



Role description

Principal Project Officer, Programs

Status	Permanent and fixed term temporary full time	Job ad reference	CEQ575336
Branch and Division	Patient Safety and Quality Clinical Excellence Queensland	Contact details	Rachelle Parker (07) 2100 9426 rachelle.parker@health.qld.gov.au
Classification	AO7	Salary range	\$132,072 - \$141,738 per annum + super
Location	Herston	Closing date	Wednesday, 17 th July 2024

Your opportunity

The Department of Health (the Department) has a diverse set of responsibilities, and a common purpose of providing highly effective health system leadership. The Department is responsible for the overall strategic leadership and direction of the public health system in Queensland. We strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace.

About Clinical Excellence Queensland

Clinical Excellence Queensland (CEQ) has a mission to partner with health services, clinicians and consumers to drive measurable improvement in patient care through the continual pursuit of excellence. CEQ is committed to a client-first approach; through building strong relationships and understanding the needs and aspirations of our clients, we are best able to achieve our mission.

The role of the Clinical Excellence Queensland (CEQ) is to drive the patient safety, quality improvement and clinical improvement agendas for the Queensland health system. It will achieve this by identifying, monitoring and promoting improvements in the quality of health services delivered by service providers (both Hospital and Health Services and private health facilities, globally and within Queensland), and support and facilitate the dissemination of best-practice clinical standards and processes that achieve better outcomes for patients. The quality improvement agenda is actively supported by a significant research agenda. The Division is also accountable for setting and supporting the direction for mental health, alcohol and other drug services in Queensland, as well monitoring and reporting on performance.

CEQ is the conduit for the Clinical Senate and Clinical Networks to engage with the Department and provides professional leadership for clinicians through the Office of the Chief Dental Officer, Office of the Chief Nurse and Midwifery Officer, Office of the Chief Allied Health Officer, and Office of the Chief Medical Officer. Also located within the division is the Chief Psychiatrist, as well as the Chief Medical Officer.

The Clinical Excellence Queensland is comprised of the following branches / offices:

- **Office of the Deputy Director-General** - The Office is the point of liaison between the division, the Office of the Director-General and the Minister for Health and Minister for Ambulance Services and maintains high-level relationships with senior officers and key stakeholders within and external to the Department of Health.

- **Office of Prisoner Health & Wellbeing** - provides statewide leadership and is a coordination point for Queensland Health-provided primary healthcare services for people in Queensland Corrective Services custody. The Office facilitates the development and coordination of statewide policies, plans, funding proposals, and information management systems, and participates in quality, research and service re-design activities.
- **Office of the Chief Allied Health Officer** – leads the development, implementation and evaluation of strategies to ensure an appropriately skilled allied health workforce meets the current and future health service needs of Queensland.
- **Office of the Chief Medical Officer** – responsible for providing Statewide strategic leadership and advice on medical professionalism, excellence in clinical performance and medical professional workforce education and training.
- **Healthcare Improvement Unit** – is responsible for driving systems improvement and reform by working collaboratively with Queensland’s Clinical Networks, Hospital and Health Services and other system leaders to explore opportunities to improve access to healthcare.
- **Mental Health, Alcohol and Other Drugs Branch** – supports the state-wide development, delivery and enhancement of the specialist areas of mental health and alcohol and other drugs treatment in Queensland. This includes responsibility for administering the Mental Health Act 2016 and a comprehensive program of information management to support clinical care, service improvement, planning, purchasing and building the evidence base.
- **Office of the Chief Dental Officer** – provides expertise and strategic leadership in oral health and responsible for monitoring oral health services in Queensland to ensure high quality accessible care of Queenslanders.
- **Office of the Chief Nursing and Midwifery Officer** – provides overall professional and industry advice for nursing and midwifery. The office leads, advocates and supports nurses and midwives to provide quality, safe care for Queensland communities through policy, direction and regulation.
- **Patient Safety and Quality** – monitors and supports Hospital and Health Services in minimising patient harm, reducing unwarranted variation in health care and achieving high quality patient-centered care.
- **Office of Rural & Remote Health** – provides a strong voice in the development of Statewide policy, strategy and planning, and to foster stronger and more resilient health care in Queensland’s rural and remote communities. The ORRH is a distributed Branch with offices in Cairns, Townsville and Brisbane with staff also located in Emerald and Proserpine.

Our values

Our values are those of the Queensland public service



Customers First



Ideas into action



Unleash potential



Be courageous



Empower people

These five values underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.

About the role

Purpose

The purpose of this position is to manage the design and development of large-scale statewide patient safety tools and education products (such as tools related to the National Safety and Quality Health Service Standards), including digital tools, to achieve business objectives, ensuring successful completion within agreed performance criteria to enable enhanced health service delivery.

