

Westhaven

Our Vision – **Live how you choose**
 Our Core Values – **C.H.O.I.C.E**

Position Title	Project Manager	Reports to	Director, IT & Digital Services		
Number of Direct Reports	Nil	Position Location	Various	Version	Nil

Purpose of the position

Manage and oversee projects across all business areas from initiation through to delivery, ensuring completion on time, within budget, and to the required standard. Work closely with business stakeholders across departments to address key challenges and deliver outcomes that positively impact the organisation.

Decision making

- Authorising project plans, budgets, and resource allocation in line with delegated authority.
- Developing and implementing project strategies, policies, and contingency plans to mitigate risks and ensure success of diverse business projects.
- Making operational decisions to guide the project team and manage stakeholder communications and expectations.
- Identifying and resolving project dependencies and conflicts between departments and teams.

Key Accountability	Responsibilities
<i>Project Management</i>	<ul style="list-style-type: none"> • Develop and manage project budgets based on resource plans for projects across various business functions, ensuring delivery within approved financial limits, with project scope, deliverables, and exclusions clearly identified and agreed upon.

	<ul style="list-style-type: none"> • Review corporate policies relevant to projects, provide advice, and contribute to the development or amendment of policies when required. • Determine project resourcing needs, participate in recruiting where necessary, and oversee daily project development and implementation activities.
<i>Strategy Development</i>	<ul style="list-style-type: none"> • Coordinate project dependencies across departments to ensure effective planning and resolution of conflicts. • Contribute to the development of new methodologies to improve project delivery and organisational outcomes.
<i>Stakeholder & Team Engagement</i>	<ul style="list-style-type: none"> • Design and implement project strategies and processes in consultation with team members, stakeholders, and business consultants to support successful project execution. • Identify and engage key stakeholders from multiple business areas proactively to gain their support through presentations, workshops, and regular meetings. • Prepare and maintain regular project progress reports for management and stakeholders. • Represent the organisation in corporate projects, committees, and change management initiatives as required.
<i>Risk Management</i>	<ul style="list-style-type: none"> • Identify risks affecting project outcomes and implement contingency plans to mitigate these risks. • Apply sound judgment in resolving issues and establishing procedures to maintain project outcomes.
<i>Workplace Health & Safety</i>	<ul style="list-style-type: none"> • Ensure actions do not adversely affect the health and safety of others. • Comply with all relevant policies and instructions regarding safety in the workplace. • Report hazards, incidents, and risks to the appropriate manager.

Knowledge, Skills, Experience and Compliance

Knowledge

- A thorough understanding of operations, procedures and policies related to the specific business area.
- Comprehensive knowledge of project management methodologies, tools, and lifecycle phases.
- Knowledge of process re-engineering, business improvement, and change management principles.
- Certificate in Project Management highly regarded.

Skills

- Excellent communication, with strong facilitation and conflict resolution skills.
- Advanced project management and organisational skills.
- Proficient in stakeholder engagement and management.
- Process improvement and strategic thinking.
- Budgeting, resourcing, and financial management skills.

Experience

- At least 2 years of previous experience as a Junior Project Manager; OR
- At least 5 years of industry experience at a management level.
- Relevant tertiary education in a business-related discipline.

Compliance

- Adherence to Westhaven's Work, Health, and Safety (WHS) policies and procedures, including reporting injuries/illnesses and actively participating in Return To Work (RTW) processes.
- Ensuring all project activities comply with organisational policies, relevant legislation, and industry best practices.

Key Challenges

- Effectively identifying and mitigating risks to ensure project outcomes are delivered on schedule and within budget.
- Managing the expectations and requirements of diverse internal and external stakeholders.
- Balancing the competing constraints of project scope, time, cost, and quality.
- Navigating and resolving project dependencies across various departments to ensure seamless execution.

NDIS Workforce Capability Framework

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

NDIS Workforce Capability Framework

Supervision and Frontline Management

Capability Group

Capability Name and Description



Manage, supervise and coach others

Model and reinforce values in organisational culture and practice

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

Promote quality through consistent good practice

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services.

Support health and manage risk

- Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.

Foster and develop a capable workforce

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.