

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: IT PROJECTS AND SUPPORT OFFICER

Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026
Classification:	Management & Administrative Officer Grade 3 (HS3)
Site:	This position is primarily based at our Kangaroo Flat site, however may be required to work from any BCHS' site or outreach location as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Fixed Term – 12 months
Position description developed:	June 2024
Responsible to:	Senior Leader IMT

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- Integrity**
 We are authentic and accountable, and we honour our obligations.
- Respect**
 We build respectful relationships through trust, empathy and collaboration.
- Inclusive**
 We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- Innovation**
 Through continuous learning, we ensure an agile, responsive and sustainable service.
- Togetherness**
 We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The Information Management and Technology (IMT) team delivers high quality, timely and responsive IMT services to internal Bendigo Community Health Services (BCHS) clients and organisational stakeholders. The team is primarily responsible for developing, implementing, maintaining and reporting on a range of information management systems. The team supports, informs and influences the strategic direction of BCHS IMT.

This position also supports the IMT priorities for the Loddon Children's Health and Wellbeing Local – a new service for which BCHS is the lead agency (details below).

Position Role

The IT Projects and Support Officer aims to support the delivery of safe, high-quality health and community services by taking responsibility for IMT related project work and providing ongoing training and technical support to BCHS staff and relevant external funded partners across the region. The role will be pivotal in ensuring that BCHS' staff are confident in their use of the required information technology and communications systems, and that the systems are optimised to support service delivery, data collection and assist collaboration across internal and external stakeholders. Day to day you will administer and maintain the BCHS' information technology infrastructure and ensure the protection of records and security of information in line with legal and accountability requirements.

The position has dedicated FTE (2 days per week) to support the implementation of the Loddon Children's Health and Wellbeing Local (LCHWL) across the region. The LCHWL has recently been established in response to the Royal Commission into Victoria's Mental Health System. The LCHWL is led by Bendigo Community Health Services in partnership with Bendigo Health and regional partners Bendigo and District Aboriginal Cooperative, Njernda Aboriginal Corporation, Echuca Regional Health, Dhelkaya Health, Sunbury and Cobaw Community Health, North Central LLEN and Maryborough District Health. Partner organisations will be using BCHS' systems for the client record and for data collection purposes. You will also take the lead on IMT based projects pertaining to the LCHWL.

Development of positive relationships with both internal and external stakeholders will assist to ensure the delivery of technical support and information services, offering industry best practice to the organisation.

Position Responsibilities

The responsibilities of the position are:

- Take a lead in BCHS and LCHWL IMT based projects as required.
- Work with peers and senior leaders to develop business improvements, project briefs and business cases.
- Develop and implement training resources for client relationship management (CRM) systems.
- Assist in facilitating BCHS and LCHWL reporting and data management requirements.
- Support and maintain BCHS and LCHWL IMT network hardware and software to ensure secure, high quality network performance and availability across sites.
- Facilitate and maintain the highest possible user experience within available resources and ensure response to service issues and requests in a timely manner.

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- Collaborate as a member of the LCHWL team to support child and family access to LCHWL services and broader service system navigation.
- Take a lead in further transitioning and documenting both of our CRM systems (TrakCare and Best Practice) across nine LCHWL partner organisations.
- Maintain routines and accurate records of IMT system security, hardware, assets, licenses, user accounts and system access and implement or recommend remedial or preventative action where required to mitigate risks and cyber-security threats.
- Provide subject matter expertise support to staff and helpdesk resources as required for software and hardware, including specific support to the LCHWL.
- Facilitate and contribute to the continuous improvement of organisational infrastructure, systems and processes by providing technical support and advice, and contribution to the development of IMT procedures.
- Coordinate the operation of all activities with other members of the IMT team and provide technical leadership for key operational portfolios as agreed.
- Contribute to budget preparation, operational planning, and reporting.
- Other duties as directed.

Key Selection Criteria

Essential:

1. A qualification or working towards a qualification in information technology or at least two years' experience in delivering information technology services.
2. A proficient knowledge of information technology including Active Directory, Office 365 and Cloud computing.
3. Proficiency in working with CRM systems.
4. Demonstrated experience in identifying systems and hardware faults and the ability to isolate and resolve problems.
5. Demonstrated experience in developing tools and training manuals to support staff in systems access and use.
6. Excellent interpersonal and communication skills.
7. Demonstrated ability to work autonomously and as part of a team.
8. A current Driver's Licence.

Desirable:

1. Experience in working within a health service environment.
2. Experience with TrakCare and Best Practice software systems.
3. The ability to confidentially maintain accurate records in accordance with the BCHS and LCHWL's procedures.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

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Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Progress specific role requirements against team/operational plan.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS' strategic directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

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Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

Other Essential Requirements

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS' Occupational Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- Salary Packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.