

POSITION DESCRIPTION

POSITION DETAILS

Position Title:	PROGRAM MANAGER CANCER SERVICE PERFORMANCE
Position Number:	
Division:	Cancer Serves & Education
Classification & Grade:	Health Service Manager Level 5
Reports to:	Director Cancer Services & Education
Positions reporting to this position:	5
Location:	Australian Technology Park, Sydney
Date:	JANUARY 2010

Primary Purpose of the Position

Manage the funding of key area health service delivered programs that improve the quality of cancer service to patients and clinicians including negotiating the funding agreement with key stakeholders, developing quality performance framework for cancer services, developing and managing effective partnerships and collaborative working relationships with key internal clients, overseeing the operations of the tumour specific Cancer Networks and leading a team of specialists to provide high levels of professional service.

Organisational Context

The Cancer Institute NSW was established in 2003 to improve the effectiveness of the fight against cancer in NSW, by increasing the cancer survival rate, reducing the incidence of cancer, improving quality of life for patients & carers and acting as a source of expertise on cancer control.

The Cancer Institute NSW, established through the *Cancer Institute (NSW) Act 2003*, is directly accountable to Parliament through the Minister for Health and the Minister Assisting the Minister for Health (Cancer). The Cancer Institute NSW is administered by the Board, which includes the Chief Cancer Officer, and the Board is in turn supported by the staff and expert advisory committees. The Board is responsible for setting the Cancer Institute's overall policy direction in line with its statutory objectives, and determining priorities for cancer control so that resource allocation is well targeted. The Board consists of 10 members, including the Chief Cancer Officer, and is appointed by the Minister.

The Cancer Institute NSW consists of five divisions (Cancer Prevention, Cancer Screening, Clinical Services and Education, Cancer Research and Cancer Information and Registries) and a corporate support group (Senior Executive, Finance and Administration, Human Resources, Communications and Information and Technology)

Key Accountabilities

- Manage the funding of key area health service delivered programs that improve the quality of cancer service to patients and clinicians, consistent with the relevant strategic outcomes of the NSW Cancer Plan 2007 – 2010 and subsequent Cancer Plans.
- Negotiate the block funding agreement with key stakeholders, in particular with Area Health Services to ensure the optimal allocation of funds in line with key, strategic clinical cancer program initiatives. Outline the specific performance targets against the Cancer Plan and aligned to key funded positions through the Clinical Infrastructure Program
- Work in partnership with key state and federal organisations including the Clinical Excellence Commission, the Quality and Safety Branch of the NSW Department of Health, Cancer Australia to

ensure program development complies with both state and national clinical standards and reflects best practice.

- Develop quality performance framework for cancer services for application across all programs ensuring alignment with the NSW Department of Health's performance management framework – August 2009.
- Develop and manage the reporting, monitoring and evaluation of Cancer services in NSW against the performance management framework
- Develop and implement a reporting framework aligning the allocation of funding to specific programs and the achievement of required outcomes in collaboration with Area Health Services.
- Develop and manage effective partnerships and collaborative working relationships with key internal clients, including eviQ, the Cancer Information and registries Division to achieve their optimal and contribution to program development, monitoring and evaluation and to participate in cross branch/divisional projects.
- Oversee the operations of the tumour specific Cancer Networks including fostering the application of best evidence based clinical practice on a consistent basis to support the delivery of high quality information and services to cancer patients and clinicians.
- Scope, plan and where appropriate, manage major projects relating to clinical cancer services program delivery with a focus on creating clinical knowledge capacity and information resources.
- Lead and direct a team of specialists, to achieve high levels of work performance and ensure all staff are provided with opportunities for ongoing professional development.
- Manage externally sourced service providers ensuring work performed/service provided meets agreed standards of quality, costs and completion times.
- Represent the Cancer Institute NSW on working parties committees and similar groups as an advocate for the Cancer Institute's position on the provision of specialist care services to cancer patients across NSW.
- Provide timely, expert and professional advice to the Director, the CEO, Cancer Institute Board, Expert Advisory Committees and Working Parties on various matters relating to the development of related specialist care services for cancer patients.
- Prepare timely, accurate reports, submissions; briefings, correspondence and related documents regarding the development of specialist cancer and related care services for cancer patients.

