# Clinical Product Manager

Reports to Head of Clinical Sourcing

Band Band 5, HPV Enterprise Agreement 2018

## Position Summary

The Clinical Product Manager (CPM) is part of the Clinical stream at Health Purchasing Victoria (HPV). The Clinical sourcing stream is responsible for medical consumables, implantables, and operating theatre consumables categories.

The CPM position exists to ensure clinical integrity within the HPV procurement process through the provision of expert clinical advice and leadership in the delivery of the HPV Procurement Strategy, as well as appropriate engagement with clinical stakeholders. In relation to the latter, the CPM is responsible for development and delivery of the Clinical Roadmap that is aligned to the HPV Procurement Strategy 2018-2022.

Working in close collaboration with Senior Category Managers and Category Managers, the CPM contributes to the development of procurement strategies for all clinical categories, engages with internal and external stakeholders and identifies then implements the clinical initiatives that are critical to the sector.

Furthermore, a key accountability of the CPM role is to facilitate the sharing of knowledge, promoting evidence based practice to deliver best value and maximise outcomes of HPV activities for health services, as well as maintain, report and provide expert advice on all clinical contract exemption applications. The position is responsible for providing clinical advice to Procurement Staff in development of Reference Group Specifications (ERG/PRG), and guiding the Clinical Product Advisor within the reference group nomination process.

## Specific Duties and Responsibilities

### Health Service Engagement

* + Develop, implement and manage the clinical interface between HPV and the Victorian health sector ensuring the appropriate translation of clinical information through consultation with key stakeholders to support the development and improvement of procurement practices for the state of Victoria, to improve operational efficiency, and to enhance the development of credible, trusting relationships between HPV and the sector.
	+ Raise awareness and provide education to health service clinicians on the HPV procurement process and the role of Reference Groups to encourage a wide ranging skill base and maximised participation in Reference Groups.
	+ Develop and implement the HPV product evaluation and assessment guide/s. Lead product evaluation meetings (for those relevant) and participate in all contract management group meetings.
	+ Work with Senior Category Managers and Head of Sourcing to address and action contractual performance issues and share information with the health services as requested.
	+ Discuss with relevant stakeholders to develop a set of Service Level Agreements to manage all Clinical related queries from suppliers and health services. Ensure all queries are prioritised and addressed by the respective employee/s within the defined timeframes.
	+ Understand community/industry engagement principles and practices and how to implement them to progress HPV’s vision and values. Nurture relationships with key stakeholders.
	+ Maintain the status of a State Wide Clinical Product Manager – Registered Division 1 Nurse through ongoing, self-directed professional development and education of benefit to HPV.

### Clinical Roadmap

* + Develop and manage the implementation of HPV’s Clinical Engagement strategy in the form of the “Clinical Roadmap” including:
		- Review of the current Clinical Engagement undertaken by HPV
		- Research of industry and sector priorities and establishing relationships within partnership organisations e.g. Safer Care Victoria
		- Establish and manage the required clinical stakeholder network
		- Manage and source content for the information sharing platform that forms part of the design concept.
		- Research and define projects using defined governance criteria
		- Continuously monitor the roadmap that includes setting review periods and calculating the return on investment as outlined in HPV’s Benefits Reporting framework.

### Input into Category Management Process

* + Ensure clinical integrity within the HPV procurement process by providing expert clinical advice and leadership in the delivery of the HPV Procurement Strategy.
	+ Make recommendations on improvements to the procurement function and support other strategic activities through a clinical perspective as required.
	+ Ensure the provision of clinical expertise to ensure the clinical aspects of the invitation to supply are covered within the statement of requirements.
	+ Provide clinical advice, education and support across the organisation as required.
	+ Contribute to high levels of excellence in all activities across the organisation.

### Product Clinical Performance

* + Develop and implement HPV clinical product evaluation process to drive evidence based practice.
	+ Provide advice on clinical matters to the Category Manager for product rationalisation strategy.
	+ Provide clinical input on the evaluation of potential further opportunities under various medical related categories. This includes working with health services to promote innovation; product trials and reporting on results post evaluation.
	+ Working with health services to develop a repository for their product evaluations that will be hosted in HPV website and accessed by all eligible parties.
	+ Develop process and tool/repository to maintain the records of all product faults and recalls.

### Category Management Education

* + Support the development and maintenance of an evidence based clinical evaluation framework ensuring clinical integrity within the HPV procurement process.
	+ Work in collaboration with and support Category Managers and the Customer Engagement team by obtaining relevant information on clinical product functionality and clinical practice where requested.
	+ Ensure matters of clinical relevance are raised with the sourcing division.
	+ Provide advice and recommendation to category management addressing clinical aspects of category strategies where required.