Your key responsibilities

- Fulfil the responsibilities of this role in accordance with Queensland Health's core values, as outlined above.
- Manage the development, coordination, implementation and ongoing maintenance of patient safety tools and education products, including digital tools, designated to this role in line with project management and change management methodologies.
- Promote and ensure the use of appropriate project management and change management techniques, methodologies and tools, including benefits realisation and risk and issue management, to ensure quality project outcomes are delivered.
- Oversee and manage the monitoring and reporting of project related trends and performance against project plans and schedules.
- Manage, analyse and evaluate project activities to ensure alignment with corporate goals within a project management framework.
- Prepare and disseminate high quality project documentation including project management plans and materials for specific project activities associated with achieving project objectives.
- Provide advice and guidance to stakeholders and senior management on specific issues relating to the project's assigned area of responsibility.
- Initiate, develop and maintain networks with and between internal and external stakeholders and facilitate effective communications.
- Proactively identify external trends and developments in practice and consider relevance and benefits of application to the department.
- Proactively continue to develop own technical knowledge and expertise to serve the functions of the role and the environment.
- Provide authoritative advice to senior and executive management using effective written communications skills in the development of correspondence, Departmental and Ministerial Briefings, and reports.
- Comply with and utilise contemporary human resource practices and policies including workplace health and safety, ethical behaviour, equal employment opportunity and anti-discrimination, and commitment to their implementation consistent with the mission, vision, values and strategic intent of Queensland Health.
- Adhere to defined service quality standards, health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.

Reporting/work relationships

The position reports to Manager, Programs.

The number of direct reports are nil.

Mandatory qualifications, registrations and other requirements

- While not mandatory, a clinical background or relevant qualification would be well regarded.

Role fit

The essential requirements for this role are:

- Proven experience in the management of large-scale complex projects through all phases of the project life cycle in a clinical environment applying project management and change management methodologies.
- Experience in stakeholder relationship management to support effective business change, including the ability to initiate relationships and influence key stakeholders.
- Proven effective written communication skills including the ability to prepare timely, accurate, responsive and well organised briefings and reports.
- Demonstrated high level analytical, planning and evaluation skills including the ability to effectively integrate related activities to achieve project deliverables and outcomes.

Behavioural Competencies Required

We are all leaders in the Department of Health, regardless of role or classification level. The department is committed to leadership at all levels of our organisation, in this role you will be required to display the following leadership behaviours:

- *Leads change in complex environments: Embraces change and leads with focus and optimism in an environment of complexity and ambiguity*
- *Builds enduring relationships: Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes*
- *Drives accountability and outcomes: Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency*
- *Demonstrates sound governance: Maintains a high standard of practice through governance and risk management.*

How to apply

Please provide the following information to the panel to assess your suitability:

- A short-written response (maximum 1-2 pages, dot points acceptable) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key responsibilities and meet the skill requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years. It is preferable to include your current, immediate or past supervisor.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact person.
- Applications will remain current for 12 months or for the duration of the vacancy. Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.

Additional information

Discover more about working at the Department [here](#). Of note:

- The information you provide as an applicant is used in adherence with the *Information Privacy Act 2009*
- All roles within the Department are subject to employment screening.
- The nominated applicant will be required to disclose any serious disciplinary action taken against them in the Queensland public sector.
- To be appointed permanently, you must be an Australian citizen, have permanent residency status or have a visa permitting you to work permanently in Australia. For temporary appointments, you must have a visa permitting you to work for the length of the temporary appointment.
- The Department aims to maintain a safe, healthy and secure work environment for all employees, clients, visitors and contractors. Achieving this aim is the responsibility of all.
- Applicants may be required to disclose any pre-existing injury or medical condition of which they suspect would be aggravated by performing the role. Details are available in section 571 of the Workers' Compensation and Rehabilitation Act 2003 (<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027#ch.14-pt.1-div.1>)
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote [human rights](#) and [diversity](#). We encourage everyone to apply for our advertised roles, irrespective of gender, ethnicity, age, language, sexual orientation, and disability or family responsibilities. We recognise the value of diverse backgrounds, experiences and perspectives.
- The Department values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of the Department must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. The Department of Health is an equal opportunity employer.

To demonstrate support for a safe, secure and supportive workplace, the Department is a White Ribbon Australia accredited workplace. For more information visit [here](#).

- The Department acknowledges the challenge for its staff in balancing work, family and community life successfully. To help them achieve this, we encourage conversations between managers and staff about implementing [flexible working arrangements](#) to manage their paid work commitments with their career goals, personal, community and cultural responsibilities. Through flexible working arrangements, there is an opportunity to match the individual's requirements with those of the workplace to achieve agreed work goals and objectives.