

Position Description

Position Title	Technical Consultant
Position Number	30007092
Division	Clinical Operations
Department	Mental Health Development and Systems
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Administrative G5 Y2
Classification Code	AK26
Reports to	Manager, Mental Health Development and Systems
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Technical Consultant, Mental Health will report to the Manager, Development and Systems and work as part of the Development and Systems team within the Mental Health Directorate. The team provides support across Mental Health programs and contributes to service improvement initiatives. In addition, the role will require strong collaborative relationships with the ICT division of Bendigo Health, operating in alignment with the overall requirements and direction of the organisations broader ICT direction.

The role will provide specialist technical expertise and support across both project delivery and business-as-usual (BAU) activities, including the planning, coordination, development and implementation of solutions that enable the effective interaction and exchange of data between systems supporting the delivery and performance of Mental Health services.

Key systems include, but are not limited to, the Mental Health Digital Medical Record (MHDMR), Client Management Interface/Operational Data Store (CMI/ODS) and Bendigo Health's (Patient Manager) iPM.

The role is both complex and exciting, requiring well developed analysis, design, along with knowledge of database and reporting technologies. It is essential this role manages the technical layer of Mental Health to the standards set out by the organisation and develops effective networks with key stakeholders including Information Technology Services and Health Information Services.

Proven communication skills, problem-solving skills, proficiency in programming languages and data structures, and knowledge of integration best practices are critical to successful performance in this role.

Responsibilities and Accountabilities

Key Responsibilities

- Provide technical support across Mental Health projects and business-as-usual (BAU) activities, ensuring the effective operation, maintenance and improvement of systems and integrations.
- Analyse, troubleshoot and resolve system, application issues, working with relevant technical teams and vendors to identify and implement appropriate solutions.
- Liaise with infrastructure, application and third-party vendor teams to coordinate technical activities and achieve effective integration solutions.
- Gather and analyse business and system requirements and contribute to the planning, design, development and implementation of solutions.
- Design, implement and maintain system monitoring components to support the ongoing performance, availability and reliability of key systems.
- Develop, execute and document test plans for system enhancements and upgrades, including identifying and addressing issues arising from testing.
- Create and maintain technical documentation, including system context diagrams, data flows, interfaces, endpoints and other relevant system and integration documentation.
- Work with key stakeholders, including ICT Services, the Performance and Reporting Unit (PRU) and Health Information Services (HIS), to coordinate requirements, resolve issues and support service improvements.
- Analyse and amalgamate data from multiple sources to support operational, reporting and service improvement requirements.

- Support reporting and data visualisation requirements, including the use and understanding of Power BI and related reporting technologies.
- Contribute to the ongoing improvement of systems, processes and technical practices within Mental Health and the broader ICT environment.
- Maintain appropriate records, documentation and system information in accordance with organisational standards, policies and procedures.

Key Selection Criteria

Essential

1. Diploma or Bachelor qualification in Information Technology, or five years or more of relevant industry experience.
2. Demonstrated experience in gathering and analysing business and system requirements, translating requirements into technical specifications, and developing recommendations for integration solutions.
3. Demonstrated experience in analysing, diagnosing and resolving system, application and integration issues and defects, using well-developed problem-solving skills.
4. Demonstrated understanding of Enterprise Service Bus technologies and the ability to provide technical troubleshooting and support for integration issues.
5. Demonstrated understanding of cloud platforms and services
6. Ability to maintain system documentation identifying data flows and end points
7. Well-developed written, verbal and interpersonal communication skills, with the ability to consult with stakeholders, build effective relationships, and communicate technical concepts in both technical and user-friendly language.
8. Demonstrated ability to work effectively both independently and as part of a multidisciplinary team, managing competing priorities and contributing to shared outcomes.
9. Demonstrated high level of accuracy and attention to detail in the analysis, documentation, implementation and support of technical solutions.

Desirable

10. Knowledge of the health industry and experience working within a healthcare setting.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).

- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.