



Royal Far West
Children's health, country-wide

Name:

Position Title:

Program Manager – Pediatric
Development Program (PDP)

Reports to:

Head of Programs

Direct reports:

Intake Officer

Key Relationships:

Health Director, Clinical Director,
Clinical Services Manager, Clinical
Team Managers and Team Leaders,
Head of Research and Service
Innovation, Head of Service
Partnerships, Clinical Governance
Manager RFW School.
External stakeholders as appropriate

About Royal Far West

Royal Far West is a Manly based non-government organisation that provides multidisciplinary health and wellbeing services for children from rural and remote NSW with developmental, behavioural, learning and mental health difficulties.

Royal Far West Vision

Healthy country children

Royal Far West Mission

To improve the health and wellbeing of children and young people who live in rural and remote communities.

Royal Far West Values

Respect: We value diversity and are sensitive in relationship and to differences.

Integrity: We are open, honest and accountable. We do what we say we will do.

Care: We foster an environment that is supportive and without judgement.

Energy: we apply ourselves energetically, are resilient and encourage innovation.

Program Manager - Paediatric Developmental Program

Purpose of the Position

Reporting to the Head of Programs this role is responsible for managing the delivery of the Paediatric Developmental Program (PDP), ensuring that it is well resourced, running effectively, and delivering clinically sound services in line with performance targets and budget.

The Paediatric Developmental Program (PDP) is a specialist health service providing assessment, diagnosis and treatment for children from country NSW with complex developmental needs. It is a benevolent service for country families who do not have access to services locally and need specialist support. The family (or carer) accompanies the child to Royal Far West in Manly for a week-long visit where they access clinical appointments, attend the Royal Far West School and recreational activities.

The Program Manager - PDP is responsible for the planning and delivery of the PDP, in line with RFW's strategic direction. It plays a critical role in ensuring the program is tracking in line with budget, is well resourced and delivering an evidence based, clinically effective program. Responding to research and changing program needs the organisation is currently undertaking a widescale review of the delivery of this program and the Program Manager - PDP will have the unique opportunity to work with the redesign team to shape the program and optimise impact.

Key responsibilities:

- Oversee effective delivery of the PDP and manage performance against volume, finance and quality indicators – overall and for individual service contracts / grants, together with the Service Partnerships team).
- Ensure appropriate client flow and create a high performing, positive and supportive culture with a strong child and family focus.
- Work closely with the PDP Redesign Lead to ensure smooth roll out of the new assessment model and taking a lead in the design, testing and roll out of a revised review/intervention model.
- Annual and quarterly planning and forecasting for the PDP, including monitoring against quarterly KPIs.
- Work closely with medical, allied health and support teams to ensure that resourcing requirements are delivered together with high quality and customer orientated service delivery.
- Develop and implement processes to improve quality and efficiency
- Actively manage the program budget, reviewing monthly financial reports and identifying any actions required to keep the program on budget.
- Provide regular reporting on program performance, risks and opportunities and drive continued improvement within our programs – including planning and development of a new operational reporting suite.
- Provide guidance on the day to day support and technical delivery and operational issues relating to the PDP Program

Essential Criteria

- Tertiary qualifications in management, business, clinical or public health
- A minimum of 5 years' experience in a relevant program or project management role
- Relevant clinical background OR experience managing a clinical program of a similar nature
- Superior interpersonal, engagement and relationship building skills with a proven ability to build collaborative relationships with a wide range of internal and external clients, partners and stakeholders
- Demonstrated experience in managing complex projects and teams in a health sector or similar setting
- Demonstrated experience in managing a program budget and controlling expenses against revenue
- A track record in delivering on outputs and outcomes on time, to a high standard and in line with budget expectations
- Demonstrated understanding of rural and remote communities, service delivery and cultural safety
- Demonstrated ability to exercise judgment, maturity, initiative, and diplomacy in professional approach.
- Ability to travel as required.

Desirable Criteria for the role:

- Relevant experience working within a community health setting providing developmental paediatric, disability and/or Child & Adolescent Mental Health Services
- Experience in managing an allied health program or team
- Experience in the not-for-profit sector

Personal Qualities

- Results orientated.
- Clear communicator
- Adaptable, flexible and resilient.
- Self-starter, confident in decision making, inclusive.
- Energy, initiative, commitment to teamwork and collaboration, focus on outcomes and respect for others.

KEY COMPETENCIES

Core Attributes / Leadership Skills	Anticipated behaviours and attitudes - examples
Results Orientation	is consistently one of the top performers, bottom line oriented, steadfastly pushes self and others for results
Strategic Agility	keeps an eye on the big picture, accurately scopes out the length and difficulty of tasks, sees ahead clearly, is future oriented, can create competitive and break-through strategies
Planning	breaks down work into the process steps, develops schedules and tasks people to achieve specific assignments, anticipates

	and adjusts for problems and roadblocks, measures performance against goals, evaluates results
Priority Setting	spends time and the time of others on what's important, focusses on critical issues and puts trivial issues aside, creates focus, eliminates roadblocks
Customer Focus	focuses equally on internal and external customers, has a strong "service ethic", willing to go the extra mile
Leadership Qualities	is good at establishing clear direction, brings out the best in people, maintains two-way dialogue with others on work and results, and sets objectives. Shows initiative, integrity, enthusiasm, zeal, instils trust, stretches the goals, is "caring and sharing" and interested in people
Organisational Alignment	has corporate initiative, accepting of change, seeks to grow and improve (contribute to) the enterprise as a whole, regardless of position
Communication	has strong written and verbal, presentation and facilitation skills
Problem Solving	uses rigorous logic to solve difficult problems, gets effective solutions, is collaborative, inclusive, acceptable, is skilled at honest analysis
Team Work	considers best interests of the team ahead of self, best solution, encourages input and responsibility of others, delegates and supports, relates well to all types of people, builds appropriate rapport
Self Confidence	is willing to take on new responsibilities, confronts and deals with issues & problems with confidence, willing to take measured risks
Professional Demeanour	displays good personal presentation, sound professional ethics, and appropriate personal behaviours, is resilient.
Openness to Feedback and Suggestions	is willing to see alternatives, willing to accept criticism and uses it for development
Time Management	sets priorities and achieves goals in given time, efficient with use of own and others' time

