiences, to support strategic decision-making within the organisation at the highest levels.

This is a role which requires significant program management and leadership capability. Strong working knowledge in health informatics and technology will be very important. The role will need to take a strong lead, working collaboratively with the operational business intelligence and ICT teams in transforming an immature and relatively unstructured environment into a contemporary digital business. The role will support the health service planning and performance measurement initiatives necessary to build the necessary digital capability to support efficient and effective operations today and informing better practice tomorrow that meets the needs of our clients and stakeholders. This role will be responsible for prioritising and sequencing a number of related initiatives into a program of work with clear accountabilities, deliverables, timelines, budget and most importantly benefits in line with our strategic plan. This will include managing the development and approval of a Digital Transformation Strategy.

Annual Operating Budget: \$XXXXXX

Financial Delegation: \$XXXXXX

Key Accountabilities:

- Develop and manage a Strategic Program of Work (POW) to support the strategic direction of the organisation.
- Planning, governance and overseeing the successful delivery of the program's operating plan, outputs and outcomes ensuring sustainability is assessed and managed along the way.
- Defining, organising and prioritising projects and activities inside the POW in accordance with the mission, goals and readiness of the organisation.
- Creating and managing long-term sustainability of the Program of work outcomes
- Developing and managing a budget for the program.
- Defining, monitoring and reporting on the performance of the POW at set stage gates using established program management, risk management,, investment management, sustainability assessment and fostering ongoing learning for improvement
- Writing program funding proposals to guarantee uninterrupted delivery of services including briefings for approval and communications artefacts that foster knowledge transfer and ensure a deep understanding and visibility exists across the business.
- Managing a team with a diverse array of talents and responsibilities that may be shared resources with competing priorities.

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- Ensuring goals are met in areas including customer satisfaction, safety, quality and team member performance.
- Implementing and managing changes and interventions to ensure project goals are achieved.
- Meeting with stakeholders to make communication easy and transparent regarding project purpose, link to strategic priorities, benefits, issues and impact on day-to-day operations
- Producing accurate and timely reporting of program status throughout its life cycle.
- Mentoring project managers from across the business, many new to the role
- Managing the successful transition from Project to Business as Usual
- Operate within a cloud based Project Portfolio Management Office
- Contribute to a growing knowledge management system
- Promote implementation of the integratedliving Value Creation Framework which integrates with the Portfolio management and prioritisation framework.
- Support business development by providing project outlines and costings.
- Represent the business unit at meetings, conferences etc.
- Supporting the business in:
 - Defining the benefits that will realize the strategic objectives of the program;
 - Developing the benefit realization plan;
 - Maintaining overall focus on benefit realization;
 - Defining and tracking the key performance indicators for benefit realization;
 - Managing “business continuity” during the change;
 - Preparing affected business areas for transition to the new way of working. Potentially implementing new business processes; and
 - Optimizing the timing of the release of new deliverables into business operations.

Specialist requirements:

- Health informatics and business analysis expertise.
- Good working knowledge of intuitive and advancing health technologies
- Advise on health data standards and regulatory and governance requirements
- Advise on data management best practice
- Perform data analysis and demonstrate ability to communicate results (verbal and written)

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<ul style="list-style-type: none"> ○ Delve into data to discover discrepancies and patterns ○ Advise the design of models that capture a wide range of health care operations including estimating and modelling future demand. ○ Review health care service plans and provide technical advice on data enabling opportunities and risks ○ models of care and service methodologies ○ Collaborate with management and internal teams to test models and prototypes for long-term viability 	
1. Maintain high level knowledge of integratedliving operations; engage with key internal stakeholders to build cohesive relationships	<ul style="list-style-type: none"> ● Evidence of internal consultation and collaboration ● Contribution to and participation in cross-functional teams as required.
2. Contribute to the Health Transformation Unit's strategic objectives in order to drive business growth and deliver improved health outcomes to more customers.	<ul style="list-style-type: none"> ● Contribute to tender package development in a timely manner. ● Contribute to whole of organisation transformation projects by encouraging the collaboration of colleagues across all Business Units. ● Evidence of leading a digitisation process including transforming unstructured analogue data and old technologies into new aged digital and technical capability.
Decision making: <ul style="list-style-type: none"> ● In accordance with organisational Delegation of Authority and integratedliving's Values. 	
Essential Criteria: <ul style="list-style-type: none"> ● Tertiary qualifications in Mathematics, Computer Science, Statistics, Economics or Health Information Management, or other relevant degree which results in strong analytical and critical thinking skills. ● Strong working knowledge of new aged health and business technology solutions and implementation. ● True senior Program Manager 	

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- Minimum 5 years' experience in a Business Analyst or Data Science role working with large data sets and converting analytical findings into insights for a variety of internal audiences.
- Strong working knowledge of the Australian Health Sector, and health care operations generally.
- Demonstrated experience in contributing to high profile strategic projects, with a natural ability to support leadership decision-making through the provision of high-quality program management, analysis and translation of complex information, within a portfolio investment governance structure.
- Demonstrated attention to detail, evidenced by an ability to deliver reports, submissions, and briefings which are accurate, insightful and timely.
- Demonstrated ability to work within a fast-paced, ambiguous and rapidly changing environment, with competing stakeholder demands.
- Demonstrated ability to be flexible, proactive yet disciplined in the face of requests for task modifications and changes, along with the confidence to suggest staying the course or alternatives, based on sound rationale for consideration.
- Demonstrated highly developed communication and collaboration skills, and an ability to engage in broader business issues in order to contribute as a credible expert within key knowledge areas and support cross functional and interdisciplinary pollination.
- Demonstrated ability to promote a confident and calm demeanor in response to competing demands within a dynamic project environment driving a business transformation.

Desirable Criteria:

- Demonstrated proficiency in using data models and reporting tools to interpret and present outcomes and recommendations to organisational leaders and other key stakeholders.
- Past experience working with the National Digital Health Agency and other key networked stakeholders including but not exclusively Hospitals, General Practice, State and Federal Health Departments, My Aged Care