

# Department of Communities Tasmania

## STATEMENT OF DUTIES

<b>Position Title</b>	Senior Information Systems Officer
<b>Position Number</b>	501513, 515622, 515886
<b>Division/Branch/Section</b>	Corporate Services, Information Strategy and Systems
<b>Award/Agreement</b>	Health and Human Services (Tasmanian State Service)
<b>Classification</b>	General Stream Band 6
<b>Position Status*</b>	Permanent/Fixed-term/Casual
<b>Position Type*</b>	Full-time/Part-time/Casual
<b>Location</b>	South
<b>Reports to</b>	Team Leader – Systems Development
<b>Check Type</b>	Annulled
<b>Check Frequency</b>	Pre-employment

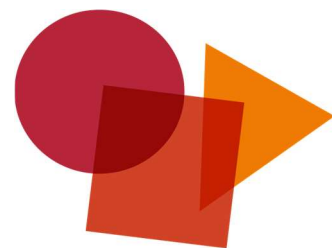
*\* The above details in relation to Position Status and Position Type may be different when this position is advertised – please refer to the advertisement for vacancy details.*

## About Us

Communities Tasmania brings together a range of functions, programs and initiatives aimed at enhancing and improving the lives of all Tasmanians. To create strong, inclusive and proud communities the Department will collaborate with our community-based partners to empower individuals and families throughout Tasmania to lead fulfilling lives.

Communities Tasmania provides opportunities for all Tasmanians to participate in community life and sport and recreation; supports, protects and nurtures vulnerable children, young people and their families; delivers and facilitates specialist disability services; and provides services to support social and affordable housing. The services of Communities Tasmania are based in all major centres throughout Tasmania, therefore some roles may require intrastate travel.

Communities Tasmania creates an environment where children's safety and wellbeing is the centre of thought, values and action - we are responsive to the needs of families and communities that we engage with. We are a child safe organisation that puts the safety of children and young people first, creating a culture, adopting strategies and taking action to promote child wellbeing and prevent harm to children and young people.



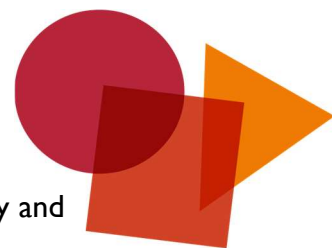
## Primary Purpose

As a member of Information Strategy and Systems, the overall focus is to support the business priorities of Corporate Services. The secondary focus is to support improved outcomes for Children & Youth Services (CYS) clients through:

- Providing CYS staff with highly effective information systems that enable accurate recording of information to inform CYS interactions and interventions, risk assessment and decision making
- Supporting CYS staff in efficiently recording and accessing high quality information to improve safety and quality of care of CYS clients.
- Delivering business improvement through enhancement of existing information business systems and implementation of new business systems that support quality of care and safety of CYS clients

## Primary Duties

1. Provide leadership in delivering information management projects, including business analysis, business case development, project planning, implementation planning, testing and issue and risk management.
2. Proactively and effectively monitor and manage project progress and ensure projects are delivered to agreed quality standards within agreed timeframes whilst maintaining an effective relationship with project stakeholders.
3. Identify and define business change initiatives to provide high level solutions to business problems and to underpin key reforms.
4. Provide high level support and authoritative advice to enable staff to effectively record, access and utilise information systems to deliver safe, high quality services to clients through provision of high level advice, mentoring and training of staff.
5. Develop and implement strategies and standards to enhance information quality and business processes relating to recording and accessing information to improve client care and safety.
6. Undertake prompt investigation and resolution of business systems issues to ensure required information is available to maximise quality and safety of care for clients
7. Investigate and implement continuous improvement of existing business systems through specification of enhancements and maintenance and testing of established systems.
8. Ensure the safety and wellbeing of vulnerable people you may be working with (including children and young people) and immediately report any concerns, disclosures, allegations or suspicions of harm. Actively participate in and contribute to practices that will ensure Communities Tasmania is a child safe organisation including reporting, record keeping and information sharing obligations.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety



systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.

10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## **Level of Responsibility, Direction and Supervision**

The incumbent is expected to:

- Provide high level information management project delivery and support services to support client and Corporate Services business objectives.
- Work autonomously with broad direction from the Team Leader – Systems Development in determining priorities, procedures and approach in implementing policies, plans and systems.
- Work closely with broader clients to ensure support services are delivered in a coordinated manner that supports client safety and quality of care.

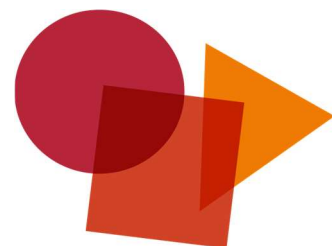
## **Essential Requirements**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

- Current Tasmanian Working with Children Registration.
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
  - 1 Conviction checks in the following areas:
    - a) crimes of violence
    - b) sex related offences
    - c) serious drug offences
    - d) crimes involving dishonesty
    - e) serious traffic offences (if Driver's Licence is an essential requirement)
  - 2 Identification check
  - 3 Disciplinary action in previous employment check.

## **Desirable Requirements**

- Appropriate tertiary qualification and/or relevant training.



## Selection Criteria

1. Demonstrated project management expertise and experience with expertise and experience in the development, planning and implementation of integrated corporate information systems.
2. Demonstrated expertise in business analysis and the proven capacity to provide high level process redesign, gather user requirements, develop of functional requirements and provide high level specialist advice to senior management and project governance committees.
3. Proven capacity to provide high quality advice and support to business systems users and managers to enhance client service and improve information quality through provision of helpdesk advice, investigation and resolution of issues and formal and one on one user training.
4. Proven experience in the development, documentation and implementation of processes and procedures to support efficient management of information to improve client service and the efficiency of staff in a human services setting.
5. Proven capacity to develop and manage strategic contractual relationships with vendors and service providers, including experience in the evaluation of technical service provision and the preparation of specification of requirements documentation
6. An understanding of the complex service delivery environment in which communities Tasmania operates, or ability to acquire such understanding
7. High level interpersonal, communication and negotiation skills and ability to foster support for change across a diverse client base.

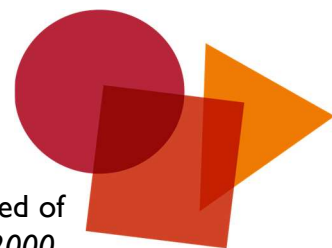
## Values and Behaviours

We are a values-based organisation. Our aim is to attract, recruit and retain people who uphold our values and are committed to building a strong values-based culture. Our values and behaviours reflect what we consider to be important.



Communities Tasmania is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of Communities Tasmania enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

Communities Tasmania does not tolerate violence, especially violence against women and children.



*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*.

The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* Communities Tasmania has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Executive Director Corporate Services or to the Manager Internal Audit. Communities Tasmania is committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and is conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant manager can provide details to the occupant of delegations applicable to this position. Communities Tasmania has a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of the Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by Communities Tasmania policy) with Communities Tasmania are expected to comply with Agency policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of Communities Tasmania are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* Communities Tasmania is a smoke-free work environment. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.