

# Position Description

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| Position Title             | Manager, Regional Community Program  |
| Division                   | Digital Services   |
| Department                 | Clinical Information Systems   |
| Enterprise Agreement       | Dependent on experience and qualifications                                   |
| Reports to                 | Director, Clinical Information Systems                                       |
| Management Level           | Tier 3 – Business Manager  |
| Staff Capability Statement | Please click here for a link to <a href="#">staff capabilities statement</a> |

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## The Digital Services Division

The Digital Services Division is charged with delivering technology solutions that deliver on our vision. As well as responsibility for the mainstream ICT services and support the division encompasses Cyber Security, Clinical Information Systems, Architecture and Applications and Project Management.

The Division leverages ICT technologies and expertise to provide the technical foundations for innovation and transformation of our clinical service delivery. The Division is instrumental in building a strong culture of utilising health informatics and using data to drive innovation.

## **Loddon Mallee Shared Services**

Loddon Mallee Shared Services (LMSS) oversees delivery of the core and non-core services to all members of the Loddon Mallee Rural Health Alliance (LMRHA). The services delivered by the LMSS enable a supported delivery of core services to all Agencies within the region, and access to non-core services as required, whilst leveraging its position to engage services to support all Agencies.

## **The Position**

The Manager of Regional Community Program will be in charge of overseeing the planning, development, delivery and support of Bendigo Health's Regional Community Program. This position will make meaningful contributions to the organisation and regional strategic goals and be able to deliver and enhance our Regional Community application to optimise clinical, administrative and financial benefits.

The role will work closely with other teams across ICT and the wider business to uphold Bendigo Health's and Loddon Mallee Shared Services Architecture and Technology standards. This will involve preserving the integrity, reliability and functionality of our data, systems and infrastructure while aligning with existing and new systems.

## **Responsibilities and Accountabilities**

### **Key Responsibilities**

- Support, maintain and procure all clinical systems for Bendigo Health
- Implement, manage and evaluate operation processes and procedures to support administrative and clinical systems
- Liaise effectively with other stakeholders within the Innovation and Digital Services division, and across the health region, to achieve good business outcomes.
- Leading a positive and productive culture with strong leadership.
- Promote ownership of Incidents and Service Request tickets in the Service Desk tool.
- Managing and coordinating system changes and implementations.
- Manage, Develop, and maintain process, procedures and solution documentation.
- Manage and Assist with projects as required
- Contribute to development of the transition plan for legacy community systems
- Provide leadership to the Regional Community Program team
- Use good judgement and a consultative approach to resolve issues
- Identify and document potential risks and provide recommendations for effective control strategies to minimise risk
- Evaluate business processes, anticipate requirements, uncover areas for improvement and develop and implement solutions

- Respond quickly and efficiently to demands, while managing competing priorities and maintaining attention to detail and meeting deadlines
- Confidently and courteously work with people at all levels to build strong working relationships and obtain co-operation in achieving business objectives
- Partner with administrative and clinical departments in their requirements analysis, planning, design, implementation and support of community systems in support of the organisation's and regional's strategic goals
- Integrates and builds effective and positive working relationships between ICT work groups and other areas of the organisation and region to ensure needs and expectations of our staff are met

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes

of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

1. Bachelor's Degree in Health, Information Technology, Business Administration related field or equivalent specialist knowledge and experience in healthcare system administration
2. Experience in management and delivery of digital transformation projects, applications within healthcare
3. Strong understanding of healthcare business and clinical operations within a community setting
4. Demonstrated ability to evaluate multidimensional issues, think creatively about solutions, and prepare briefs to support decision-making
5. Strong communication and presentation skills – both written and verbal
6. Ability to exercise a high degree of independence, initiative, judgement, discretion and decision-making to achieve objectives
7. Strong interpersonal skills and the ability to work with a range of personalities
8. Strong ability to build, foster and maintain positive professional relationships through trust
9. Strong attention to detail and planning skills

### Desirable

10. Demonstrated knowledge and expertise of the Regional Community Program

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*