

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	ICT Systems Transition Lead / Project Manager
<b>Award Classification:</b>	HS3
<b>Award / Agreement Name:</b>	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Position Reports to:</b>	ICT Portfolio & Governance Manager

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



### **East Metro and Murrindindi Local Health Service**

The Local Health Service's Network (LHSN) has been developed as an outcome of the independent Expert Advisory Committee established by the Department of Health on how to improve access and equity of health services for all Victorians. The Local Health Service's Network will group health services within a geographical region and will be responsible for delivering better care, as close to home as possible.

The Networks will aim to deliver:

- A system that is easier to navigate, with more consistent pathways between hospitals
- Better and more consistent support for our precious health workforce
- Less duplication of administration, so that our hospitals can focus on what they do best - caring for patients

#### **1. POSITION PURPOSE**

The ICT Systems Transition Lead for the East Metro Local Health Service Networks (LHSN) will serve as a pivotal role in scoping, planning and coordination of ICT project activities to transition East Metro LHSN infrastructure and systems to the Eastern Health environment. The role will report to the ICT Portfolio Manager and has the overall responsibility for successful initiation, planning, design, execution, monitoring, controlling and closure of all ICT deliverables in the project management plan.

This includes the development of project artefacts including project plans, budgets, schedules, resource management, transition and migration plans, status reports and providing project leadership to cross-functional teams to ensure project delivery against time, cost and objectives.

#### **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

- Using Eastern Health's project management methodology, **scope**, plan and execute projects through design, implementation and transition to production.
- Lead and manage the ICT program of work to ensure timelines are met, issues and risks are identified and appropriately managed, costs are within budget, scope is managed, and deliverables are of high quality and meet expectations.
- Identify, secure, and manage the necessary ICT resources for successful project delivery, while ensuring the project management tool remains updated.
- Participate in organisation governance including Steering Committee and Project Control Groups, oversee, monitor and provide regular status reports on project performance and dependency management as necessary.
- Identify, assess and mitigate risks associated with transitioning ICT infrastructure and systems, ensuring minimal disruption to business operations. Escalate issues and risks that cannot be mitigated within the project.
- Follow the Department of Health principles in designing and planning the integration with various ICT systems
- Review and evaluate existing reference architecture of various systems to ensure business and technical requirements are considered to document current and future states.
- Support the EMM LHSN Project Manager/Coordinator to deliver against the project goals and deliverables.
- Collaborate with key stakeholders, including senior management, IT teams, and external vendors to ensure project requirements are clearly understood and met. Ensure effective change management is in place for all initiatives.
- Facilitate clear communication and negotiate shared goals between the groups participating in project delivery.
- Manage the commercial engagement and procurement activities of vendors and 3rd parties to deliver to the project's requirements.
- Ensure all migration activities comply with relevant cyber security controls, standards and security protocols to protect the organisation's data and assets.
- Develop change programs, including the delivery of training, to improve project management, benefit realisation and effectiveness across the organisation.

- Lead the transition and operationalization of infrastructure and systems to respective ICT operational teams.
- Ensure benefits are tracked, managed and delivered according to agreed plans.
- Support and participate in business case policies, standards, guidelines and procedures development.
- Assist in post implementation continuous improvement efforts to enhance performance and provide increased functionality of solutions.

### **Common and core responsibilities**

- Attend and actively contribute to relevant discussions and meetings.
- Identify, mitigate, communicate and escalate risks and issues.
- Collaborate with internal business and IT stakeholders to deliver sustainable and efficient services.
- Have a cybersecurity focus and cybersecurity technical and functional acumen. Consider cybersecurity in all aspects of work, documentation and decision making. Keep up to date with advances in threat actor intelligence, cybersecurity controls and solutions that will mitigate cybersecurity risks and apply this to your role and work
- Perform other duties as requested by your manager.

## **3. SAFE PRACTICE AND ENVIRONMENT**

### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

## **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

## **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of

adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

## **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## **9. EASTERN HEALTH'S PROMISE**

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## **10. ATTACHMENTS**

- Attachment 1 Key Selection Criteria

## **11. NOTE**

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

**INCUMBENT STATEMENT**

*I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**ATTACHMENT 1**

**KEY SELECTION CRITERIA**

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**Essential**

- Experience in a leadership role and **Enterprise ICT systems transitions** in an I.T. or clinically related role, preferably in a healthcare environment
- Experience with Enterprise Architecture
- Experience in Health, Business, Education or related disciplines.

- High level of communication skills (written & verbal)
- An understanding of the impact of deploying technologies in relation to healthcare facilities
- An understanding of electronic medical records/clinical information and referral systems
- An innovative and problem-solving approach to challenges
- Strong project management experience with Prince 2, Agile or PMI project management certification
- Demonstrated project budget/financial management experience
- Demonstrated stakeholder engagement skills
- Knowledge of cyber security systems and how they integrate to reduce cyber security risk.

#### **Desirable**

- A previous project management role in an I.T. systems development and/or implementation project, preferably in a healthcare environment
- Project Management/Business Management qualifications
- Formal qualifications in information technology, business and/or project management
- Business Analytic skills- familiarity with healthcare workflows and processes across different environments would be highly regarded.
- Work Process mapping ability
- High Level – Microsoft Project/Gantt development/project plan development skills
- Demonstrated ability to successfully work with and lead a small team.
- Implementation of Cyber Security related software

#### **Aboriginal & Torres Strait Islander Candidates**

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.*

*An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)*