

Position Description

Program Manager, Consumer Leadership



Position Title:	Program Manager, Consumer Leadership		
Reports To:	Direct	Dr Joanne Britto	
	Indirect	Michelle Barrett	
Position Type:	Part-time (0.8 FTE) for three years	Location:	305 Grattan Street, Melbourne, or working from home
Key Relationships:	Internal	<ul style="list-style-type: none"> • Manager, Consumer Involvement • Head, Quality and Strategic Initiatives • Head, Education and Training • VCCC Alliance Cancer Consumer Advisory Committee (CCAC) and CCAC Associates • VCCC Alliance consumer network 	
	Partner	<ul style="list-style-type: none"> • Consumer Involvement Managers (or equivalent) across Partner organisations • Consumer networks across Partner organisations • Project-related roles across Partner organisations 	


POSITION CONTEXT

There is a strategic imperative to enable effective consumer engagement toward progressive and inclusive clinical care, education, and research across the cancer sector. With a paucity of immersive consumer leadership training programs available, a multi-partner collaboration has been established with five reputable cancer control entities across Victoria (Partners) to create and evaluate a leadership program. This consumer-led research project will develop a statewide network of consumer leaders and build consumer, and organisational, capability through implementation. The outcomes of the research contribute to the scholarship on the value of consumer leaders and the impact on an individual, team, and organisation.

POSITION PURPOSE

The Program Manager, Consumer Leadership, is based at the VCCC Alliance (as project lead) and will be responsible for driving delivery and oversight of implementation activities. Key aspects of the role include coordination of governance and working groups, monitoring budget, and reporting to the funder and other key stakeholders. Importantly, working together with Consumer Involvement Managers (or equivalent) across Partner sites to implement a consumer leadership program. The Program Manager, in the first instance, will develop a detailed project plan that focuses on involving consumers throughout implementation and enabling a productive working relationship across partner organisations.

The Program Manager will report to and work closely with the Manager, Consumer Involvement at the VCCC Alliance. The incumbent is responsible for establishing a project management system that facilitates harmonious collaboration across the Partners and delivery of milestones in a timely manner. The Program Manager will assist in recruiting and supporting Consumer Liaison Coordinators based across the Partner sites and draw on the collective expertise of the Partners to deliver this initiative that builds upon their respective consumer engagement strategies.



The VCCC Alliance is a small dynamic team, with staff, managers, and Program Managers are expected to be comfortable and willing to manage their own administration, with a limited amount of centralised support.

ORGANISATIONAL CONTEXT

Operating Environment

This project is the first of its kind to bring together five reputable organisations (Partners) in cancer control to develop a consumer leadership program across Victoria. Each Partner brings differing perspectives according to their own specialty areas, this project capitalises on a shared focus to improve patient outcomes by elevating the expertise of a lived experience in research, education, and clinical care. The creation of a partnership offers the opportunity for integration across metropolitan and regional Victoria and amplifies the development and standards in best practice for consumer involvement across all organisations. The Program Manager role is instrumental in ensuring harmonisation, and effective collaboration across the Partner organisations on all aspects of project implementation, communications, and reporting.

The Program Manager role is based at the project lead site, VCCC Alliance. The VCCC Alliance is a multi-site, multi-disciplinary model that brings together the complementary strengths of Peter MacCallum Cancer Centre, Melbourne Health (including The Royal Melbourne Hospital), the University of Melbourne, Walter and Eliza Hall Institute of Medical Research, The Royal Women's Hospital, The Royal Children's Hospital, Western Health, St Vincent's Hospital Melbourne (including St Vincent's Institute), Austin Health (including the Olivia Newton-John Cancer Research Institute and Austin Lifesciences) and Murdoch Children's Research Institute. The VCCC Alliance has a 3.5-year agreement to June 2024 with the Department of Health to develop and implement new and innovative cancer research and treatment programs under an agreed Strategic Program Plan.

VCCC Alliance Vision

The vision for the VCCC Alliance is to save lives through the integration of consumer-engaged cancer research, education and patient care.

Founded in the holistic principles of the internationally-recognised Comprehensive Cancer Centre model, the VCCC Alliance brings together 10 of Victoria's leading research, academic, and clinical institutions to achieve what can only be done through state-wide collaboration. Together we will improve outcomes in cancer in metropolitan, regional and rural Victoria, and forge new approaches to cancer research, education, and patient care for all.

Team

We are a tight-knit team of staff who form the backbone of the VCCC Alliance, working to facilitate the power of collective impact across the alliance and beyond.

Collective impact underpins 'how' we work and how we enable not only the work of the alliance, but how we positively influence the culture of our shared working experience with member organisations. Collective impact starts by defining a shared problem and working together with our members, consumers, and regional partners to codesign a shared vision to solve it. We agree on actions and how to regularly measure progress, to not only communicate headway but to also allow for continuous learning and improvement.

Our team fosters and coordinates the expertise of the alliance and regional partners to encourage and enable collective effort to achieve more than any single entity can achieve on its own. At the VCCC Alliance, our team, along with our distributed leaders, are the backbone. We are dedicated to facilitating the expertise of the alliance in the ambitious task of implementing sustainable systemic change to continuously improve equitable care and outcomes for cancer patients.

