Position title	Project Manager – Client Relationship Management
Business unit	Policy and Planning
Classification	Level 5
Accountability	General Manager Policy and Planning

About Capital Health Network

Capital Health Network's purpose is to work in partnership to integrate health care, strengthen health equity and improve health outcomes. We address community needs by collaborating with consumers, members, funders, researchers and health and community partners to improve health outcomes. We are unique in our ability to support general practice and design services that fill gaps and deliver lasting improvements.

Capital Health Network values and Competency Framework

People who work for CHN will work with us to achieve our aspirational goals of agility, diversity and empowerment. All employees are required to meet CHN's seven competencies at a level appropriate to their role. A Competency Framework has been developed to set out organisational expectations of the values and the competencies expected of all employees. The framework identifies and describes seven basic competencies that all employees need to have to function effectively in their role at CHN.
To download a copy of the Competency Framework, follow the link: CHN Competencies

Responsibilities

Primary purpose of position	The Project Manager – Client Relationship Management (CRM) overseas the implementation of Salesforce projects at Capital Health Network (CHN). CHN is a growing organisation that wants to better utilise its CRM system to understand and partner with primary health care providers and the Canberra community. The role sits within Policy and Planning Business Unit and works collaboratively to deliver Salesforce integration with key business systems, through an effective change management process.

Duties	1. Work with business units and team members to understand and align the team needs with strategic organisation objectives.
	2. Support teams to develop Salesforce database which optimises the strategic and operational use of CHN business data, ensuring data accuracy, integrity and security. Including:
	   a. creating forms that collect relevant stakeholder information
	   b. Understanding and integrating work practices for capture in Salesforce.
	3. Work with teams to complement Salesforce with Microsoft Office 365 by embedding its ongoing use and capability to better understand and track their stakeholder engagement activities.
	4. Serve as first point of escalation for all Salesforce inquiries, providing advanced support and guiding platform decisions to ensure optimal use in the organisation.
	5. Establish, lead and work with Salesforce Governance working group to integrate Salesforce across the organisation by:
	   a. independently run its supporting processes and manage the associated organisational change
	   b. Providing recommendations about future Salesforce development to overcome current barriers and limitations.
	6. Prepare documentation that supports organisational use and integration of the CRM, including the Data Management Strategy and Stakeholder Engagement Strategy.
	7. Change management to integrate use of the CRM across the organisation.

Competencies

Role Competencies	**Qualifications:** 1. Minimum completion of diploma qualifications in Information Technology, Business Administration, Data Analytics or related fields, and/or equivalent combination of extensive relevant experience in CRM and project manager positions.
	Technical/specialist skills: 1. Extensive experience working in lifecycle management of CRM project, from initial requirement and system design to implementation, monitoring and evaluation. 2. Knowledge of ETL, data modelling and CRM database architecture and familiarity with API integration for data migration and automation. 3. High levels of proficiency in setting up, configuring and integrating Salesforce with business processes including workflow automation, data analysis and system management 4. Strong troubleshooting skills with advanced computer literacy, including the ability to diagnose and resolve CRM system issues using Microsoft tools and/or other data analysis software. 5. Proven ability in coordinating internal processes to implement and align key organisational priorities through effective facilitation, stakeholder engagement and strategic planning. 6. Demonstrated experience in translating complex technical concepts into clear and concise documentation, including process guides, project strategy and reports to diverse stakeholders
	Experience and knowledge: 1. Demonstrated ability to execute comprehensive change management strategy to meet evolving business needs, and support teams through adoption and transition processes. 2. Ability to foster collaboration, innovation and continuous improvements to advocate for CRM initiatives and adoption. 3. Strong working knowledge of data governance principles and procedures. 4. Highly developed interpersonal, analytical and problem-solving skills.
CHN Competencies	*Strategic thinking:* We use our foresight and environmental awareness to add value.
	Resourcefulness: We generate evidence-based solutions.
	Relationship Management: We invest in strengthening internal and external relationships.
	Data Literacy: We navigate data systems and protect data assets.
	Cultural competence: We understand, appreciate and cooperate with all cultures and beliefs.
	Embracing ambiguity: We rise to the challenge of uncertainty and the unknown.
	Leading: We each play a leadership role.