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SA Health Job Pack

Job Title	ICT Governance Manager
Job Number	644981
Applications Closing Date	2 March 2018
Region / Division	Department for Health and Ageing
Health Service	eHealth Systems – SA Pathology ICTS
Location	Adelaide CBD
Classification	ASO7
Job Status	Full Time / Term Contract (up to 24 months)
Indicative Total Remuneration*	\$106,536-\$115,567

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	David Crawford
Phone number	8222 3945
Email address	david.crawford@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	ICT Governance Manager
Classification Code:	ASO7
LHN/ HN/ SAAS/ DHA:	Department for Health and Ageing
Hospital/ Service/ Cluster	
Division:	Finance & Corporate Services
Department/Section / Unit/ Ward:	eHealth Systems – SA Pathology ICTS
Role reports to:	Manager Laboratory Liaison
Role Created/ Reviewed Date:	December 2017
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

- > The Governance Manager is responsible for leading, directing, organising, defining, planning and establishing comprehensive management of information technology contracts of critical importance of the department and ensuring professional liaison between the department, clients and external vendors.
- > Administering and maintaining the quality assurance program, and meeting accreditation requirements within the department and ensuring continuous improvement.
- > Plans, directs, and manages the central procurement activities for the department.
- > Reports to SA Health client management on KPI's, project status, service levels, contract compliance and financials.

Direct Reports:

- > ASO3 – Data Support Officer
- > ASO5 – Client Services Account Manager

Key Relationships/ Interactions:

Internal

- > The Governance Manager reports to the Manager Laboratory Liaison.
- > The Governance Manager maintains cooperative and productive working relationships with stakeholders.

External

- > The Governance Manager is responsible for developing and maintaining collaborative and positive working relationships with, and providing high level infrastructure consultancy and expert advice to, internal and external project stakeholders.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Interfacing to the wider eHealth and SA Health groups and business.
- > Alignment to and contribution towards the goals, values and deliverables of eHealth Systems.
- > Alignment to current technologies.

Delegations:

- > Financial – Level 7
- > HR – Level 5

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Establish a culture that is outcome and performance focused through:	<ul style="list-style-type: none">> Setting of high-level goals for team members who participate in the delivery of services, regardless of whether those team members are direct reports or members of a leveraged team.> Monitoring team dynamics, team accountability and individual performance of team members related to delivery requirements.> Contribute to the development of a quality culture including conduct of quality assessment reviews and performance management and succession planning.> Managing performance of external service providers, consultants, contactors, vendors and partners to ensure seamless end-to-end operational support.
Lead the provision of a high quality and efficient Information and Communication Technology service:	<ul style="list-style-type: none">> Identifying, establishing and maintaining processes and procedures to administer terms and conditions, resource planning, financial controls and manage performance of the ICTS contracts.> Collaborating with IT contracts specialists in the evaluation of proposals which have major contract variation implications in relation to costs, price, services and/or terms and conditions and formulating recommendations for consideration by the Director of ICTS.
Organise the efficient management of ICTS by:	<ul style="list-style-type: none">> Working with Senior Management Team to ensure compliance with.> Initiating, planning, developing, implementing and maintaining documentation for departmental procedures, including the design of forms, maintenance of electronic documents and distribution mechanisms and providing leadership and advice throughout the process.> Preparing and maintaining internal budgetary tracking procedures.> Developing, administering and improving the appropriate quality systems and accreditation for the department and clients.> Developing procedures for maintaining high standards of quality, reliability and safety with ICTS.> Maintain the Quality Assurance plan, ensures continuous process improvement and conducts appropriate audits and reviews.
Lead the provision of superior customer service to the divisions within SA Pathology by:	<ul style="list-style-type: none">> Developing and maintaining a professional level of liaison between Head of Divisions, managers, external agencies and industry representatives.> Facilitate a range of communication options with all levels of staff and committees within the Division.

