

Eastern Health

POSITION DESCRIPTION

Position Title:	Data & AI Governance Lead
Award Classification:	HS4
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Associate Program Director ICT Portfolio & Governance

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. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



1. POSITION PURPOSE

The role is responsible for leading and strengthening enterprise records and data governance, information management, data classification, and compliance practices to ensure organisational information and data assets are appropriately classified, managed, protected, and utilised in accordance with regulatory, privacy, security, and policy requirements.

It provides strong technical and customer-focused coordination across enterprise data, analytics, and Artificial Intelligence (AI) platforms, contributing to the planning, development, delivery, and operationalisation of data and AI initiatives, including Generative AI and agent-based capabilities. The role is responsible for establishing and maintaining data classification frameworks, promoting secure and compliant information handling practices, and ensuring data is managed according to its sensitivity, business value, and regulatory obligations. The role enables trusted data services and analytical reporting platforms, provides technical advice and expertise to support the effective use of data and AI, identifies opportunities to improve business processes, and supports the adoption and embedding of new capabilities into business-as-usual operations, with a strong emphasis on governance, data classification, security, privacy, and compliance.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Management

- Develop, implement and embed enterprise data governance frameworks, standards, policies and controls.
- Implement and expand on the Microsoft Purview solution, including data classification, sensitivity of labels, retention policies, and data lifecycle controls across enterprise systems.
- Administer and optimise Microsoft Purview features such as data discovery, information protection, and compliance monitoring, ensuring alignment with organisational governance frameworks and regulatory requirements.
- Implement and manage regular reporting to stakeholders on data and information classification
- Work with key business system owners and ICT service delivery team to assist in the management of the information asset register.
- Establish and maintain data quality standards and capabilities for the enterprise data catalogue, business glossary and data lineage.
- Establish governance approaches for data ownership, stewardship, privacy, retention, security and compliance requirements.
- Embed data governance, policy and control requirements, including security by design, into data, analytics and AI solution designs.
- Promote the trusted, governed and responsible use of structured and unstructured data across enterprise platforms, collaboration tools and repositories.
- Identify, assess and manage data risks and recommend pragmatic remediation actions.
- Coordinate and support AI and model governance, including the model inventory, risk assessment and lifecycle controls for Generative AI and agent-based capabilities.

- Support business units and functions to strengthen accountability and consistent governance practices.
- Provide technical advice and subject matter expertise for data, analytics and AI technologies, and identify opportunities to improve business processes and services.
- Support the technical development, delivery, transition to business-as-usual operations, ongoing support and continuous improvement of enterprise data and AI capabilities.
- Provide subject matter expertise for the records and information-related activities, policies and strategies of Eastern Health.
- Maintain and further develop the corporate records framework for the effective management of Eastern Health's corporate records.
- Develop and deliver a range of support including records management audits, advice, governance and training for staff skills development.
- Maintain a user-friendly retention and disposal authority for all records in accordance with relevant legislation
- Provide advice for the digitisation/scanning of hardcopy documents and records including 'scan and destroy' programs and Digitisation Plans.
- Promote effective corporate records management throughout Eastern Health through site visits, presentations, the intranet, workshops and publications.
- Ensure record management intranet channels are current and relevant (SharePoint and Viva Engage).
- Support managers and teams by providing advice on processes and procedures to ensure consistent, efficient and compliant record management activities.
- Ensure that regulatory requirements are satisfied for the retention, storage, access and disposal of all corporate records in accordance with the Public Records Office Victoria (PROV) and relevant Australian Standards.
- Provide records management perspective to system procurement and decommissioning, as appropriate.
- Provide timely and accurate reports to management on a regular basis or as requested.

Finance and Performance

- Identify ways to create efficiencies that minimise costs related to corporate records management e.g. Destruction projects, batching courier deliveries, etc.

Learning and Growth

- Develop training materials to support the implementation of a consistent corporate records management programme
- Conduct training and awareness in records management obligations and good practice in the area of data, information and application governance
- Ongoing maintenance and improvement of a Corporate Records 'Toolkit' to assist the organisation in meeting its record keeping responsibilities.
- Actively self-educate to keep up to date with relevant industry changes and advancements.
- Actively engage with industry bodies such as PROV to review and provide input into industry Standards and emerging initiatives e.g. working groups, standards committees.

Quality and Compliance

- Promptly assess changes to recordkeeping standards and legislation that may impact on Eastern Health and advise appropriate actions for approval
- Work closely with the cyber security team to establish and continuously improve principles for data labelling, external sharing and other initiatives that will be introduced.
- Work closely with ICT teams to develop, implement, and oversee governance policies and practices for applications, data, and information assets to ensure data integrity and security compliance with regulatory requirements, and alignment with organisational objectives.
- Assist Managers in the achievement of required standards, regulations and legislation including National Quality Framework, and Public Record Office Standards.
- Assist Managers in assessing compliance with records management related to the activities of their departments e.g. ad-hoc or planned internal audits
- Ensure records management policies are reviewed and updated regularly
- Ensure privacy principles are always followed when devising and implementing processes and procedures.
- 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

Key Relationships

- Works closely with Health Record Services, Information Release teams (including FOI), the Legal Department, Library Services, ICT, and maintain enterprise wide account management of external record storage and services providers on behalf of Eastern Health.

Other

- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions.
- Other duties within the capacity, qualification and experience from persons occupying positions of this classification.
- Travel between sites will be required.

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

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 Compensation (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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to 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

Qualifications

- Tertiary qualification in administration, information management, information, communication and technology or equivalent

Knowledge

- Strong understanding and practical application of data and AI governance principles, including risk and compliance, and demonstrated experience developing governance frameworks, standards, policies and guidelines.
- Proven experience contributing to the development and execution of strategic data initiatives and supporting implementation of a data roadmap aligned with departmental and organisational objectives.
- Proven corporate records management experience in a complex environment
- Demonstrated knowledge and experience in the digitisation of contemporary and historical records.
- Knowledge in cyber security principles and controls, threats and solutions to mitigate. Sound knowledge of current developments, trends and legislation in records management and related information systems
- Extensive knowledge of PROV recordkeeping standards.
- Knowledge of and experience in the use and administration of computerised records and document management systems
- Proven capacity to provide leadership to those engaged in records management, to share knowledge and motivate others to improve their skills
- Ability to work closely with information managers, hospital administration, medical staff, health care professionals, and other hospital employees.

Management

- Proven planning and organisational skills
- Demonstrated effective and appropriate written, verbal, presentation and interpersonal communication techniques
- Proven ability to work independently and to well-developed skills to prioritise work requirements to meet deadlines
- Ability to write policies, reference guides and deliver training
- Demonstrated ability in finding opportunities, pragmatic problem solving and decision-making skills.

Technical Abilities

- Implementation, configuration and management of Microsoft Purview
- Knowledge of cyber security principles and controls
- Understanding in cloud computing technology
- Competency in utilising word processing, spreadsheet, presentation, database and web applications, preferably M365 environment
- Experience with electronic document and records management systems.

Personal Attributes

- Demonstrated behaviour that promotes teamwork
- Has a co-operative and non-adversarial communication technique
- Demonstrated ability to learn and develop.

Desirable

- Eligibility for membership of Records & Information Management Professionals Australasia (RIMPA)
- Experience with outsourced record storage and management services
- Current Victorian drivers licence.

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