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| **POSITION DESCRIPTION** REGIONAL PROGRAMME SPECIALIST South Island Patient Information Care System (SIPICS) | *South Island Alliance Programme Office* |

October 2019

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| **POSITION TITLE:** | Regional Programme Specialist – South Island Patient Information Care System (SI PICS) |
| **REPORTS TO:** | This position is accountable to SI PICS Executive Programme Manager |
| **BACKGROUND**  The South Island Alliance Programme Office supports the South Island District Health Boards (DHBs) Best for People, Best for System Alliance framework. This includes governance, leadership and operational components. The South Island Alliance Programme Office is a hosted business unit within the Canterbury District Health Board (CDHB) for the provision of support services only.  The SIA Programme Office provides regional planning and support services for the South Island Alliance teams and regional forums endorsed by the South Island Alliance Leadership Team made up of all the South Island DHB Chief Executives. This includes involvement in strategy, regional planning, service development, facilitation, programme/project management, service improvement, monitoring and secretariat support. Programmes of work, under various titles, are managed by programme specialists who are recruited to these positions for their subject matter expertise and skill base in their programme area of work. These specialists are from a background that compliments the programme in which they work and therefore are highly experienced and knowledgeable in their area of work.  **ROLE REQUIREMENTS**  By nature, the role is eclectic, requiring a range of skills at senior level with a significant experience base. Key in this area is that of relationship development and management and the ability to work in this way across not only the five diverse DHBs with a wide geographical spread but to health services that extend beyond the DHB boundaries. The Regional Programme Specialist SI PICS is able to deliver outcomes for the South Island Alliance based on a strong trust based working relationships with senior managers, senior clinicians and other influencers from across the South Island whole of health spectrum. The reach of this role also includes collaborators, participants and influencers from other health providers, services and North Island sectors.  A baseline function related to the specific Information Services programme of work is that of engaging with and influencing key South Island stakeholders in the collaboration of defining new clinical functionality for both existing and new software. To have the ability to understand clinical requirements and translate these into detailed business requirements and workflow, striving for standardisation of workflow and process across the SI Health System. To undertake and document functional gap analysis between requirements and existing systems and provide recommendations on the appropriate course of action required.  The post holder will be required to provide facilitation to teams of collaborators from across the South Island Health System at both a senior management, clinical and technical level. This requires advanced skills in facilitation, particularly where these teams include a range of subject matter experts from across the health and social sectors. Successful interaction with these participants therefore requires the Regional Programme Specialist SI PICS to have significant clinical and/or managerial process, knowledge and experience from a health or social sector context.  Given that all programmes of work are required to define detailed workplans and associated deliverables against clear milestones and dates, the components of programme and project management are a requirement within the skillset as some project or programme management ownership will be a requirement  This role therefore requires a high level of expertise and professionalism working with diverse health or other governmental and non-governmental organisations, from senior level staff through to consumers and Maori representatives. Working alongside a multidisciplinary and intersectorial team is required to ensure all health stakeholders are represented.  The role is focused on providing a high quality programme initiation, requirements gathering both functional and technical, Business Case development and the identification of workflow improvements, workflow standardisation, preparation of work packages for contracted programme or project managers to commence the required initiatives that will support the South Island Health System in delivering high quality, safe and effective health care services to the citizens of the South Island. | |

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| **Key Responsibilities** | * To support the SI PICS Executive Programme Manager in identifying a 1 to 3 year plan and articulating this in the Regional Service Plan each year. * To coordinate and support the SI PICS Programme to achieve the outcomes agreed in annual work plans, and, as agreed by the South Island Alliance Leadership Team (SI ALT). * To lead and manage programme and project inception from the agreed Regional Health Services workplan. * To work closely with the SI PICS Executive Programme Manager to ensure that the SI PICS workplan and activity requirements are delivered in a timely fashion and of high quality. * To identify and present researched initiatives for discussion and agreement. * To identify risk and act accordingly. * To actively promote collaboration and integration between DHBs, Ministry of Health and other agencies across the South Island Health Sector to achieve the goals of the SI PICS Programme. * To provide a high level of programme education, facilitation and leadership to the SI PICS Programme. * Contribute to the reputation of the South Island Alliance Programme Office as a credible and professional organisation providing support to the 5 South Island DHBs that form the South Island Alliance. | |
| **Key Capabilities** | * An understanding and commitment to the Treaty of Waitangi and its impact on health planning and funding. * Demonstrated extensive knowledge of the New Zealand health sector and ideally to have worked in the health sector. * Have a qualification that is either clinical, technology based, managerial or health related. * Demonstrate knowledge of activity within other sectors that relate to improving health outcomes. * Project management and business change experience, with an emphasis on clinical change projects or health service development projects. * Business Analyst experience in relation to clinical requirements gathering, workflow capture and analysis and the development of technical business requirements. * Delivery of core programme, and, or project documentation including business case development, financial and resource modelling, business benefits and identify key performance measure to monitor the impact of the change. * The ability to identify health service improvements and propose opportunities to align and standardise workflow, process and procedures. * The ability to influence DHBs and other key stakeholders, once a mandate has been agreed. * Excellent inter-personal relationship and teamwork skills, supported by excellent communication and organisational skills. * Demonstrated excellence in outcomes focussed reporting. | |
| **Key Relationships** | **Internal:**   * IS SLA Chair, Portfolio Director, IS SLA Regional Portfolio Manager and IS SLA Portfolio Quality Assurance Lead * South Island Alliance Programme Office Service Level Alliance/Workstream Regional Programme Managers * SIAPO Teams: Workforce Development Hub and Southern Cancer Network * General Manager South Island Alliance Programme Office (SIAPO) * SLA/Workstream Chairs * Membership of IS SLA * South Island Alliance teams * South Island General Managers Planning & Funding Network * South Island DHB Planning and Funding Managers * South Island DHBs Clinical and Management staff * Clinical leads such as DONs, DAHs, DHB Midwifery Leaders * Strategic Planning & Integration Team (SPaIT) * South Island DHB’s ISG teams * South Island DHB’s CIO’s and CFO’s * SIPICS Programme Board members | **External:**   * Maori representatives * Pacifica representatives * Consumer representatives on SLAs and Workstreams * Ministry of Health team’s and other relevant business units * PHO and general practice team members * Other DHB Regional Shared Agencies * NGO organisations * National Network groups * Relevant interagency groups e.g. Education, Social Development * Strategic Partner (Orion Health) * External vendors |

