POSITION DETAILS:

**TITLE:** Bowl Screening Project Manager

**REPORTS TO:** Bowel Screening Programme Manager

**ACCOUNTABLE TO:** Bowel Screening Programme Manager

**LOCATION:** Auckland District Health Board

**DATE:** December 2019

**PRIMARY FUNCTION:**

The primary function of this role is to plan and coordinate the establishment of the services required to deliver the National Bowel Screening Programme (NBSP) to the eligible population residing within the Auckland District Health Board (ADHB) boundaries.

The Project Manager will work collaboratively with the ADHB NBSP Clinical Lead, the multi-disciplinary bowel screening project management group and other key stakeholders to establish services, systems and processes which meet the Ministry of Health (MOH) NBSP Interim Quality Standards and Readiness Assessment requirements.

**KEY ACCOUNTABILITIES**

<table>
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<tr>
<th>Key result area</th>
<th>Expected Outcomes/Performance Indicators</th>
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</table>
| **Project management**| • Develop project brief documents and project plans for the development and implementation of the services required for the delivery of the screening programme  
• Apply project management methodologies to business change requirements and new service developments, to deliver the project on time and within budget.  
• Maintain systems and processes to facilitate reporting of key programme information  
• Support the project governance group, manage the project management group and other project meetings, providing documentation as required  
• Identify project issues and risks, develop and apply mitigation strategies and escalate significant issues as required |
| **Stakeholder engagement**| • Identify the key internal and external stakeholders and ensure appropriate consultation and collaboration is maintained with all parties  
• Establish profession/service specific working groups to plan and undertake the work needed to meet the Readiness Assessment requirements, within the project timeframes |
| **Communication** | • Plan and maintain a programme of communication with all key stakeholders to ensure that relevant information is available to all those impacted by the introduction of the programme.
  • Maintain a collaborative relationship with the programme communications advisors in the development of content for stakeholder communications. |
| **Equity** | • An equity focus is evident at all stages of the planning and development of the screening services.
  • Services are developed which ensure equity of access for all ethnic groups – with a focus on the priority populations of Maori and Pacific
  • Maori and Pacific participate in all levels of project planning and service development. |
| **Quality** | • NBSP diagnostic and histopathology services meet the NBSP Interim Quality Standards and the Readiness Assessment requirements
  • Risk and issues management processes support the planning and post go-live phases of the project
  • Systems and processes are in place for reporting to the MOH and the governance group on achievement against the Interim Quality Standards |
| **Systems** | • Staff have the necessary skills and understanding of the processes and systems required to deliver a quality service |
| **Regional collaboration** | • Maintain a collaborative relationship with the Northern Region Centre team
  • Consult with regional counterparts to ensure alignment across the northern region DHBs and the development of cost effective communication and screening promotion strategies for ADHB and the Metro Auckland area |
| **Contribute to overall programme/service** | • Contribute ideas, develop and implement initiatives to deliver savings and/or facilitate programme/service improvements
  • Support ADHB goals and key priorities
  • Participate in planning activities as required. |
MATTERS WHICH MUST BE REFERRED TO GM
Any emerging factors that could prevent achievement of the project/programme/service objectives.
- Significant health or safety issues.
- Any deviations from agreed financial plans.
- Any matter that may affect the reputation of the project, services or Auckland district Health Board

Authorities:
As agreed with GM

FTE
No direct reports.
Oversight of project team members as required for assigned projects

Budget Accountability (if applicable):
Management of assigned project (capital and operational) budgets including reporting on spend to date and estimate to complete.

Relationships

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<tr>
<th>External</th>
<th>Internal</th>
<th>Committees/Groups</th>
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<tbody>
<tr>
<td>Ministry of Health</td>
<td>ADHB Senior Management Team, General Managers and Operations Managers</td>
<td>National and regional committees / expert groups as required</td>
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<tr>
<td>Bowel Screening Regional Centre</td>
<td>Project management team members</td>
<td>Project steering groups and Project teams as required</td>
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<td>healthAlliance</td>
<td>Clinical leaders / directors</td>
<td>Programme groups as required</td>
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<td>Other DHBs, PHOs, GPs and practice staff</td>
<td>Performance Improvement</td>
<td>Service operational and clinical groups as required</td>
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<td>Community health and social service providers</td>
<td>Funding and Planning</td>
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<td>Human Resources</td>
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<td>Finance</td>
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<td>Business owners, sponsors, working groups and other stakeholders</td>
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<tr>
<td>Person Specification</td>
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<tr>
<td><strong>Education Qualifications</strong></td>
<td><strong>Essential</strong></td>
<td><strong>Desired</strong></td>
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<tr>
<td>Professional</td>
<td>• Relevant tertiary qualification and/or project management certification.</td>
<td>• Postgraduate qualification of relevance.</td>
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<td>• Significant experience in a project management role within a large complex organisation, including change management experience.</td>
<td>• Sound understanding of business processes in a large/complex healthcare environment</td>
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<td>• Demonstrated experience in delivering successful projects from initiation to completion.</td>
<td>• Sound understanding of relevant domain and quality improvement methodologies. What does this mean?</td>
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<td>• Experience managing operational</td>
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<td>• A strong track record of managing complexity and risk whilst maintaining high standards of performance and project delivery.</td>
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<td>• Ability to manage many stakeholders.</td>
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<td>• Ability to manage conflict.</td>
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<td>• Knowledge of the implications of the Treaty of Waitangi with a commitment to bi-culturalism</td>
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<td>Experience/knowledge</td>
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<td>Leadership</td>
<td>• Set the highest standards and leads by example through modelling the ADHB values.</td>
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<td>• Communicates a vision for the future, inspiring commitment to the goals of the organisation/portfolio.</td>
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<td>• Constructively addresses resistance to change.</td>
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<td>• Actively recognises the achievement of others.</td>
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<td>Collaboration</td>
<td>• Working effectively with others in the organisation outside the line of formal authority (such as peers in others departments or other senior staff) to accomplish programme/project goals and to identify and resolve problems.</td>
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<td>• Works with other organisations to improve patient care and/or achieve organisational objectives.</td>
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Communication

