



Position Description

Position title	Project Officer
Classification	APS6
Division	Multiple divisions
Location	Brisbane/Sydney/Canberra
UPI number	Several
Date of approval	11 November 2021
Category	Project Management
Job evaluation reference	JER_301_10/21
Agency website	https://www.digitalhealth.gov.au/

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 values



Working together
collaboratively



Respect and
trust



Transparent



Accountable



Innovative

Division overview

Digital strategy – responsible for national digital health design and strategy, underpinned by strong clinical governance and digital health standards.

Digital 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.

Technology services – responsible for the operation of high quality, trusted, reliable and secure national digital health infrastructure and health support systems.

Primary purpose of position

APS6 Project Officers at Australian Digital Health Agency (the Agency) are accountable, under limited direction, to perform complex work that supports, coordinates and enables project activities across identified work areas within the Agency.

Various Project Officer roles are available across the various Branches in the Agency. The ideal candidates will exercise both initiative and judgment in the application of project and operations management practices and procedures in order to provide relevant technical, professional, and/or policy advice in relation to complex problems.

Project, program and/or operations work may be internally focused or externally focused, as such the APS6 Project Officers will have strong stakeholder engagement skills and will be responsible for working with key internal and external stakeholders to understand, negotiate and resolve complex, difficult or sensitive issues arising within a project/program.

Project Officers may require, and/or be able to develop, additional section specific knowledge to be able to successfully deliver outcomes; as such the ability to apply knowledge or quickly develop an understanding of business is key for these roles.

Relevant duties

1. Leadership and Accountability

- Acquire, maintain and apply an in-depth knowledge of the Agency's project and operations management framework, methodologies and activities required to coordinate and support the Agency's project and reporting requirements.
- Provide expertise and technical knowledge in the Agency's project and/or operations management framework including the provision of accurate and specialised advice for project related activities including consultation, planning, schedules, reporting, change control, and administrative and logistical support.
- Provide the coordination and support to ensure an Agency's project and operations 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 provide a high level of support to project and operational managers 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.

- Manage contracts, service agreements and purchase orders; monitor expenditure and emerging issues that may impact on Agency priorities engaging with risk and undertaking risk management activities for area of responsibility, ensuring compliance and delivery of outcomes.

2. Management Diversity and Span

- Coordinate and provide support to monitor, track and report on the status of project, program and operational deliverables to ensure schedules, cost and quality metrics are in line with approved project plans.
- Responsible for implementing work plans, setting tasks and priorities to implement project, program and operational outcomes, changes and enhancements; ensuring resource availability and allocation.

3. Job Context and Environment

- Conducting reviews to ensure risks and issues related to projects, programs and/or operations under their responsibility are identified, assessed and mitigated and are in alignment with applicable Agency frameworks.
- Provide a range of administration, project, program, support services to facilitate the delivery of outcomes within the Branch.
- Work with teams, partners and/or clients to track progress and compliance against the requirements contained in detailed program, project, governance, communication and reporting plans.
- Monitor and maintain awareness of the mid and longer-term project, program and operational outcomes; adjusting work priorities in line with assigned authority for any changes to Agency priorities.
- Identify what needs to be done following an in-depth analysis of the issues; advising project and program managers on options and appropriate courses of action to take for the more complex changes.

4. Independence and decision-making

- Work with independence, subject to limited direction against established Agency project and operational priorities, framework and methodologies to deliver quality outcomes ensuring project tools, templates and processes are adhered to.
- Make decisions within the documented program, project and/or operations plans, taking direction from managers on activities and requirements that have considerably more complexity and sensitivity.
- Research, anticipate and analyse activities to identify business needs, particularly those that may be conflicting. Manage and negotiate resolutions to complex or sensitive issues or use judgement to escalate.
- Prepare reports, analyse trends and write briefing papers for executives to support evidence-based decision making

5. Stakeholder Management

- Manage relationships with internal and external stakeholders to achieve project(s), operations, work area and agency goals; 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 stakeholders; working under limited direction to deal with complex and contentious matters requiring persuasion and sensitivity to minimise oppositions and maximise acceptance and cooperation.

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.

Qualifications

Relevant Qualifications and/or necessary experience aligned to section/branch operational requirements will be highly regarded