Challenges / Problem Solving

- Ensuring that program development acknowledges existing clinical service provision and the complex operating environment of state and national health sector arrangements and funding agreements, which are linked to strategies for health reform (including cancer strategies).
- Exercising the high level negotiation, interpersonal and influencing skills necessary to achieve the statewide implementation of clinical frameworks, policies and guidelines in a devolved public and private health system where there are many funding constraints and competing priorities.
- Promoting better coordination and integration of cancer care across professional and health service boundaries, including industrial boundaries.
- Scope and complexity of issues covered the Cancer Institute NSW deals with all aspects of cancer control across all Health Services (both Public and Private services) and has to deal with diverse professional and community views and interests. Issues may also have substantial resource implications.
- Promoting evidence-based concepts, principles and practices to senior management and senior clinical staff to influence the application of evidence-based approaches and instruments in their areas of responsibility and clinical practice.
- Developing indicators, which are widely accepted in the health system as valid cancer health outcomes and measures of performance.

- Achieving program and project deadlines and milestones to the required standards and targets and within budget.
- Devising and implementing strategies to achieve flexible, multi-skilled staff and effective project teams.
- Managing consultations, negotiations and cross-sectoral partnership arrangements with a wide range of stakeholders of varying philosophies, technological capacities and interests.
- Maintaining current knowledge of contemporary trends and developments in diverse cancer care services and determine their relevance to the provision of specialist care services to cancer patients
- Develop the clinical consultation model for the Cancer Institute NSW and implement the process for clinical consultation via the NSWOG executive
- Exercising judgement when representing the Cancer Institute NSW on various committees, forums, working parties etc to effectively promote the views and interests of the Cancer Institute NSW.

Decision Making

The Program Manager is individually accountable for the quality, reliability and validity of the content of information and advice provided to, the Director Cancer Services and Education, the Chief Cancer Officer and the Board in relation to the clinical cancer program development and delivery. The position makes operational decisions in managing project staff including prioritising workloads, directing workflow and reallocating resources to meet competing needs, determines the conduct of consultations with stakeholders to develop and implement programs, advising and resolving procedural problems relating to clinical programs, and determine the content of strategic and operational advice provided to the Cancer Institute's Executive on clinical program matters

The position also makes decisions relating to staff management, including resolving staff issues, training and development and performance management, the content of responses to requests for briefings, ministerials and correspondence and is expected to manage budgets for program and projects and determining the level of expenditure within delegated authority.

Decisions that are referred to the Director Cancer Services and Education include approval for expenditure outside of delegation, issues that are controversial or sensitive or may have political or industrial ramifications and proposals for substantial changes to clinical policy and practice and significant variations to programs or projects managed.

Position Dimensions

Direct Reports: 5

Budget: \$13M

Skills, Knowledge and Experience

- Appropriate tertiary qualifications or demonstrated relevant, equivalent professional experience and training
- Demonstrated operational management experience, the ability to manage competing issues and deliver high quality outcomes within required deadlines.
- Experience in project management including managing and monitoring program budgets.
- Sound understanding and experience in program planning, development and evaluation along with the application of performance indicators and evidence based best practice.
- Strong analytical thinking and problem solving skills including demonstrated capacity to analyse clinical data.
- Excellent oral and written communication, interpersonal, negotiation, consultation, influencing and

stakeholder management skills,

- High level leadership and change management skills, to manage the statewide implementation of new and revised clinical programs.
- Sound understanding of the health system in NSW and the Commonwealth.
- Understanding and demonstrated capacity to use computer-based systems and analyse databases.

Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

Position Holder	Signature	Date
Supervisor	Signature	Date

Selection Criteria

- Appropriate tertiary qualifications or demonstrated relevant, equivalent professional experience and training
- Demonstrated operational management experience, the ability to manage competing issues and deliver high quality outcomes within required deadlines.
- Experience in project management including managing and monitoring program budgets.
- Sound understanding and experience in program planning, development and evaluation along with the application of performance indicators and evidence based best practice.
- Strong analytical thinking and problem solving skills including demonstrated capacity to analyse clinical data.
- Excellent oral and written communication, interpersonal, negotiation, consultation, leadership, influencing and stakeholder management skills,