

POSITION DESCRIPTION

Senior Program Manager End of Life Palliative Care



Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Health Education and Training Institute
Position Classification	Health Mgr Lvl 4
State Award	Health Managers (State) Award
Category	Project Management Program Manager
Vaccination Category	Category B
ANZSCO Code	511112 Program or Project Administrator
Website	www.heti.nsw.gov.au

PRIMARY PURPOSE

The Senior Program Manager role will lead the development and statewide implementation of an education and training strategy that increases capability in the NSW Health workforce and funded non-government organisations. This role is responsible for driving the creation of a statewide education capability framework, training needs analysis, and education and training strategy. This role will also facilitate the development of education and training resources, aligning with stakeholder expectations and contributing to the overarching strategic goals of NSW Health. The Senior Program Manager role will report to the Associate Director Education Strategy, Research and Evaluation at HETI.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair

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present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

Supervisor

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

Record Keeping

The State Records Act requires public officials to 'make and keep full and accurate record of their official activities'. This applies equally to the paper and electronic record-keeping environment.

Record keeping is the responsibility of all staff members. Staff should ensure that records are created, captured into authorised recordkeeping systems, maintained, protected from unauthorised use, retained and disposed of in line with the Health Education and Training Institute policy on corporate records management.

Work, Health & Safety (WHS)

- Demonstrate commitment to WHS through personal involvement;
- Do not put yourself or others at risk, and cooperate with the employer;
- Follow the employer's reasonable instructions concerning health and safety in the workplace;
- Report any workplace hazards;
- Assist in the WHS Risk Management process by being actively involved in the identification, assessment and control of hazards and associated risks in the workplace;
- Assist managers in establishing and monitoring WHS consultation in the workplace.

KEY ACCOUNTABILITIES

- Develop an evidence based statewide education capability framework in collaboration with key stakeholders.
- Develop an education and training plan and strategy based on a multidisciplinary training needs analysis.
- Appropriate identification and/or development of the education and training resources to support LHD/SHN and funded non-government organisations' engagement in education.
- Work in partnership with the NSW Ministry of Health, LHDs/SHNs, pillars, statewide or specialist health services and relevant non-government organisations.
- Drive the coordination and facilitation of presentations aligning with the statewide education and training initiative, to actively foster knowledge exchange and collaboration.
- Oversee project development, implementation and evaluation including quality,

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- timeliness, and budget management of all features of the program.
- Prepare high quality documentation and reports as required.

KEY CHALLENGES

- Balancing and adapting to changes in priorities as necessary based on changing strategic priorities in a dynamic environment.
- Maintaining contemporary knowledge in a rapidly developing technology-based education environment while continuing to lead the delivery of projects and programs in support of HETI's strategic goals.
- Engaging internal and external stakeholders in the value of applying best practice educational design techniques to the design and delivery of education program architecture.

KEY RELATIONSHIPS

Who	Why
Associate Director Education Strategy, Research and Evaluation in the Health Education and Training Institute	Reporting to and provide updates regarding deliverables of the project.
Ministry of Health (MoH)	To ensure alignment of strategic priorities with those of the Ministry.
LHDs/SHNs, pillars, statewide or specialist health services	To maintain a solid partnership leading to successful outcomes. Develop and maintain partnerships with key stakeholders.
Relevant non-government organisations	To maintain a solid partnership leading to successful outcomes. Develop and maintain partnerships with key stakeholders.

SELECTION CRITERIA

1. Relevant postgraduate qualifications and demonstrated extensive experience and knowledge of the project related subject education and training within a healthcare setting. Current AHPRA registration (or equivalent health practitioners registration body).
2. Demonstrated high level experience in educational design, development of curriculum and successful program leadership.
3. Demonstrated experience in senior leading role leading teams, and high-level interpersonal skills and experience in stakeholder management in complex settings.

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4. Excellent oral and written communication and consultation skills including demonstrated skills and experience in facilitation and presentations with sound knowledge of principles and application of adult learning.
5. Excellent oral and written communication and consultation skills including demonstrated skills and experience in facilitation and presentations with sound knowledge of principles and application of adult learning.
6. Highly advanced skills in managing complex projects statewide, including change management, evaluation, and budget oversight, consistently delivering project outcomes within budget and time constraints.
7. Proficient skills in business software programs (e.g., Excel, Word, Outlook, PowerPoint, Acrobat), virtual environments, internet search engines and business tools including records management.

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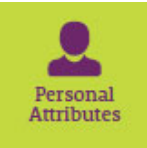






CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Advanced
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Project Management	Advanced	<ul style="list-style-type: none"> • Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts



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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Manage and Develop People	Adept	<ul style="list-style-type: none">• Define and clearly communicate roles and responsibilities to achieve team/unit outcome• Negotiate clear performance standards and monitor progress• Develop team/unit plans that take into account team capability, strengths and opportunities for development• Provide regular constructive feedback to build on strengths and achieve results• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way• Monitor and report on performance of team in line with established performance development frameworks