

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: SENIOR LEADER INFORMATION MANAGEMENT AND TECHNOLOGY

Award:	Health & Allied Services, Managers & Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026
Classification:	Management & Administrative Officer Grade 6 (HS6)
Site:	Hopetoun Street site, however, this position may work from any Bendigo based BCHS site as required or flexibly as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Fixed Term - 2 Years
Position description developed:	July 2024
Responsible to:	Executive Leader Organisational Support

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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BCHS Technology Environment

Technology is a core capability component across all areas of business at Bendigo Community Health Services (BCHS) and BCCHS is looking to bolster its resilience in this area. The technology capability enables the BCCHS strategic outcomes by supporting our people, processes, and information technology to work efficiently and effectively. This is key in fostering trust and supporting consumers, staff and the community.

BCCHS works from a Microsoft platform and staff use MS Office 365 suite of products. BCCHS computers run on a combination of MS Windows 10 and 11. BCCHS is looking to leverage the potential of the platform to increase staff productivity particularly in the Microsoft Teams function. Client and clinical data management is captured using TrakCare and Best Practice software systems.

The Role of the Team

The Information Management & Technology (IMT) team works with management and staff on developing and improving the BCCHS information management, communication and digital technology. The team will partner with BCCHS stakeholders in delivering strategies to support a culture of continuous quality improvement, risk management and consumer and staff safety.

Position Role

Reporting to the Executive Leader Organisational Support, the Senior Leader IMT leads the IMT team in the integration, development, and implementation of effective ICT within BCCHS to support the progression and achievement of the BCCHS strategic plan and ICT strategies.

The role is responsible for overseeing all aspects of the BCCHS information systems and technology infrastructure. This includes developing and implementing IT strategies, managing IT projects, ensuring the security and integrity of our data, and providing technical training and support to staff members.

The ideal candidate will have a strong background in IT management, excellent leadership skills, and a passion for leveraging technology to drive organisational success.

Key Tasks and Responsibilities

Organisational:

- Provide leadership that supports the BCCHS vision, values, workplace culture and strategic plan.
- Model and promote the BCCHS values in the workplace.
- Adhere to the BCCHS Code of Conduct, ensuring professional conduct is always maintained.
- Comply with all legislative requirements relevant to the position.
- Comply with policies, procedures, systems, and processes of BCCHS and the relevant quality standards.
- Intellectual property remains the sole property of BCCHS, unless otherwise confirmed in writing.
- Follow and promote safe work practices and procedures in accordance with BCCHS' policy.
- Ensure Equal Opportunity principles are followed.
- There is zero tolerance of violence and bullying and harassment.

Leadership and Operational Management:

- Provide leadership, vision, and management to the ICT function.
- Foster a culture of collaboration, innovation, and continuous improvement within the team.

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- Work with Executive and Senior Leaders to identify technology enhancements to support continuous quality improvement processes.
- Review, develop, lead and implement the BCHS Technology Strategy 2023 including the Cybersecurity Audit recommendations.
- Oversee the BCHS ICT systems supporting governance, accountability, management and service delivery including:
 - finance systems,
 - human resources systems,
 - procurement,
 - workforce identity and access management,
 - workplace environment,
 - network and cybersecurity, and
 - client management systems.
- Oversee and develop the BCHS cybersecurity program and ensure compliance with Department of Health cybersecurity policy, standards, regulations, and legislation.
- Develop and implement business continuity plans and protocols to minimise disruption to business operations in the event of emergency situations or data loss.
- Oversee the management and maintenance of the company's data infrastructure, ensuring data security, integrity, and availability. Implement best practices for data governance and compliance with relevant regulations.
- Communicate strategic recommendations and report progress about operations, implementation and security issues to senior leadership regularly and the BCHS Board as required.
- Develop and maintain IT policies and procedures to ensure efficient and effective use of technology resources.
- Provide technical, operational and strategic advice on ICT services, planning and integration. Stay informed about emerging technologies and industry trends, recommending solutions that align with needs and budget of BCHS.
- Oversee the lifecycle management of ICT assets and infrastructure including networks, servers, hardware, and software systems.
- Promote a culture of learning and collaboration to enhance the effectiveness of ICT operations and cybersecurity strategies.
- Design and deliver internal or coordinate external professional development training packages for staff cohorts with a focus on building the Microsoft Teams capacity of the organisation.
- Lead IT projects from conception to completion, ensuring that they are completed on time, within budget, and meet quality standards. Coordinate with internal stakeholders and external vendors as needed.
- Other duties as directed.

Key Selection Criteria

Essential:

1. Tertiary qualifications in IT, computer science, or related discipline.
2. Demonstrated experience in strategic planning, developing, implementing and evaluating IT projects, digital healthcare platforms and projects in a healthcare and/or community setting.
3. Strong technical expertise in areas such as networking, cybersecurity, cloud computing, and database management.
4. Excellent leadership, communication, and interpersonal skills, with the ability to effectively collaborate with cross-functional teams and stakeholders.
5. Demonstrated ability to think strategically, solve problems, and make data-driven decisions.
6. Current Driver's Licence.

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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.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position including:

- Development of and reporting progress against an action plan from a review of the BCHS Technology Strategy 2023.
- Development of cybersecurity protocols, policies and procedures.
- Development of the BCHS IT Business Continuity Plan.
- Development and delivery of organisation wide IT training in software including Microsoft Teams, TrakCare and Best Practice as appropriate.
- Coordination of Sharepoint review, redesign and mapping.
- Participate in supervision and professional development as negotiated with Executive Leader Organisational Support.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

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 the BCHS values.

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 the BCHS vision, values, impact areas and strategic directions.

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.

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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 the 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.

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 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 the 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.