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| **KEY PERFORMANCE OBJECTIVES:** | |
| **Task** | To plan and undertake the Programmes priority areas of work, as outlined in the annual Workplan and as agreed by SI PICS Programme Board members. Priority areas of work may change over time. |
| **Measures** | * Ensure priorities are adequately scoped and agreed prior to commencement. * Ensure agreed deliverables and outputs (including monitoring reports) are achieved and are of high quality. * Work alongside SI PICS Executive Programme Manager to communicate work required towards the Plan. * Effective communication and relationships with key stakeholders are developed and maintained. * Raise issues that may lead to programme or project time lines and outcomes and / or service or financial risk, by reporting to the SI PICS Executive Programme Manager. |
| **Task** | **To lead and manage projects within the agreed Workplan.** |
| **Measures** | * Projects and programmes are led utilising sound project/programme management skills and methodology. * Terms of reference and project / programme objectives for specific initiatives are developed in consultation with the SI PICS Executive Programme Manager. * Work alongside the SI PICS Executive Programme Manager to manage the Workplan deliverables and IS SLA members as required. * Key stakeholders for the programme(s) or project(s) are identified and effective communication (including consultation) and relationships developed and maintained. * Manage the programme(s) and or project(s), its associated initiation activities with subject matter expertise. * Agreed programme and project management tools are used to develop project plans including timeframes, milestones, performance indicators, activities, resource, risk identification/minimisation, financial implications and support overall business case development and the required approval pathways. * Ensure agreed deliverables and outputs (including monitoring reports) are achieved and are of high quality. |
| **Task** | **To report progress against Workplan to key groups within the South Island Alliance.** |
| **Measures** | * Collaboration and integration between DHBs, Ministry of Health, Digital and Technology Group and other agencies is actively promoted. * Timely reports on the objectives and deliverables of agreed initiatives and tasks related to the Programmes are achieved. * Reports are tailored to their audience, are succinct, timely and informative. |
| **TASK** | **Ensure professional working relationships with all stakeholders.** |
| **MEASURE** | * Engage and partner with appropriate DHB staff, SLA/Workstream members and other stakeholders to ensure solutions are fit-for-purpose, align with strategy and meet South Island needs. * Establish and maintain effective working relationships with key SIAPO staff. * Facilitate constructive quality dialogue to mitigate SLA/Workstream or team conflict and communication issues. |
| **Task** | **Contribute to the reputation of the South Island Alliance Programme Office as a credible and professional organisation providing support to the South Island Alliance.** |
| **Measures** | * Represent the South Island Alliance Programme Office in dealings with the Ministry of Health Digital and Technology, the public and the health sector in a way that enhances the perception of South Island Alliance Programme Office as a professional organisation. * Keep up to date with current practice and knowledge in-keeping with the reputation of being a subject matter expert of subject area. * Maintains professional standards of presentation, conduct and relationships with all stakeholders and South Island Alliance Programme Support Office staff. |
| **Task** | **Contribute to team culture and development within the South Island Alliance Programme Office.** |
| **Measure** | * Attend and contribute actively to the South Island Alliance Programme Office team meetings and planning days. * Be an effective and flexible resource to meet the changing work and business needs of South Island Alliance Programme Support Office. * Promote a friendly and supportive team environment that is responsive, accountable and professional, and client focused. |

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*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff Members may be requested to perform job-related tasks other than those specified.*