KEY RESPONSIBILITIES

1. Technical Skills	<p><u>Strategy, Planning and Forecasting</u></p> <ul style="list-style-type: none"> - Complete annual and quarterly planning for the PDP, setting annual objectives, targets and forecasting client and service numbers, and resource requirements - Participate in the setting of program budgets and revenue targets and then actively monitor to ensure delivery - Identify and secure clinical resources required to deliver the program with the Clinical Managers - Lead prioritisation of service delivery commitments - Set program strategy together with key internal stakeholders and create supporting operations plans. - Actively contribute to the PDP redesign including leading the development and roll out of a revised intervention model. <p><u>Program Delivery and Performance</u></p> <ul style="list-style-type: none"> - Monitor the performance of the PDP against key volume, finance and quality indicators overall, including:
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	<ul style="list-style-type: none"> o Client and service volumes o Client experience (parents/carers, teachers) o Quality and outcomes measures o Cancellations o Data quality (mandatory data complete on time and accurate across Telecare services) o Clinical utilisation o Clinical audit results. o Financial performance <ul style="list-style-type: none"> - Develop and maintain documentation related to the PDP and its operations. - Develop program guidelines and work with the Clinical Governance Manager and Clinical Services Manager to monitor quality and safety standards - Actively manage the program budget, reviewing monthly financial reports and identifying any actions required to keep the program on budget - Regular reporting on program performance to the Directorate and the Executive. <p><u>Day to day management</u></p> <ul style="list-style-type: none"> - Provide support and guidance on technical, delivery and operational issues relating to the PDP - Ensure scheduling is completed, sessions are resourced and delivery of sessions is tracking - With the Clinical Leadership team manage, support and empower PDP staff to ensure a high-quality program which is delivered on time, within budget, safely, effectively. <p><u>Other</u></p> <ul style="list-style-type: none"> - Perform other duties that are within the skills, competence and training of the position holder and peripheral to the position.
2. Professional Development	<ul style="list-style-type: none"> - Participate in identifying professional development and training needs and attend professional development activities as required, and support team to do the same. - Attend all mandatory training sessions provided by the organisation and is actively involved in other training and development as required. - Evaluate own performance to identify strengths and areas where professional growth can occur.
3. WHS	<ul style="list-style-type: none"> - Report any incidents/hazards within 24 hours via the incident reporting tool on LUCY. - In the event of a workplace injury occurring, cooperate fully with the Return to Work Coordinator, Manager and treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehab program.

	<ul style="list-style-type: none"> - Comply with WHS statutory requirements and local WHS policy, programs and procedures.
4. Communication	<ul style="list-style-type: none"> - Maintain effective communication with all staff and relevant organisations. - Adapt communication style and identify strategies to improve communication effectiveness. - Ensure management is made aware of any significant issues/incidents in a timely and appropriate manner.
5. Risk Management	<ul style="list-style-type: none"> - Proactively flag risks to the PDP at the earliest possible time - Adhere to Royal Far West's policies and procedures, ensuring that services are provided in accordance with Royal Far West's policies and procedures. - Ensure that all data reporting requirements associated with the position are complied with. - Maintain professional standards in accordance with relevant professional body. - Maintain a high standard of administrative procedures and professional and ethical practice both individually and as a member of the team. - Ensure confidentiality in accordance with professional standards and RFW policy. - Understand, adhere to and respect clients' rights to confidentiality, privacy and dignity.
6. Quality Improvement	<ul style="list-style-type: none"> - Identify and implement initiatives to improve efficiency and quality for the PDP - Develop, implement and evaluate relevant RFW policies and procedures, quality standards and compliance levels - Demonstrate commitment to clinical governance and continuous improvement - Actively participate in quality improvement initiatives - Contribute to the Accreditation process, including identifying, developing, implementing and evaluating quality improvement activities.
7. Human Resources	<ul style="list-style-type: none"> - Manage and support the Intake Officer, Administration and Recreation teams maintaining a high performing culture that delivers exceptional, client-focussed results - Coordinate induction of new team members and performance of team - Manage staff grievances in consultation with the Human Resources Manager and relevant director. - Operate within Delegation of Authority as per the RFW Delegations Manual. - Demonstrate sound human resources practices and change management.
8. Financial Management	<ul style="list-style-type: none"> - Function within allocated budgets and agreed financial strategies/targets.

- Operate within Delegation of Authority as per the RFW Delegations Manual.

Royal Far West Authorisation

Authorised by: _____

Health Director

Employee Declaration

I have read this Position Description, I understand the position requirements and position demands and agree that I can fulfil its function to the standards outlined.

I agree to comply with all relevant policies.

I understand that other duties may be directed from time to time and that I may be required to work in any area under the jurisdiction of the Board of Royal Far West.

I also agree to strictly observe the policy on confidentiality of information of staff and client information and other sensitive or confidential information that I may come across in the course of my employment.

I am not aware of any reason, which might interfere with my ability to perform the inherent requirements and demands of this position.

Employee Name: _____

Employee Signature: _____ Date: _____