Purpose

Be known for enabling the best research-led cancer care for all



Values

Better Together we connect and support to empower sustainable change

Integrity we are respectful of the cancer community and accountable for our contribution

Bold we cultivate ideas and dare to innovate

Patient-Centred we place patients with cancer at the centre of all we do


For All we champion equity of cancer care for every Victorian

Project Management

- Work closely with the Partners to deliver project milestones on time and within budget. Responsibilities include:
 - Develop a detailed project plan for a consumer-led research project with agreed governance, objectives, roles and responsibilities, timelines, and budget.
 - Complete project reporting to meet governance structures and funder requirements.
 - Assist the recruitment and management of the Consumer Liaison Coordinators across the Partner organisations to ensure a 'community of practice', harmonisation of purpose, and implementation of project objectives.
 - Coordinate process for consumer recruitment from across the Partner organisations to optimise participation in and dissemination of learnings from the project.
 - Support project governance and working group meetings through development of agendas and workplans, and through documenting decisions and outcomes via minutes and agreed actions.
 - Ensure project deliverables are on time, within budget and milestones met:
 - schedule meetings, develop meeting presentations, agendas and minutes, track budgets, follow up contracts and invoices.
 - develop issues and risk management plans and associated mitigation strategies as necessary.
 - ensure that required project management documents and reports are completed in a timely fashion.
 - work with Partners, Steering Committee, Working Groups and other stakeholders to conduct process evaluations and outcome evaluations for the project.
 - developing and running meetings, workshops, symposia, and other events as required.
 - track and manage the project budget with VCCC Alliance Finance Manager.
 - other project related activities as required.
- Develop a consumer involvement strategy, coordinate consumer remuneration, and monitor consumer perceptions. Ensure the expertise of the lived experience is embedded in direction-setting, prioritisation, project planning, and implementation.
- Contribute to and collaborate with team members of the broader Quality and Strategic Initiatives Team.
- Be prepared to work flexibly and with agility as the project develops and matures.

Relationship Management

- Strengthen and maintain collaborative working relationships across Partner organisations as appropriate to deliver the objectives of the project.
- Promote harmonisation and be pro-active to identifying synergies across the Partners to optimise collaboration and collective impact opportunities in their respective consumer engagement strategies.

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- Ensure appropriate acknowledgment of collaborating Partner organisations on all project communications, promotional materials and reporting.
 - Effectively manage a multi-organisation collaborative relationship.

General

- Work in accordance with VCCC Alliance policies and procedures, following reasonable directions.
- Share information and work collaboratively and collegiately with all VCCC Alliance staff and Partners.
- Contribute to VCCC Alliance internal staff meetings, leading by example, sharing knowledge and expertise and looking to improve and innovate at every opportunity.
- Participate in the VCCC Alliance Performance Planning and Development Review processes.

Special Requirements

- VCCC Alliance and the hospital building we work within is a smoke-free environment. All employees are expected to respect this policy to the fullest degree and with a very mindful approach.
 - Proof of COVID-19 triple vaccination, unless medically exempt.
 - Maintain a valid Right to Work in Australia.
 - Satisfactory completion of National Police Check and a Qualifications Check.
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KEY SELECTION CRITERIA:

Key Selection Criteria:

Experience

- Experienced in consumer engagement principles and organisational mechanisms to enable best practice.
- Proven experience in all aspects of project management from design through to implementation and final reports.
- Proven ability to manage multi-organisation relationships, with practiced prioritisation skills.
- Demonstrated communication skills with diverse stakeholder groups from multiple organisations to reach consensus and drive deliverables in a timely manner.
- Experience in establishing governance structures and leading stakeholders in cross-functional settings (research, education, clinical care).

Expertise

- Understanding of project management frameworks and methodologies, with ability and skill to adjust processes to problem solve and remove unnecessary complexity.
- Ability to navigate and manage complexity and the administrative requirements associated with multi-stakeholder project management.
- Excellent oral and written communications skills, including report writing, presentation and meeting/workshop facilitation.
- Demonstrated expertise working independently as well as part of a team, and in an agreed strategic direction.
- Proficient in the use of Microsoft Office suite.



Desirable

- Demonstrated experience in enabling consumers to proactively contribute to prioritisation and implementation of project activities.
- Willingness to travel between Partner organisations as required for project deliverables.
- Demonstrated ability to be flexible, resilient, organised and effective in time management.
- Experience in facilitating the development and implementation of all aspects of a statewide project.
- Skill in using hybrid communication technology such as Zoom, Teams, and familiarity with using meeting AV equipment an advantage.

Qualifications

- Tertiary higher degree in relevant research, scientific or public health discipline.
- Project management qualification is an advantage.

The Person

- Highly collaborative, respectful team player with excellent communication skills.
- Skilled in building strong and sustainable relationships to build consensus, drive solutions and overcome barriers.
- Consciously considers equitable approaches to cancer care to include and address the needs of underserved groups.
- Comfortable in taking the initiative and exercising judgement to calmly resolve matters as they arise.
- Shares ideas and welcomes alternatives from diverse stakeholders to drive solutions.
- Thinks laterally and pursues opportunities for innovation.
- Strong attention to detail.

Equity and Inclusion:

The VCCC Alliance is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation.

The VCCC Alliance makes decisions on employment, engagement, promotion and reward on the basis of merit. We are committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, contractors, appointees, secondees, consumers, volunteers and partners with a safe, respectful and rewarding environment. This commitment is set out in more detail in the VCCC Alliance Equal Opportunity Policy and Bullying Prevention Policy.

Term: The tenure of this role is contingent upon continuation of the Department of Health funding, under the 3-year Statewide Consumer-led Research grant.