

Director Information Management

Role Description

DIVISION / MATER MINISTRY	Mater Health
LOCATION	Newstead and South Brisbane
REPORTING RELATIONSHIPS	Reports to: Senior Director Private Revenue and Information Management Direct Reports: <ul style="list-style-type: none"> • Manager Coding (State-wide) • Manager Information Governance • Manager Health Information & Systems • Manager Privacy and Health Records
LEVEL OF ACCOUNTABILITY	Director
SALARY	Common Law Contract
EMPLOYMENT STATUS	Common Law Contract
TRAVEL REQUIREMENTS	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If required <input type="checkbox"/> Frequently <input checked="" type="checkbox"/> Infrequently
EMPLOYMENT CONDITIONS	<input checked="" type="checkbox"/> Vaccination Category 1A
DATE CREATED	February 2023

POSITION SUMMARY

The Director of Information Management is responsible for providing strategic leadership and vision for, influence and delivery of, best practice management and governance of Mater's health and corporate information assets. Information Management leads an integrated information governance approach and provides information management expertise and services that enable the appropriate provision and use of information and systems across all Mater ministries and corporate services.

The Director Information Management manages the following Mater wide functions:

- Health records including:
 - Physical (paper), scanned and digital health record systems and portals (OnBase, Verdi, Mater Doctor Portal, Patient Portals, Health Provider Directory)
 - Transcription services
 - Clinical forms management
- Mailroom services

- Patient Administration Systems (iPM and WebPAS) governance and management including training and data quality.
- Clinical Coding across both public and private health services
- Privacy and Health Information Access/Release of Information
- Information Governance including:
 - Data governance
 - Statutory reporting
 - Corporate information and records management
 - Information asset management

The Director Information Management will establish a culture of striving for service excellence in the support and delivery of operational information management services.

ORGANISATIONAL OVERVIEW

Mater is Queensland's largest and most innovative not-for-profit healthcare service, providing care for almost 700,000 patients a year across a network of 11 hospitals. We are a leader in healthcare, education and research — and that's because we employ exceptional people.

Delivering quality, compassionate care, in line with Mater's Mission and Values, we are an employer of choice, committed to enabling our people with the supports they need to deliver a world-class service for our patients. They are at the heart of what we do, and we recognise they are what differentiates the Mater experience within our community.

MISSION, VISION, AND VALUES

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater team members are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision, and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected team members will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services in which we provide across the state.

Our mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

Our vision

To empower people to live better lives through improved health and wellbeing

Our values



We honour and promote the dignity of human life and of all creation



We act with compassion and integrity

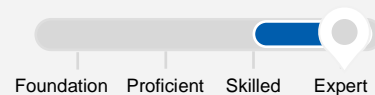


We strive for excellence

ORGANISATIONAL ALIGNMENT

The Mater Capability Framework consists of six core capability groups, which encompass the individual capabilities and behaviours essential to driving performance excellence across our organisation: Personal Attributes, Build Relationships, Results Focused, Mission Drivers, Business Enablers, and Leadership and People Management. Each Mater team member is accountable for consistently performing, promoting and developing the capabilities and behaviours within the Capability Framework - as individuals and as a team.

Position's required proficiency of Mater's Capability Framework:



Our six core capability groups

Leading self -

 <p><i>Personal Attributes</i></p>	<p>Individual behaviours influenced by our values and ethical compass</p>
 <p><i>Build Relationships</i></p>	<p>Shape and maximise relationships with colleagues, patients and the community</p>
 <p><i>Results Focused</i></p>	<p>Drive and influence successful organisational outcomes</p>
 <p><i>Mission Driven</i></p>	<p>We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries</p>

Leading others -

 <p><i>Business Enablers</i></p>	<p>Boost effective service delivery and champion change management</p>
 <p><i>Leadership & People Management</i></p>	<p>Inspire, engage and develop our people</p>

KEY PERFORMANCE REQUIREMENTS

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy, described in the table below. Each Mater Person is held accountable for their own behaviour, performance and development, and for contribution to the strategic objectives and priorities. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance and risk, interprofessional leadership and management of performance and accountability. This role is responsible for fulfilling the following accountabilities.

Position-specific responsibilities

- **Leadership.** Lead and mature the delivery of Mater's information management service, including the governance and assurance of the information management disciplines and artefacts of health records, corporate records, information and data governance, clinical coding and information privacy across all Mater ministries and corporate services.
- **Strategic Alignment.** Collaborate and positively influence in the development and implementation of strategies and plans for information management services, including a digital health record, in a complex healthcare environment that best supports Mater goals and objectives and delivers seamless services to staff.
- **Compliance.** Set the direction for the use of information management policies, practices, and standards and the systems used in the management of both corporate and health records.
- Ensure alignment with Mater's strategic direction as well as state, national and international standards, legislative/statutory and contractual requirements.
- **Service Culture.** Drive a culture of service excellence.
- **Value.** Ensure the delivery of information management services delivers value to the Mater, it's people and partners and most importantly to the patients and the communities we serve.
- **Workforce Planning.** In collaboration with the Senior Director Private Revenue and Information Management, develop comprehensive strategic workforce planning and capacity management approaches that will be used to ensure necessary skills and capabilities are in place to support current and future requirements of the Mater.
- **Analysis and Advice.** Applies high level analytical and conceptual skills, including the ability to think systematically, evaluate data and opinion to provide insightful, authoritative recommendations and advice to the Senior Director Private Revenue, Mater Health Leadership, the Chief Digital Technology and Mater Executive.
- **Continuous Improvement.** Recognises and addresses inefficiencies in service provision, and continuously improves business processes.