- Communicates effectively with members of the project team.
- Escalates issues as required.
- Develops communication plans for projects.
- Expresses ideas effectively (including non-verbal communication) in individual and group situations; adjusting language and terminology to the characteristics and needs of the audience.
- Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of one’s behaviour on others.

Personal Characteristics

- A team player with the ability to work cohesively in a team environment to achieve well communicated expectations. Who generates trust and respect and will provide guidance to others when required.
- Ability to see business requirements/issues from the customer’s perspective.
- Excellent interpersonal skills.
- Interviewing and listening skills to elicit detailed requirements.
- Strong negotiating and consensus building abilities.
- Ability to manage effective relationships and interact professionally with a diverse group.
- Excellent communication skills, both written and verbal.
- Excellent documentation and presentation skills.
- Resourceful and resilient. Able to cope well under pressure.
- Outcome and solution focussed.
- Dedicated, with the ability to challenge and question status quo and seek continuous improvement opportunities.

CRITICAL COMPETENCIES

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<th>COMPETENCY</th>
<th>DESCRIPTION</th>
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| 1 Communication/Interpersonal Skills | Successfully transmits information through a variety of channels
- Demonstrates awareness of policies, events and decisions affecting their area of work and the potential impact the communication could have
- Builds rapport easily
- Able to understand others perspectives
- Treats all people with respect
- Handles issues without alienating people

Demonstrates an ability to successfully transmit information through a variety of channels and is aware of events, policies and decisions affecting their area of work.

Demonstrates an ability to build rapport, understand others perspectives and treat all
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<th></th>
<th>Project Management</th>
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| 2 | Demonstrates an ability to manage moderate projects using good project management techniques | • Manages moderate to large scale projects successfully  
• Thorough and accurate in project planning and resource allocation  
• Coordinates activities and communicates effectively with project participants  
• Monitors progress and makes adjustments as necessary  
• Anticipates and solves problems as they arise  
• Keeps and meets deadlines for completion |

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<th>Business Analysis</th>
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| 3 | Demonstrates basic ability in business analysis | • Has an understanding of and ability in business analysis  
• Has contributed to the implementation of initiatives  
• Has developed basic solutions |

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<th>Building Relationships</th>
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| 4 | Demonstrates ability to develop effective networks and to build mutually beneficial relationships | • Identifies and builds relationships which are mutually beneficial  
• Develops effective networks with stakeholders/partners and colleagues and shares information with these groups  
• Takes an active interest in the roles and responsibilities of partnership agencies  
• Takes action to develop a positive attitude in other agencies towards mutual issues |

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<th>Change Management</th>
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| 5 | Demonstrates ability to communicate about and demonstrate the benefits of change to staff | • Encourages staff to identify and implement ways of improving work place practices  
• Effectively communicates the benefits of proposed changes to the team  
• Demonstrates the advantages of change to others through actions as well as words  
• Proactively identifies potential obstacles to change and ensures they are overcome |

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<th>Customer Focus</th>
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| 6 | Demonstrates an ability to be helpful and courteous and can identify customer needs to ensure they are met | • Helpful and courteous in responding to customer requests  
• Identifies customer needs and follows up to ensure that customers' needs are met |

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<th>Decision Making</th>
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| 7 | Demonstrates ability to make sound decisions and consider a range of perspectives and information | • Considers a range of information/perspectives when making a decision  
• Involves others when appropriate  
• Considers the long range effect of alternative courses of action  
• Bases decisions on objective analysis of information and issues(is not unduly swayed by what others think)  
• Makes decisions based on sound criteria |

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<tr>
<th></th>
<th>Results Orientation</th>
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| 8 | Demonstrates an ability to seek additional work, complete tasks on time and following through on promises end result | • Gets on with the job, keeps busy, seeks additional work when own work is completed, achieves goals with guidance  
• Completes tasks on time and to agreed standard  
• Delivers on what they have committed themselves to and follows through on promises |
WORKING FOR ADHB – EXPECTATIONS OF EMPLOYEES

CITIZENSHIP
All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB’s performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

THE EMPLOYER AND EMPLOYEE RELATIONSHIP
We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB’s objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT
All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

PROFESSIONAL DEVELOPMENT
As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as ADHB may reasonably require