Government of South Australia
SA Health

ROLE DESCRIPTION

Role Title:	Solutions Architect
Classification Code:	ASO8
LHN / HN / SAAS / DHW:	Department for Health and Wellbeing
Division:	new Women's and Children's Hospital Project
Branch:	Infrastructure
Role reports to:	Director Digital Health, nWCH Project
Role Created / Reviewed Date:	October 2021
Criminal and Relevant History Screening:	☒ Working With Children's Check (WWCC) (DHS) ☒ General Probity (NPC)
Immunisation Risk Category Requirements:	☒ Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Solutions Architect is responsible for the design and communication of the overall vision and high-level structures that enable and guide the design, development and execution of highly integrated and fit-for-purpose solutions for the new Women's and Children's Hospital (nWCH).

The Solutions Architect leads the planning, design, development and evaluation of critical Information and Communication Technology (ICT) solutions that map business requirements to systems technical requirements whilst ensuring alignment to Digital Health SA ICT architecture standards, policies, guidelines and governance frameworks, and help deliver the digital vision of the nWCH.

This role drives innovative, best practice technical solutions that ensure secure and reliable system integration, following industry accepted standards and principles of the System Development Lifecycle (SDLC) and the Solutions Architecture Life Cycle (SALC).

Direct Reports:

- N/A

Key Relationships/ Interactions:

Internal

- Work closely with nWCH Project Team, in particular the nWCH Digital Health Workstream and WCHN ICT Team.

- Work closely with WCHN Clinical and non-clinical staff, and Digital Health SA executive, management and staff.

- Work collaboratively with various governance, working groups and committees across both WCHN and nWCH.

- Work collaboratively with Procurement and Supply Chain Management Team, management and staff, and the Royal Adelaide Hospital ICT leads (as part of Central Adelaide Local Health Network).

External

- Maintain effective working relationships with external vendors, contractors, nWCH architects, cost managers and engineers, universities, research institutions, and private service contractors (including RAH Public Private Partnership).

- Liaise with patients, carers and families.

- Liaise with other State and Commonwealth Government Agencies.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Identifying critical system, infrastructure and project interdependencies while balancing competing demands to ensure the achievement of project deliverables.

- Designing and evaluating complex technology solutions with specific alignment to nWCH future technology infrastructure and platform architecture.

- Working at the start of a large, evolving and complex program in a newly-forming team and leading the delivery of a high standard of customer service to stakeholders with diverse needs.

- Working in an interdependent environment and a changing digital landscape across WCHN, Digital Health SA and SA Health.

Delegations:

- None.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Solution Architecture	- Lead the design and communication of the overall vision and high-level structures which enable and guide the design, development and execution of integrated solutions for the nWCH in alignment to Digital Health SA ICT architecture standards and governance frameworks. - Lead the planning, design, implementation and evaluation of enterprise-wide solutions for highly integrated, complex and critical systems, including application, integration, data and infrastructure elements. - Lead the development of architectures for critical solutions, ensuring consistency with specified requirements agreed with both external and internal customers. - Interpret, review and implement policies and standards to produce detailed component specifications and translate these into detailed designs for implementation using selected products. - Lead and undertake the preparation of technical plans, including negotiating with nWCH Project staff and key stakeholders to ensure the availability of appropriate technical resources within a project program. - Provide specialist advice on technical aspects of system development and integration, including requests for changes and deviations from specifications, and ensure that relevant technical strategies, policies, standards and practices are applied correctly.
Systems Design	- Deliver technical leadership for the appropriate selection and application of design standards, methods, and tools consistent with planned enterprise and solution architectures, as well as lead the development and implementation of related policies. - Lead the evaluation of system designs to identify system, infrastructure and project interdependencies, and ensure the selection of appropriate technology, the efficient use of resources, and the appropriate integration of multiple systems and technology. - Deliver expert advice and consultancy to the appropriate selection of architecture components, and ensure that the system design balances functional, service quality, security, and systems management requirements. - Design and evaluate complex technology solutions, with alignment to nWCH future technology infrastructure and platform architecture, including evaluating and undertaking impact analysis on major design options and leading the assessment, management and mitigation of associated risks.

