



Programme Manager
Job Ref. No: RCPI-24-11

Position Specification

Position Title:	Programme Manager
Position Status:	Specific Purpose Contract (Maternity Cover)
Department:	RCPI / HSE Clinical Strategy and Programmes Directorate
Hours:	35 hours per week
Reporting to:	Head of Operations
Location:	RCPI, No.6 Kildare Street, Dublin 2
Job Ref No:	RCPI-24-11
Closing Date:	8 September 2011

The Royal College of Physicians of Ireland

The mission of the Royal College of Physicians of Ireland (RCPI) is to develop and maintain high professional standards in specialist medical practice in order to achieve optimum patient care and to promote health nationally and internationally. Through its faculties and committees, RCPI has responsibility for the postgraduate education and training of doctors in Ireland in twenty-five medical specialties.

RCPI is fully committed to playing a full and proactive part in the transformation of the health service, as evidenced by its involvement in many strategic initiatives with the Medical Council, the Health Service Executive, the Department of Health, and other Irish postgraduate medical training bodies. RCPI also aims to build positive relationships between the medical profession and the public through public education and engagement.

Function Overview

This position is based within the Operations function of RCPI. This function is responsible for the effective and efficient delivery of postgraduate examinations; specialist medical training programmes; professional competence schemes and a number of national quality assurance and clinical care programmes. The function also has responsibility for the effective administration of the Forum of Postgraduate Training Bodies and the Conjoint Board of the Royal College of Surgeons in Ireland and the Royal College of Physicians.

Programme Background

The National Directorate of Clinical Strategy and Programmes was established within the HSE in 2009 with Dr Barry White appointed as Director. The involvement of clinicians in leading and managing the delivery of high quality clinical care was identified as a key priority

and a range of national clinical care programmes are being jointly developed by the HSE Clinical Strategy and Programmes Directorate and RCPI.

The programmes focus on a range of clinical service areas including:

- Chronic disease areas such as heart failure, stroke, epilepsy, mental health
- Out Patients services such as dermatology, orthopaedics, neurology
- Acute hospital services such as radiology, acute medicine, surgery

Position Summary

The successful candidate will support a number of national clinical care programmes whose objectives are to define models of care for specific clinical services. The Programme Manager will work with the Clinical Leads of these programs to develop programme plans, assist in process and data performance analysis, log issues and risks, advise on stakeholder and communications management and report on the status of the programme.

A model of care includes defining

- The care pathway (process)
- The roles, responsibilities and authority levels required to execute and manage the care pathway correctly
- The performance measures required to monitor the quality and efficiency of the pathway
- The management and governance structure required to ensure performance is monitored and actions to address variance in performance are taken and tracked

The programmes will take a structured approach similar to that of standard project and process improvement methodologies such as Prince II and Lean Sigma.

Responsibilities include

- Facilitate the development of a programme plan indicating the programme stages and detailed activities
- Clarify clinical care programme team roles and responsibilities and governance
- Develop and manage stakeholder engagement and communication plans
- Manage standard project management processes e.g. risk and issue logging, interdependency management, status reporting, planning, etc
- Design workshops and facilitate stakeholders in collaborative problem solving
- Co-ordinate team meetings, prepare documentation, design templates, document workshop outputs, version control of documentation and manage sign off processes
- Facilitate the development of standardised models of care including the mapping of processes, analysis of performance data, documentation of roles and responsibilities, agreeing performance indicators, documenting minimum operating standards
- Facilitate the programme team in agreeing implementation strategies, plans and conducting change impact assessments
- Manage implementation phases and issues as they arise
- Ensure the mechanisms and infrastructure required to sustain change are in place
- Contribute as required to the design and delivery of process and project management skills training programmes

Reporting Relationship

The successful candidate will report to the Head of Operations, RCPI on an executive basis and will report to the Director of the HSE Clinical Strategy and Programmes National Directorate (or his nominee) on the delivery of programme work streams.

Job Requirements

Mandatory

- Certification, knowledge and strong experience in process improvement and project management methods such as Prince II, PMI, Lean and 6-Sigma is an advantage.
- Proven track record of delivering measurable and sustainable benefits
- Self-starter with high motivation, flexibility and the ability to offer a results-oriented approach with high levels of drive, commitment and enthusiasm
- Strategic and analytical thinking and planning skills with a proven track record of achievement in managing projects to successful outcomes.
- Exceptional communication and interpersonal skills combined with sound judgement are required to facilitate work with a wide range of individuals and groups. The role involves a high degree of interaction and collaboration with management and key stakeholders
- A strong coach with the ability to transfer change management knowledge and skills effectively
- An excellent facilitator, experienced in workshop design and management of collaborative problem solving workshops
- Attention to detail and good documentation skills
- Ability to work with minimal direction and to bring high personal energy and a positive approach to dealing with challenges, conflict and ambiguity
- Excellent project and change management skills with the ability to move a team forward, maintain momentum supported with a project planning and management discipline.
- Strong process mapping and analysis skills
- Strong data analysis skills

Particular to this position

Conditions specific to this post (if any):

- This role is being filled to cover a period of maternity leave and is expected to last approximately 11 months however the duration of this contract may change.
- Some flexibility around working hours will be required in response to the varying demands of the role.
- The position is office based; however, the successful candidate will be required to visit hospitals throughout Ireland as and when required.

Equal Opportunities Policy

RCPI is an equal opportunities employer and is committed to the employment policies, procedures and practices which do not discriminate on grounds such as gender, marital status, family status, age, disability, race, religious belief, sexual orientation or membership of the travelling community

Application Procedure

Candidates interested in being considered for this position should submit a covering letter outlining their career achievements to date relevant to this position together with a comprehensive c.v. giving details of their experience and the names and contact details of 2 referees (email addresses if possible). Please quote the appropriate job reference number and submit by email to jobs@rcpi.ie.

If you have any query regarding this position, please contact: Ms. Sinead Corcoran, HR Executive, RCPI, Frederick House, 19 South Frederick Street, Dublin 2. Tel: +353 1 8639700