### Management

* + Contribute to the Procurement division and broader HPV team through participation in formal meetings and other activities as required
	+ Perform senior management responsibilities as required
	+ Comply with relevant financial and non-financial authorities outlined in the Delegations of Authority instrument.
	+ Support and develop open and transparent lines of communication with Executive Leadership Team (ELT) and Senior Leadership Team (SLT) members including participating in individual and divisional meetings, and by email and other regular interpersonal communication.
	+ Identify relevant opportunities and make recommendations for HPV to improve its processes, workplace health and safety, and quality and service delivery outcomes
	+ Assist to recruit, interview, select, and hire new employees where relevant and support new employee on-boarding, induction and development planning as required
	+ Provide direct management support to employees on matters relating to their employment including but not limited to training, leave and complaints
	+ Deputise for the Head Clinical Sourcing and or any other Executive if and when called upon to do so
	+ Contribute to the management of other sourcing streams where required
	+ Undertake other tasks or responsibilities as agreed with the Director Procurement and Value Delivery from time to time

### Leadership

* + Support development of a vision for the Procurement division in line with the HPV Corporate Strategy which sets a clear strategic direction for employees, enhances their leadership capacity and capability, and enables them to deliver robust operational support and advice.
	+ Foster a workplace culture that is consistent with HPV’s organisational culture emphasising organisational values.
	+ Maintain strong lines of communication, both formal and informal, with SLT, ELT and key HPV stakeholders to ensure the smooth operation of the organisation.
	+ Support organisational change and growth as requested to assist HPV in fulfilling its legislative functions in line with its Corporate Strategy.

### HPV Values and Cross Functional Collaboration

* Establish and maintain strong working relationships with key individuals and groups across HPV’s stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HPV’s values.
* Represent HPV in appropriate forums to strengthen relationships and improve mutual understanding.
* Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
* Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
* Uphold HPV values:
	+ - We are customer-focused; we focus on customer and patient outcomes
		- We keep it simple; we strive for efficient and effective ways to achieve our goals
		- We are collaborative; we work as a team toward common goals
		- We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
		- We inspire confidence; we do the right thing. We are open, honest and trustworthy

### Data Security

* + Comply with HPV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the CPM may be required to undertake other duties from time to time.

## Qualifications, Skills and Experience

|  |  |
| --- | --- |
| Academic | * Eligible for registration as a Division 1 Nurse, with extensive experience (5-10 years) in clinical setting.
* Postgraduate studies in business, and project management (preferred).
* Experience in clinical research (preferred).
 |
| Experience | * Recent clinical experience with an exposure to clinical procurement (preferred) and sound clinical skills across a broad range of areas
	+ - Experience in the management of clinical products in relation to their safe and effective selection and use within a healthcare facility.
		- Awareness of product or tender specifications.
		- Ability to undertake clinical research where required.
		- Project management exposure within a healthcare facility.
		- Line management and/or portfolio responsibility for a category of health expenditure.
* Ability to write business cases and produce high level reports and briefs.
* Understanding of the structure and organisation of Health Services in Victoria.
* Understanding of the Government procurement processes and principles.
* Leading or being a part of a medium to high complex clinical sourcing projects.
* Identification of opportunities for changing clinical practices that delivered efficiency and benefits both financial and non-financial.
* Identification of clinical risks and development of risk mitigation plans and actions
* Collaboration with a wide range of stakeholders to undertake projects whist using high level professional expertise in clinical research and information gathering
* Strong computer skills including the ability to confidently use the Microsoft suite of applications.
 |
| Personal | * Passion for ensuring best outcomes in patient care.
* Excellent interpersonal skills, including an ability to acquire information and influence others with diplomacy, tact and discretion and to engage internal and external stakeholders at all levels with respect and confidence. This includes excellent presentation skills with experience presenting to large groups.
* Outstanding written and oral communication skills.
* Ability to work as a member of a team and collaborate effectively with internal and external stakeholders, as well as the ability to work in a self-directed manner, take initiative, and work independently when required.
* Outstanding organisational skills including the ability to manage and prioritise multiple concurrent tasks, meet tight deadlines and to work in an independent, flexible manner where required.
* A high level of personal integrity.
* Ability to work in a fast-paced environment with multiple priorities
* Current Australian Driver’s Licence with the ability to travel to metropolitan and rural locations.
 |