



## Project Manager, Service Design

POSITION DETAILS	
Employment Type	Ambulance Victoria (Management and Administrative Staff) Enterprise Agreement 2021
Division / Department	Quality and Patient Experience / Patient Care Academy
Reports To	Program Lead, Patient Care Academy
Direct Reports	No
Classification	Schedule A
AV Grade	AV 5
Functional Stream	Program / Project Management
AV Capability Framework	Tactical Direction / Strategic Delivery
ROLE PURPOSE	
Provide expertise in project management with exposure to, and interest in, service and experience design and improvement. Responsible for end-to-end project management of medium/complex and high-risk projects, ensuring that time, budget, compliance, and quality objectives are met. This is a senior project leadership position relied on to provide expert and professional advice and outputs across data analysis, research and project reporting and oversee the implementation of recommended changes, in line with AV's Project Management Framework, including associated processes and templates.	

### AV Vision

Providing outstanding emergency healthcare, every time.

### Patient Care Commitment

We save and improve lives by providing outstanding care for our patients. Our Patient Care Commitment is our promise to every patient and sits at the heart of everything we do: We strive to provide care that is Caring, Safe, Effective and Connected for every patient, every time.

### AV Values

- **Being Respectful:** We treat our colleagues, patients, customers and members of the community with courtesy, respect, dignity and compassion. We share responsibility for creating an environment that demonstrates equality and is free from harassment and discrimination.
- **Working Together:** We are committed to working in a collaborative environment, seeking out the diverse knowledge and experience of others and building effective working relationships to deliver on our mission.
- **Being Accountable:** We trust and empower each other to deliver on our commitments, take ownership for our work and are answerable for our actions.
- **Openly Communicating:** We are committed to open, honest and transparent communication that builds trust and effective relationships, leading to better outcomes.
- **Driving Innovation:** We drive innovation by finding day to day efficiencies and improved ways of working. By using our creativity we identify and drive changes that will allow us to better serve our patients and community.



## Key accountabilities

ELEMENT	ACCOUNTABILITIES
<b>OPERATIONAL PERFORMANCE</b>	<ul style="list-style-type: none"> <li>• Manage or oversee multiple medium sized, complex and high risks projects simultaneously by creating detailed project plans, including a project timeline and a proposed budget for approval by key stakeholders.</li> <li>• Manage day-to-day operational aspects of the projects, including resource management and timely reporting.</li> <li>• Work with the team to define milestones and roadmaps for given projects and translate this into feasible and viable plans and requirements.</li> <li>• Ensure visibility and consistency of project information through setup and maintenance of projects in AV systems, including Microsoft Teams, SharePoint, Project and Mural.</li> <li>• Scheduling and communicating important events including internal project kick-off meetings, discovery and design workshops, and project retrospectives</li> <li>• Documenting and sharing lessons and suggestions from projects to improve the overall operations of the PCA</li> <li>• Identify, manage, escalate, and resolve project risks and issues, using judgement to recognise significant risks (legal, political, OH&amp;S, or other) raising them to the relevant stakeholders including Manager Risk &amp; Financial Compliance in a timely manner.</li> <li>• Gain an understanding of AV procedures (e.g. financial delegations, Project Management Framework) and apply appropriately to projects.</li> <li>• Completes accurate records of work activities, in accordance with legislative requirements and the organisation's record, information security, privacy policies and requirements</li> </ul>
<b>QUALITY AND PATIENT EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Attend project kick-off meetings, ensuring that scope ambiguities are resolved, and ensure funding approval has been issued for the project.</li> <li>• Implement approved plans and strategies within project budget parameters and time frames and develop strategies to reduce costs against the approved budget.</li> <li>• Develop and maintain risk assessments and develop contingency plans in line with the AV Risk Management Framework to enable accurate project resourcing and timeline planning.</li> <li>• Contribute to the continuous improvement of project management policies, procedures, systems, and templates within the AV project management community.</li> <li>• Ensure project governance structures are in place, enabling the gathering, analysing and interpretation of data to support project activities, including stakeholder sign-off at key milestones.</li> <li>• Present findings and reports to key stakeholders (including Steering Committee papers).</li> </ul>
<b>COMMUNITY/ STAKEHOLDER ENGAGEMENT</b>	<ul style="list-style-type: none"> <li>• Work collaboratively with other internal AV teams, to facilitate a partnership approach to work delivery; including patients and carers.</li> <li>• Develop strong working relationships with external project stakeholders, ensuring clear communication and timely resolution of issues.</li> </ul>