Business Analysis and Testing	• Provide expert consultancy and advice for business analysis activities, including monitoring complex requirements analysis and business process mapping to system technical requirements in alignment with required standards, policies, guidelines and frameworks. • Provide technical leadership for the planning, delivery and evaluation of complex business analysis and testing processes, including consulting and negotiating with key internal and external stakeholders and providing expert advice for the resolution of key issues, risks and solution gaps. • Provide technical advice and guidance for the development of functional and non-function testing strategies, plans and activities.
Communication and Advice	• Manage and maintain positive and professional working relationships with nWCH Project team members, Digital Health SA, consultants, contractors, and service providers to facilitate and support best practice outcomes for ICT solutions for the new hospital. • Manage the preparation and dissemination of regular and ad-hoc reports to Project managers and key project stakeholders to inform decision-making and highlight project progress, issues and risks. • Liaise and build effective relationships with relevant stakeholders and Enterprise Architects to ensure alignment of technology solutions across both Digital Health SA and nWCH enterprise architecture and technology roadmaps. • Lead and manage multi-disciplinary teams in the delivery of critical and complex projects and technical functions that support the delivery of critical, customer-centric ICT solutions for the nWCH Project. • Develop, manage and evaluate resource plans, including efficiently managing significant financial and physical resources and ensuring activities are completed in accordance with agreed schedules and work practices. • Manage the interface and relationship between Digital Health SA, the Project and the WCHN.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- An appropriate qualification in Computer Science, Software Engineering, or Information Technology, or equivalent relevant experience.

Personal Abilities/Aptitudes/Skills:

- Highly effective interpersonal, written and verbal communication skills, with the proven ability to articulate and present complex concepts clearly and concisely, respond effectively to the requirements of a diverse range of customers, identify and resolve conflict, and successfully negotiate issues in a professional, competent, and ethical manner.
- Proven ability to identify, analyse and conceptualise problems and complex technical subject matters, apply a high-level capacity for original and creative thinking in leading and providing expert advice on complex technical processes, and developing high level project documentation, reports, recommendations, roadmaps, strategies and tools.
- Demonstrated ability to work independently, as well as collaboratively in a team, under broad policy guidelines, exercise significant levels of independent judgement and delegated authority to determine goals and priorities within the framework of the corporate objectives of the agency and taking account of business, political, financial and strategic issues.
- An ability to manage to the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Work Health and Safety Act 2012 (SA), utilising AS/NZS ISO 31000:2009 Risk Management - Principles and Guidelines, or to an equivalent set of standards.

Experience:

- Extensive experience technically leading the planning, design, implementation and evaluation of enterprise-wide solutions for highly integrated, complex and critical ICT systems, including application, integration, data and infrastructure elements, in large and complex organisations.
- Extensive experience leading the planning, development and adoption of architectural standards, providing contemporary advice on solution strategies, business cases, policies, security and risk management mechanisms and in developing executive-level briefings and presentations of complex issue analysis and solutions.
- Proven experience in all stages of the System Development Lifecycle (SDLC), and technically leading and managing multi-disciplinary teams and related resources in the building, testing, implementation deployment and documentation of critical ICT solutions.

Knowledge:

- Extensive knowledge of solution architectures within large, complex organisations, including the frameworks, standards, tools, methods, and processes used in development of solution architectures.
- Comprehensive and contemporary knowledge of technology solution design, particularly as it relates to the design of complex enterprise level system interfaces and data exchanges, the System Development Lifecycle, software development and implementation methodologies, and ICT quality and test management in a secure and diverse ICT environment.
- Detailed knowledge of Project Management Lifecycle principles and methodologies and of relevant government policy and procedures and their application in relation to enterprise ICT infrastructure, systems, functionality, and implementation approaches.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Certification in Information Technology Infrastructure Library (ITIL) Foundation or equivalent.
- Certification in a recognised project methodology (such as PRINCE2, PMBOK, Agile).

Experience:

- Experience in the application of SA Government ICT architecture and standards in the implementation of enterprise-wide eHealth solutions such as master patient, patient administration, pharmacy, radiology and pathology solutions.

Knowledge:

- Knowledge of healthcare software applications with particular emphasis on the challenges associated with integration of systems and data in a large, complex health organisation.

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016), a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the Child Safety (Prohibited Persons) Act (2016), the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the Accountability Principles 2014 issued pursuant to the Aged Care Act 1997 (Cth).
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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 for Health Care Workers in South Australia Policy Directive.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- Children and Young People (Safety) Act 2017 (SA) '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 and 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 Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

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.

Health Network/ Division/ Department:

Infrastructure is part of the Finance and Corporate Services Division within the Department for Health and Ageing. Infrastructure contributes to the delivery of a safe, efficient, effective and environmentally sustainable public health system by planning for, delivering and sustaining infrastructure to meet the needs of clients in SA Health and the Department for Health and Ageing. Infrastructure includes Capital Planning and Evaluation; Capital Projects; Property and Security and SA Biomedical Engineering.

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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name: **Signature:**   **Date:**