

Role Description

Program Lead – eviQ Education



Cancer
Institute

Cluster	NSW Health
Agency	Cancer Institute NSW
Division	Cancer Services and Information
Location	Australian Technology Park
Classification/Grade/Band	Health Manager Level 4
Kind of Employment	Ongoing
ANZSCO Code	2119192
Role Number	679499
PCAT Code	139999
Date of Approval	August 2019
Agency Website	www.cancer.nsw.gov.au

Overview

The Cancer Institute NSW is Australia's first statewide cancer control agency, established to lessen the impact of cancer in NSW. The Institute supports and promotes best practice; working to ensure people across the state, no matter where they live, are provided the same high quality treatment and care that is vital to optimising the outcomes and quality of life for people diagnosed with cancer.

Driven by the purpose and objectives of the NSW Cancer Plan, the Institute continuously works to:

- reduce the incidence of cancer
- increase the survival rate for people with cancer
- improve the quality of life of people living with cancer
- provide a source of expertise on cancer control for the government, health service providers, medical researchers and the general community.

In order to achieve this, the Institute engages with the community, health professionals, researchers, governments and non-government organisations to:

- provide information, resources and advice about preventing cancer
- promote the importance of early detection through cancer screening programs
- provide grants that build research capacity and foster innovation in, and translation of, cancer research
- maintain quality information repositories about cancer in NSW to inform future policy and health planning
- establish partnerships with cancer healthcare professionals to develop and evaluate programs to improve the quality of cancer treatment and care in NSW

The Web-based Cancer Resources team in the Cancer Services and Information Division is responsible for the delivery of a number of web-based resources used by healthcare providers, patients and other health agencies and organisations. These web-based resources include eviQ Education, eviQ, Patient Information and Patient Reported Measures. eviQ Education provides cancer education resources to clinicians and health professionals around Australia and globally.

Primary purpose of the role

Lead, manage, implement and monitor the governance, scheduling, resourcing, financial management and quality control for the eviQ Education program. This role will drive the development and implementation of the eviQ Education program strategy, key organisational goals and objectives, ensuring that deliverables are evidence based, meet the health communities requirements, are of high quality, on time and on budget. Integral to this purpose is to develop and maintain relationships with key internal and external stakeholders to cultivate greater engagement within and between the Cancer Institute NSW, the cancer system, service providers/organisations and communities.

Key accountabilities

- Lead the project scoping and development activities to support the delivery of high quality activities in line with the Divisional Strategy
- Lead the ongoing development and enhancements of divisional projects in collaboration with key internal and external stakeholders to ensure the successful delivery of activities in line with the program strategies and the Divisional objectives
- Build and maintain relationships with key internal and external stakeholders and providers and non-government or peak bodies to facilitate their optimal engagement in and contribution to program activities and to support the implementation of program initiatives
- Keep abreast of current evidence, developments and emerging trends to proactively identify and communicate issues and opportunities that may impact and enhance the program
- Oversee and guide the preparation of accurate project and program documentation including status updates, reports, budgets and discussion papers to communicate program achievements and direction and keep stakeholders informed and up to date
- Oversee program governance, risk management, quality assurance and monitoring and evaluation activities, including the development, implementation and monitoring of appropriate frameworks; communication of issues and risks to key stakeholders; and, forecasting, mitigating and resolving issues and risks to support the delivery of high quality programs and projects in line with community needs and Institute objectives
- Provide expert advice on the development of evidence-based resources to support state-wide cancer treatment and care initiatives
- Provide leadership, coaching and mentoring to direct reports, monitor and appraise work performance and facilitate their ongoing professional development.

Key challenges

- Developing effective relationships and collaborative working arrangements with a diverse range of internal and external stakeholders, given the difficulties in working to improve access and equity and the potential for conflicting interests and agendas
- Managing the implementation of projects and activities that promote significant change to ways of working both within and external to the Cancer Institute NSW
- Ensuring the integrity of the governance processes, given the complexity of the health environment and multiple stakeholders
- Working within the limitations of the role and managing expectations from external stakeholders regarding what can and cannot be actioned by the Cancer Institute NSW in its role as a cancer control organization (rather than direct service provider)
- Working with external stakeholders at all levels, from Chief Executives to community workers and consumers, given the varying interests and priorities.

Key relationships

Who	Why
Internal	
Manager Web-based Cancer Resources	Discuss priorities, receive direction, receive and respond to feedback, provide advice and recommendations
Direct Reports	Manage performance, provide directions, work allocation and feedback; contribute to the professional development of project team members by providing performance management and coaching where relevant
Cancer Services and Information, Cancer Screening and Prevention and Strategic Research Investment Divisions	Liaise with regarding health community stakeholder requirements to inform program development and implementation
Cancer Institute NSW Staff	Participate in meetings and forums to share information and identify opportunities for collaboration
External	
Health Community	Provide and exchange information on program progress and issues, present outcomes, obtain feedback and input; enable effective communication and information sharing, manage expectations, ensure program delivery and identify opportunities

Role dimensions

Decision making

- Accountable for determining and managing own and project teams priorities and workload and managing project teams
- Responsible for allocating resources, monitoring team performance and delivering projects and programs within agreed timeframes, budgets and quality standards
- Exercises discretion and judgement in providing advice and responding to enquiries and correspondence, escalating any contentious issues to supervisor
- Operates with a significant level of autonomy in respect to stakeholder relationship management and is expected to facilitate and foster appropriate stakeholder and community contribution and engagement

Reporting line

The Program Lead – eviQ Education reports to Manager Web-Based Cancer Resources

Direct reports

The Program Lead – eviQ Education has 3+ direct reports

Budget/Expenditure

N/A

Essential requirements






- Demonstrated experience in engaging stakeholders from clinical, education, communication and IT environments
- Demonstrated experience in managing state-wide and/or large scale education programs
- Understanding of the NSW Health system
- Tertiary qualifications in health or equivalent professional experience.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Advanced
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Value Diversity	Intermediate	<ul style="list-style-type: none"> Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints Seek input from others who may have different perspectives and needs Adapt well in diverse environments
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Advanced	<p>organisational outcomes</p> <ul style="list-style-type: none"> • Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes