Australian Government
Australian Digital Health Agency

Position Description

Position title	Program Officer (Aged Care)
Classification	APS5
Location	Brisbane/Sydney/Canberra
UPI number	APS50076

About the Australian Digital Health Agency

The need for a connected healthcare system is greater than ever – one that's accessible, progressive and secure. Better use of data and technology is helping people live healthier lives, with greater control and better access to important health information.

Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the National Digital Health Strategy for Australia, the Australian Digital Health Agency (the Agency) commenced operations on 1 July 2016.

The Agency is responsible for national digital health services and systems, with a focus on engagement, innovation, clinical quality, and safety. Our focus is on getting data and technology to work for patients, consumers and the healthcare professionals who look after them.

Our vision

A healthier future for Australians through connected healthcare.

Our mission

To create a collaborative environment to accelerate adoption and use of innovative digital services and technologies.

Our values

Working together collaboratively   Respect and trust   Transparent   Accountable   Innovative

Australian Digital Health Agency

Division overview

Policy, Programs and Engagement – responsible for external relationships, implementation and change and adoption, as well as being the place of excellence for driving program delivery, reporting and outcomes.

Primary purpose of position

The APS5 Program Officer is accountable under limited direction to perform moderately complex to complex work that assists, supports, and enables project activities across identified work areas within the Agency.

They will organise their workflow and make independent decisions relating to an area of responsibility within a project including the interpretation and application of the Agency's project management policies, framework and procedures.

The officer will have considerable stakeholder management skills and will be responsible for working with key internal and external stakeholders to understand, negotiate and resolve moderately complex to complex matters arising within a project.

They will also:

- Contribute to management of the program.
- Engage with internal and external program stakeholders.
- Prepare, review and edit program documents such as monthly Program Status Reports and updates to Risks and Issues Register.
- Assist in problem solving and project issue resolution.
- Support successful program delivery.

Relevant duties

1. Leadership and Accountability

- Work with other Project team members, stakeholders to understand project vision, relevant goals and how they relate to project delivery; applying a well-developed understanding of the Agency's project management framework, methodologies and activities required to assist and support the Agency's project and reporting requirements.
- Responsible for providing substantial knowledge and understanding of the Agency's project management framework including providing accurate and technical advice for the following project related activities:

  - consultation
  - requirements
  - planning
  - schedules
  - reporting
  - budget
  - quality
  - change control; and
  - administrative and logistical support.

- Assist and support an Agency's project activities to ensure that they are compliant with the assurance and governance processes for policy, security, clinical safety, and design; monitoring progress, gathering information to produce monthly project status reports and other key projects documentation.
- Accountable to coordinate and assist project managers and project team leaders to develop and maintain project risk and issue registers; identifying and reporting variances and issues; providing assistance and coordination for risk mitigation, response and treatment actions.

2. Management Diversity and Span

- Contribute and provide support to monitor, track and report on the status of project deliverables to ensure schedules, cost and quality metrics are in line with approved project plans.
- Participate in the implementation of work plans and the setting of tasks and priorities to progress project outcomes, changes, and enhancements; ensuring resource availability and allocation is identified.

3. Job Context and Environment

- Support the review of project activities to ensure risks and issues related to a project are identified, assessed and are in alignment with applicable Agency frameworks.
- Work with project delivery teams to track progress and compliance against the requirements contained in detailed program, project, governance, communication and reporting plans.
- Maintain awareness of the mid and longer-term project outcomes; supporting the adjustment of work priorities for any changes directed by the project manager that are made to be in line with changes to Agency priorities.

4. Independence and decision-making

- Work independently or under limited guidance in relation to their area of responsibility within a project; ensuring established Agency project priorities, framework, and methodologies to deliver quality outcomes ensuring project tools, templates and processes are adhered to.
- Make decisions; taking direction from project managers on issues that concern a variety of project activities that affect own work area and may affect the project.
- Identify problems or issues to make decisions that involve moderately complex to complex activities with area of responsibility, selecting the appropriate course of action.

5. Stakeholder Management

- Develop and maintain relationships with stakeholders to achieve project outcomes; anticipating and responding to their needs and expectations ensuring stakeholder expectations are clearly articulated, documented, and understood by the project delivery team.
- Communicate and negotiate with project stakeholders; working under limited direction to deal with moderately complex and complex matters requiring persuasion and sensitivity to resolve; referring more complex matters to an appropriate manager when necessary.

Essential requirements

Ability to obtain and maintain a security clearance at a level designated by the Agency on request

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

Australian Digital Health Agency

Capabilities

These capabilities are in line with the Australian Public Service Commission integrated leadership system which can be found on the [Australian Public Service Commission website](#).

Working in the APS

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct.