NON-CONTRACT ROLE DESCRIPTION

JD4863

ROLE TITLE:	SCRUM Master	**ROLE DESCRIPTION NO.:**	4863
DEPARTMENT:	Innovation, Analytics & Information (IAI)	**HEABC REFERENCE NO.:**	18721502
REPORTING TO:	Product Manager – Innovation Acceleration	**HSCIS CODE:**	05020
CLASSIFICATION:	NCEM/Range 8	**JOB CODE:**	91372

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Product Manager, IAI, The Scrum Master leads one or more agile teams in support of the innovation development lifecycle.

DUTIES AND RESPONSIBILITIES:

1. Leads agile project teams, including assignment of work, and ensures results meet commitments and expectations.

2. Acts as project manager throughout the initiation, planning, execution, control and close-out phases of the project management life-cycle.

3. Leads project planning sessions to determine project scope, define project deliverables and develop project charter to align with the direction of the business.

4. Leads performance reviews of team/sprint performance.

5. Responsible for the security of confidential business information of external and private stakeholders such as private vendors, physicians, universities, the province to identify and pursue confidential new innovations that have value for Island Health.

6. Ensures confidentiality of strategic agreements of stakeholders often subject to non-disclosure agreements.

7. Develops options, strategies and approaches to address issues and service/program delivery needs using techniques such as cost benefit analysis, social and economic impact analyses.

8. Develops terms of reference; drafts project plans to identify timelines, deliverables, methodologies and resource requirements.

9. Develops and maintains effective and cooperative working relationships with internal and external stakeholders, businesses, and relevant provincial, municipal and federal government partners.

10. Monitors and evaluates project resources, processes and progress, identify risks and obstacles and takes or recommends action to address.

11. Conducts post implementation review.

12. Provides team leadership in accordance with agile principles, policies and procedures.

13. Manages and navigates changes in direction, including priorities and expectations of clients and stakeholders, to ensure successful completion of sprint sessions.

14. Manages communication with clients and stakeholders to improve transparency and disseminate information.

15. Schedules and facilitates key agile ceremonies, including planning sessions, stand-ups, product demos, and retrospectives.

16. Provides training on agile methodology to ensure development teams are practicing the core principles of collaboration, prioritization, accountability and visibility.

17. Negotiates changes to agreed commitments with senior product team to ensure scrum team delivers within acceptable timelines.

18. Ensures the team achieves the correct level of commitment through negotiation with senior product team.

19. Identifies and removes roadblocks and distractions that affect sprint commitments and prevent delivering product features to clients.

20. Maintains metrics using project management tools to provide visibility to clients and stakeholders on product level plans, progress and quality assurance.

21. Ensures user stories are completed satisfactorily prior to delivery.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Degree in Computer Science, or equivalent. At least five (5) years of agile project or service design experience. Certification or on the pathway to certification as a Scrum Master. Experience within the healthcare domain. Proficient in Agile lifecycle management practices and tools. Strong knowledge of software development lifecycle (SDLC). Practical experience in Agile software development methodologies.

Skills And Abilities

- Proven leadership in successful delivery of agile projects.
- Excellent customer and stakeholder engagement skills.
- Knowledge and experience with current agile project management practices, open source, cloud platforms and digital services.
- Knowledge of current innovation best practices from ideation through to agile delivery.
- Proven ability to lead agile teams and working within matrixed project structures to deliver solutions.
- Lifelong learner - committed to keeping abreast of latest technological and healthcare advancements.
- Ability to teach/educate adult learners SCRUM and agile methodology.
- Demonstrated ability to problem-solve with an overall Island Health perspective in alignment with key strategic priorities.
- Demonstrated ability to establish and manage relationships with internal and external strategic partners and solution providers.