

## Position Description

<b>Position Title</b>	Project Lead
<b>Department / Division</b>	Strategy, Planning and Performance
<b>Classification</b>	Grade 8 Level 1 – Grade 8 Level 5 AO81- AO85
<b>Position reports to</b>	General Counsel and Director Workplace Health and Safety
<b>No. of direct &amp; indirect reports</b>	Nil
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

### The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *A world where all kids thrive*.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at [www.rch.org.au](http://www.rch.org.au)

### ROLE PURPOSE

This role will be based within the Legal Services and Workplace Health and Safety Departments. In year one, the Project Lead will work with the leadership teams in the Legal and Workplace Health and Safety Departments. The areas of work for years two and three are yet to be determined but the role will require leadership and support to departments/teams to:

- Lead projects and improvement initiatives in the pursuit of operational excellence and sustainability.
- Lead and manage the review and improvement of local administrative and business processes.
- Implement organisational change and improvement within The Royal Children's Hospital. Following investigation, you will develop project briefs and reports, in line with the RCH Project Management Framework, and lead work that directly contributes to improvements within the RCH.
- Lead multidisciplinary working groups designed to lead the development of a number of projects.

- Contribute to the achievement of objectives through the provision of quality customer-focused services and undertake organisation-wide projects in line with The RCH Organisational Strategy and organisational strategic priorities.

## KEY ACCOUNTABILITIES

### Project management / leadership:

- Lead planning, implementation, and delivery of innovative projects and change initiatives
- Identify and proactively manage emerging issues and risks to project delivery
- Lead the delivery of projects within agreed timeframes and budget
- Undertake regular monitoring and reporting against agreed project metrics
- Lead the formal evaluation of the aim, objectives and metrics at the completion of the project and identify opportunities for future improvement
- Lead/participate in projects and other duties as assigned and requested by the leadership teams
- Ensure projects and business solutions are aligned with organisational and/or divisional priorities
- Provide high-level advice, guidance and support to management, RCH Executive and Board on all facets of the projects and other related matters

### Stakeholder engagement and communications:

- Establish and maintain effective working relationships with staff and key external stakeholders
- Excellent written skills with the ability to prepare reports on project performance, cost-benefit analysis and other similar reports
- Proactively engage and consult internal and external stakeholders in system improvements and benchmark practices as appropriate
- Utilise effective communication and stakeholder management skills to act as an ambassador for change
- Support the team to achieve seamless implementation of the changes and reassure stakeholders with your diligent approach and attention to detail
- Identify and respond to learning, development and training needs in change and improvement across RCH, providing assistance with a specific and tailored development plan as necessary.

### Support of Systems:

- Build sustainable systems to maintain improvement actions following project completion
- Facilitate achieving improved financial accountability and performance across RCH through improvement
- Integrate specialist areas into improvement plans in accordance with RCH's protocols and procedures
- Collaborate with IT and EMR to optimise improvement initiatives through automation where possible

### Business and administrative leadership and support

- Lead the review and improvement of local administrative and business processes
- Collaborate with team members to identify workforce and business needs and coordinate the development and prioritisation of practical and innovative solutions for optimisation of the ongoing operations and sustainability
- Lead the development of business cases and improvement initiatives
- Work with the leadership team and non-clinical team members to design, drive and implement solutions to improve business and administrative processes and priorities
- Work with the leadership teams to oversee financial management and budget processes

### Professional:

- Role model a working environment that supports self-accountability and responsibility for effective decision-making
- Encourage and demonstrate a culture of learning and continuous improvement
- Effectively manage changing, competing and time-critical priorities
- Be open to feedback and new ways of working
- Be aware of and work in accordance with RCH policies and procedures, including Equal Employment Opportunity, Confidentiality, Consumer and Community Participation.

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Relevant tertiary qualification and employment experience as a Project Lead
- Minimum of 5 years' experience working as a Project Lead / Manager
- Experience in strategic and project planning and reporting.
- Experience leading and managing a program of work and related change management processes.
- Experience working with a range of internal and external stakeholders including senior executives.
- Excellent oral and written communication and presentation skills.
- Strong analytical and report-writing capabilities
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in the area of expertise
- Highly developed organising and planning skills with the ability to change priorities accordingly
- Experience in change management
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### Desirable:

- Demonstrated experience and knowledge of improvement science and techniques
- Comprehensive understanding of hospital and health service operations, priorities, and constraints

### Other Requirements:

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment.
- Employees are required to maintain a valid Working with Children's Check throughout their employment.
- A current, full drivers' licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- The employee needs to ensure that they maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

## KEY SELECTION CRITERIA

- Highly developed project planning, implementation and management skills including attention to detail
- Proven change management capabilities
- Demonstrated ability to respond flexibly and develop practical and innovative solutions to problems
- Proven critical thinking and problem-solving skills
- Exceptional written and verbal communication, interpersonal and presentation skills, and an ability to apply these skills to a variety of stakeholders
- Demonstrated ability to build rapport, negotiate and maintain effective relations with key stakeholders and work collaboratively with a wide range of people.
- Demonstrated ability to work autonomously and to strict deadlines but to also contribute effectively as a team member within a multidisciplinary team environment.
- Persuasive ability to gain the commitment of a broad range of staff in the identification and implementation of process improvements
- Ability to handle confidential and sensitive information with discretion

## IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us

- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

#### **RCH COMPACT**

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in.

#### **QUALITY, SAFETY AND IMPROVEMENT**

RCH Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, all members of the LGBTQI community and people with disability.**

<b>Position description last updated</b>	<b>September 2023</b>
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