



Western Region Health Centre Ltd

Position Description

Position:	Information & Technology Advisor
Location:	81 Paisley Street, Footscray (<i>however may be required to work from any of WRHC's sites</i>)
Job Status:	Full time, 12 month fixed term contract
Conditions of employment:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2009-2011
Authority re Appointment:	General Manager Finance & Infrastructure
Reports To:	General Manager Finance & Infrastructure

Background

The Information and Technology program is responsible for providing high level IT support and services to WRHC, which includes helpdesk services, information and technology framework development and maintenance, as well as management of technical equipment and other related responsibilities.

Position Objective

The Information and Technology Advisor reports to the General Manager Finance & Infrastructure and is primarily responsible for providing high level strategic advice to the senior management group at WRHC. In addition, this position is accountable for planning and delivery of quality information management and communication services and managing the implementation of an Information Technology program plan, within the guidelines of the organisation information management framework. In addition, the Information and Technology Advisor will be responsible for managing a team of 4 staff and engaging with consultants and other project workers as required.

Responsibilities

Strategy and Continuous Improvement

- Provide advice to senior management and the CEO regarding information technology management across the organisation and within the broader health context, including on current Client and Corporate Information Management systems
- Undertake planning and design of IT infrastructure to meet current and

future corporate and service delivery needs and participate in strategic planning as required

- Develop and implement an information and technology program plan with ongoing responsibility for managing such plan and further developing as required
- Develop and manage auditing and quality assurance processes to ensure WRHC IT infrastructure and information technology operation are effective and cost efficient.
- Implement processes for the management and review of IT system documentation to ensure it is up to date
- Ensure WRHC acquires and maintains the appropriate technical equipment to meet the needs of the organisation
- Work with the Health Information Services within the Department of Human Services to ensure the management of service levels, ongoing releases contract and management of business cases for future initiatives

Culture and Team Development

- Manage the recruitment of key talent for the Information Technology program
- Support IT staff to undertake their roles and develop their skills as required, through the provision of one on one people management and supervision
- Ensure all staff have up to date Individual Development Plans in place specifying key performance goals and manage any other related work plans as required
- Ensure the IT department provides a high level of helpdesk support to WRHC staff, which includes support training on software and hardware
- Represent the team in internal and external forums and committees

Financial Management

- Monitor approved operational budget expenditure on a monthly basis
- Approve budgeted expenditure within financial delegation in consultation with the General Manager Finance and Infrastructure
- Manage the achievement all other financial related targets as appropriate

Risk Management and Compliance

- Participate in risk management and compliance planning and development activities as required
- Report on all areas of responsibility against set performance targets
- Maintain information systems on relevant resources and implement relevant administrative procedures and systems

Professional Standards

- Relevant Business or Information Technology tertiary qualifications
- Member of relevant Information Technology industry body or other mechanism to maintain knowledge of best practice IT standards and systems
- High level understanding of complex IT systems, infrastructures and solutions

General Organisational Requirements

- Participate in strategic planning and development activities as required
- Report on all areas of responsibility against performance targets as required in a timely manner

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Author: General Manager Finance and Infrastructure

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- Undertake specific projects or tasks as directed by line manager
- Maintain information systems on relevant resources and implement relevant administrative procedures and systems
- Promote and represent the Centre (and its range of primary health and social support services) as a caring, professional, and client-focused organisation
- Adhere to Workplace Health Safety and Well Being standards within the organisation
- Participate in the identification of risks to the program and organisation
- Adhere to all Centre policies and procedures
- Participate in WRHC Research & Evaluation projects as required

Commitment to the philosophy of Western Region Health Centre

- Be committed to the philosophy expressed in the Centre's vision, goals and values statements
- Be committed to work within a community focused whole of population health approach
- Be committed to working within a service which includes targeting of marginalised communities
- Be committed to providing services in a manner that is sensitive to the cultural background of clients

Key Selection Criteria

Mandatory

- Relevant Business or Information Technology tertiary qualifications
- Minimum of 3 years demonstrated experience at managing an Information Technology Department
- Demonstrated ability of being able to provide leadership to staff and strategic business advice to senior management
- Understanding and experience in change management and managing projects that involve substantial change in complex environments
- High level skills in Microsoft Office systems and demonstrated experience in managing web based information services such as intranets
- A current Victorian drivers licence

Desirable

- Member of relevant Information Technology industry body
- Experience of working in a community health centre or other health related organisation
- Experience of software programs such as Trakcare and other client management systems within a health care context
- Sensitivity to, and an understanding of, the particular needs of clients from indigenous and culturally and linguistically diverse backgrounds
- Linguistic: ability to speak a relevant community language

Additional Information

- WRHC is an equal opportunity employer and is committed to ensuring its workforce is reflective of the community it serves. Bilingual, Aboriginal, and Torres Strait Islander people are encouraged to apply.
- Employees of WRHC are required to undertake a minimum probationary period of 3 months
- Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position by way of completing a pre-existing condition declaration
- Supporting evidence that proves the employee has right to work in Australia will be required prior to appointment
- A pre-employment police check is mandatory for all new employees
- For any position which involves client contact, appointment is subject to a satisfactory Working with Children Check

Employee signature: _____

Employee name: _____ Date: _____

Manager signature: _____

Manager name: _____ Date: _____