

POSITION DESCRIPTION

Position title	Project Manager – Client Experience and Support		
Hours	Full Time	Contract terms	Term Contract to 30 June 2025
Location	Sydney	Department	Services and Impact
Reporting to	Head of Client Experience and Support	Number of Direct Reports	1 (to be recruited)

Primary Purpose

The Project Manager – Client Experience and Support, will primarily focus on managing the development and implementation of our KiteSupport program. The development of this program will include the implementation of digital and other resources for families to access and use during their cancer journey.

The program funding of around \$3million over 3 years will enable Redkite to transform its digital service offering for families. We are seeking an experienced project manager to lead the development of the program and the implementation/roll out of new digital services and resources which will be developed.

Key Focus Areas

Project Management

- Lead the development and delivery of the KiteSupport program
- Utilise contemporary approaches (agile, lean thinking) and tools (RACI) to support effective project management.
- Effectively manage the KiteSupport project within budget and timeframes

Planning and Reporting

- Develop detailed project plans, including key deliverables and milestones.
- Development the Governance structure for the project
- Provide monthly reports to direct Manager and the project team on project progress including strategies to address any lags or slippage
- Ensure proper project documentation is kept and stored appropriately

Change Management

- Utilise change management strategies to embed new systems and processes.

- Effectively consult and engage key stakeholders both internally and externally to support change.

Relationship Management

- Develops relationships with internal team and key partners to support project delivery
- Utilise well developed communication, consultation, negotiation and conflict resolution skills to work collaboratively and effectively within a dynamic national team across Redkite.
- Work effectively and collaboratively as an integral member of the Services Delivery Team

Leadership

- Demonstrate effective leadership for the successful delivery of the projects
- Demonstrate and promote professionalism, respect and open communication
- Manage the Project Coordinator and provide guidance and support

Skills & Competencies

Essential	<ul style="list-style-type: none"> • Demonstrated strong skills and experience in leading complex projects • Experience in relationship management and change management • Demonstrated success working with a diverse range of stakeholders to meet project deliverables • Highly motivated with the ability to work autonomously and as an active team member • Strong time management, problem solving and multi-tasking skills • Ability to foster and maintain respectful, professional relationships with health professionals, team members, stakeholders, organisations and consumer/clients • Excellent written skills including demonstrated ability to write quickly, accurately and succinctly. • Leadership skills, particularly in collaborative work practices • Shows sensitivity, empathy & diplomacy at all times • Ability to undertake some interstate travel • The capacity to meet various state and national child safety regulations including suitability for working with children and criminal checks • Ability to undertake some work outside of normal business hours (TOIL can be accumulated within policy guidelines)
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Desirable	<ul style="list-style-type: none"> • Experience in delivering programs with a strong digital focus • Experience in health, human services or community services projects • Experience in managing diverse and sensitive relationships with health and human service recipients and services providers
Qualifications & Education	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Relevant project management qualifications or equivalent experience in project management responsibilities • Over three years' professional project management experience <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Tertiary qualifications, or equivalent experience in health, social sciences or other relevant discipline