

# Role Description

## Program Lead – Web-Based Cancer Resources



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	139999
Role Number	700024
PCAT Code	2119192
Date of Approval	June 2019
Agency Website	<a href="https://www.cancer.nsw.gov.au/">https://www.cancer.nsw.gov.au/</a>

### 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.

The Web-Based Cancer Resources Team is a large team in the Cancer Services and Information Division that is responsible for the delivery of a number of web-based cancer resources used by healthcare providers, patients and other health agencies and organisations. These web-based resources include eviQ, eviQ Education, Canrefer, Patient Information and Patient Reported Measures solution.

## Primary purpose of the role

Lead, manage, implement and monitor the governance, scheduling, resourcing, financial management and quality control systems and activities for a wide range of programs for the Division. This role will drive the development and implementation of the programs strategy, key organisational goals and objectives to ensure that programs are evidence-based, deliverables meet health community requirements and are delivered to a high standard, on time and on budget.

## 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 facilitate the identification and prioritisation of work to ensure the successful delivery of activities in line with the program strategies and the Divisional objectives
- Build and maintain relationships with key stakeholders and providers and non-government or peak bodies to facilitate their optimal engagement in and contribution to activities and to support the implementation of State-wide initiatives
- Keep abreast of current developments and emerging trends to proactively identify and communicate issues and opportunities that may impact and enhance the programs
- 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 and quality assurance 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.

## 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 bring 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.

## Key relationships

Who	Why
<b>Internal</b>	
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 on assigned health community accounts
<b>External</b>	
Health Community	Provide and exchange information on project progress and issues, present project outcomes, obtain feedback and input; enable effective communication and information sharing, manage expectations, ensure project 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 – Web-Based Cancer Resources reports to Manager Web-Based Cancer Resources

### Direct reports

The Program Lead – Web-Based Cancer Resources has 4+ direct reports

### Budget/Expenditure

N/A

## Essential requirements

- Demonstrated experience in engaging stakeholders from a clinical and IT environment
- Demonstrated experience in managing state-wide or large scale 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](http://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
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Adept
	Manage Self	Adept
	<b>Value Diversity</b>	<b>Intermediate</b>
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
 <b>Results</b>	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Advanced</b>
 <b>People Management</b>	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	<b>Optimise Business Outcomes</b>	<b>Adept</b>
	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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Value Diversity	Intermediate	<ul style="list-style-type: none"> <li>Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</li> <li>Seek input from others who may have different perspectives and needs</li> <li>Adapt well in diverse environments</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>Drive a culture of achievement and acknowledge input of others</li> <li>Investigate and create opportunities to enhance the achievement of organisational objectives</li> <li>Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>Control output of business unit to ensure government outcomes are achieved within budget</li> <li>Progress organisational priorities and ensure effective acquisition and use of resources</li> <li>Seek and apply the expertise of key individuals to achieve</li> </ul>

## NSW Public Sector Capability Framework

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