Clinical outcomes

- Responsible for leadership and direction, policy and governance that enables Mater People to deliver safe, highly reliable health and wellbeing services.

Service and operational outcomes

- Leads services and operations in a way that enables safe, highly reliable service delivery, ensures an experience that is exceptional, effectively manages compliance and risk, and achieves strong financial performance.

Financial outcomes

- Budget accountability and organisational management of operational budget and resources to deliver strong financial performance.

Compliance and risk

- Responsible for determining and implementing policy and governance, identifying and proactively managing strategic risks.

Interprofessional leadership

- Leads, develops and manages direct reports in a manner that deepens interprofessional integration and professional performance.

Performance and accountability

- Builds accountability within team for continuously improving standards, processes and systems that are critical to success and where applicable, holds direct reports accountable for high performance.

KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> • Reports to Senior Director Private Revenue and Information Management • Works closely with the Mater Health teams and the Digital Technology Division • Leads the Information Management team and provides leadership and oversight to <ul style="list-style-type: none"> ○ Clinical Coding Services Manager ○ Manager Information Governance ○ Manager Health Information & Systems ○ Manager Privacy and Health Records 	<ul style="list-style-type: none"> • Universities and professional colleges • Professional bodies • Government, non-government and statutory agencies • Internal and external auditors • Represent the organisation in appropriate external forums and groups as appropriate • Other key external stakeholders and bodies as appropriate

SELECTION CRITERIA

Qualifications

- A tertiary undergraduate degree or postgraduate qualification in health information management that meets the competency requirements for a Health Information Manager as set out by the Health Information Management Association of Australia (HIMAA)
- Extensive experience in leading information management teams in a healthcare setting
- Certified Health Information Manager (CHIM)
- Certified Health Informatician Australasia (CHIA)
- Evidence of ongoing professional development

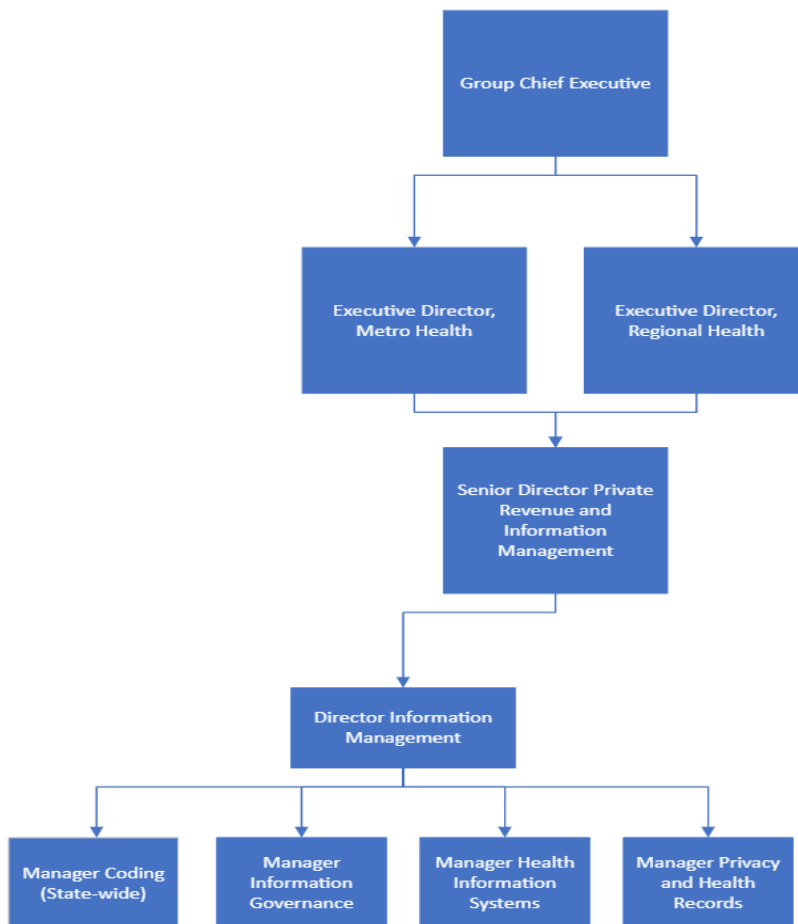
Skills, knowledge and experience

- A minimum of 10 years' experience working in health information management.
- Expert knowledge of contemporary information management standards and service management methodologies, principles and practices and demonstrated ability to provide strategic and operational information management advice in a healthcare setting.
- Knowledge of international and Australian clinical classifications, terminologies and health data standards
- Knowledge of Commonwealth and Queensland legislation, including the Australian Privacy Principles, relevant to information management and patient privacy, access to and use of information and its applicability to Mater health and corporate information
- Demonstrated depth and breadth of experience across the information management domain
- Demonstrated ability to be an effective member within a senior management team.
- Demonstrated ability to lead teams and positively influence people in order to achieve organisational outcomes.
- Demonstrated financial, project and change management experience.
- Demonstrated experience using and/or a working knowledge of multiple healthcare information systems and technologies.
- High levels of written and verbal communication skills including in providing advice, conflict resolution, and in negotiation.
- Demonstrated personal commitment to professional development and remaining current with industry news and developments.
- Ability to work independently, set priorities, manage own workload, be productive, deliver, show

including information governance, enterprise information management, data governance, IT governance, clinical classification, analytics, privacy and security, regulatory and legal.

initiative, have a growth mindset, and adapt to change.

THE POSITION WITHIN OUR ORGANISATIONAL STRUCTURE



WHY WORK FOR US?

We offer salary packaging, career progression, flexible working hours and leading training and skills development.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive; where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage all applications.