	<ul style="list-style-type: none"> <li>• Ensure effective working relationships are built and maintained with key internal stakeholders with regular face-to-face meetings and delivery of status reports and schedules.</li> <li>• Influences and gains the commitment of senior management, peers and/or stakeholders enabling the success of PCA deliverables</li> </ul>
<b>HEALTH SAFETY AND WELLBEING</b>	<ul style="list-style-type: none"> <li>• Proactively champions practice that promotes health and wellbeing of staff, ensures safety goals, practices and standards are implemented.</li> <li>• Ensure compliance, is aware of safety trends and acts as strong safety role model.</li> </ul>
<b>PEOPLE LEADERSHIP</b>	<ul style="list-style-type: none"> <li>• Manage dedicated and non-dedicated project staff to achieve project outcomes.</li> <li>• Provide strong and effective leadership to the project team by fostering a culture of professional development, and continuous improvement.</li> <li>• Lead and manage project staff to ensure project deliverables are achieved and to drive superior business outcomes.</li> </ul>

## Key selection criteria

<b>QUALIFICATION</b>
<ul style="list-style-type: none"> <li>• Completion of a postgraduate degree or relevant project management certification (or progress toward), or an equivalent combination of training and project management experience.</li> </ul>
<b>ROLE SPECIFIC REQUIREMENTS</b>
<ul style="list-style-type: none"> <li>• Demonstrated experience in program and/or project management methodologies with the capability to implement complex plans, programs or projects.</li> <li>• Proven skills and demonstrated success in managing complex and/or high-risk projects with multiple stakeholders and attention to detail.</li> <li>• Familiarity with project management in the public sector and an awareness of issues relating to a government environment.</li> <li>• Proficiency in Microsoft Office and relevant software applications.</li> <li>• A strong project manager with effective influencing skills to gain the acceptance and support of ideas, cooperation of others, and the ability to modify styles and techniques to accommodate tasks, situations, and individuals.</li> <li>• Possesses well developed conceptual, analytical and problem-solving skills to enable the identification of issues and the judgement to determine appropriate courses of action for achieving long-range organisational goals.</li> <li>• Energy and initiative to identify and ensure that appropriate actions are taken to achieve goals.</li> </ul>

## Important information

- AV is an Equal Employment Opportunity (EEO) employer. All employees must understand, support and adhere to the principles covered in the Professional Conduct policy (POL/PAC/002) and the Recruitment and Selection policy (POL/PAC/028).
- AV provides a professional working environment that recognises the importance of flexible work arrangements and work/life balance.
- Applicants must be an Australian Citizen, Permanent Resident, or hold a valid work permit or visa.
- The preferred candidate will be required to undergo security checks such as police record and Working with Children Check (WWCC).



- The successful candidate will be employed pursuant to Ambulance Victoria Policies and Procedures along with the relevant Industrial Agreement.
- AV is a state-wide organisation and provides a state-wide service to the community. The successful candidate will be willing to travel throughout Metropolitan Melbourne and Regional Victoria as required.
- The position description is indicative of the initial expectation of the role and subject to changes to organisational goals and priorities, activities or focus of the job.
- Recipients of Victorian Private Sector (VPS) departure packages should note that re-employment restrictions apply.
- By applying for this position within Ambulance Victoria (AV), you agree to undertake an assessment of any Secondary Employment or outside interests, in line with AV's Secondary Employment procedure (PRO/PAC/078). This is required to ensure there is no perceived or actual conflict of interest for AV should you be successful and commence in the new role.

## Privacy notification

Ambulance Victoria requires declarations and personal information relevant to your employment. The collection and handling of the information will be consistent with the requirements of the Privacy and Data Protection Act 2014.

AUTHORISATION	
	
<b>Director Patient Care Academy</b> <b>Date:</b> 10/10/2022	<b>Organisation Design Team</b> <b>Date:</b> 07/10/2022