Knowledge, Skills and Experience**ESSENTIAL MINIMUM REQUIREMENTS****Educational/Vocational Qualifications**

- > Nil

Personal Abilities/Aptitudes/Skills:

- > High level of organisational and managerial skills while working in a complex and high-pressure or changing environment.
- > Capacity to provide leadership within the Division with the ability to operate at a senior management level in the management, development and evaluation of work programs and service systems.
- > People management abilities including:
 - Ability to communicate effectively, both written and verbal, with a wide array of people at all levels of government, the private sector, and the IT industry.
 - Ability to negotiate effectively and utilise problem solving techniques.
 - Motivation and the ability to work without direction.
- > Demonstrated ability to develop effective and collaborative working relationships with senior executives from government and on-government organisations.
- > Ability to work as a member of a team and contribute positively to the spirit of team cooperation.
- > Ability to think in a rational and logical manner and exercise initiative.
- > Demonstrate capacity for independent judgement and decision making.
- > Demonstrate ability to manage resource, time frames and budgets for multiple projects.
- > Ability to interpret financial analyses.
- > Understanding of quality management principles.
- > An advanced level of computer literacy, including the ability to use a wide range of software including all components of Microsoft Office and electronic form design and processing software packages.
- > Ability to use World Wide Web services.
- > Ability to identify and respond to customer requirements.

Experience

- > Demonstrated high level experience in administering IT service contracts.
- > Proven experience in the investigation and formulation of proposals for information systems.
- > Experience in preparing reports, with appropriate recommendations, on matters relevant to information technology.
- > Demonstrated ability to develop effective and collaborative working relationships with senior executives from government and non-government organisations.
- > Experience in development managerial procedures, including preparation of and compliance with budgets.
- > Experience in the use of technology to deliver business solutions.
- > Experience in quality management role, quality systems procedures and processes.
- > Experience with administering ISO9000 compliance.

Knowledge

- > A sound and working knowledge and understanding of the South Australian public health system, its operations and emerging issues in health care.
- > A good knowledge of strategic planning processes and change management principles and practices.

DESIRABLE CHARACTERISTICS**Educational/Vocational Qualifications**

- > A relevant degree with or equivalent professional experience in the areas of governance management.

Personal Abilities/Aptitudes/Skills:

- > Experience in the analysis of major issues impacting on the performance of large complex IT services contracts.

Experience

- > Experience in the analysis of major issues impacting on the performance of large complex IT services contracts.

Knowledge

- > Understanding of the Government's vision for IT as an instrument of public sector reform and industry development.
- > Understanding of public sector operations and service delivery and the impact that IT has on them.
- > Comprehensive knowledge of IT service contracts, its techniques, methods, deliverables, standards and frameworks.
- > Ability to highlight risks, impact & benefits to internal and external customers to a superior level.
- > A sound understanding of current and emerging technologies.
- > Excellent oral and written communication and interpersonal skills.
- > Understanding of Pathology operations and service delivery and the impact that IT has on them.

Special Conditions:

- > Some out of normal hours work may be required to accommodate priorities and meet deadlines and intrastate/interstate travel may be required.
- > Depending on work requirements the appointee may be transferred to other locations within SA Health to perform work of a similar nature appropriate to the classification either on a permanent or temporary basis.
- > The appointee may be subject to a Criminal History Check prior to confirmation of appointment, renewable every 3 years
- > The incumbent will uphold the values of SA Health as reflected in the Strategic Plan.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Department for Health and Ageing:

The Department for Health and Ageing assists the Minister for Health and Ageing and Minister for Mental Health and Substance Abuse to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health policy, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative support.

eHealth Systems Division

Our Mission at eHealth Systems is to provide and maintain a robust ICT environment supporting the full spectrum of SA Health's business and develop a fully integrated statewide electronic health record, to improve the quality and safety of health care in SA by connecting hospitals, health professionals and the community throughout the state.

Our vision at eHealth Systems is to provide the right information, to the right person, at the right time, in the right place.

eHealth Systems has 3 key directorates:

Customer Services	Comprises the Service Delivery team and eHealth Systems Service Desk functions, who are responsible for end-to-end IT service delivery across the Health Portfolio. Provides internal support to eHealth Systems including financial management, human resources and corporate support. Provides the primary customer interface between SA Health business units and eHealth Systems.
Portfolio & Strategy	Manages and delivers all eHealth Systems projects as approved by the eHealth Systems Steering Committee. Sets, defines and aligns IT strategy and standards to the goals and objectives of SA Health and provides independent governance and risk management to eHealth Systems.
Technology & Infrastructure	Technology and Infrastructure provides technical support and delivery for SA Health and manages, supports and maintains the 'live' IT environment across SA Health.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards - Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: