

Position Description

Position Title	Director
Position Number	30027360
Division	Digital Services
Department	Clinical Information Systems
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 7
Classification Code	HS7
Reports to	Executive Director Innovation and Digital Services
Management Level	Tier 2 - Director Operations Managers
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> National Police Record Check 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 Clinical Information Systems Department will be in charge of overseeing the planning, development, delivery and support of Bendigo Health's electronic Patient Record (ePR) and Patient Administration System (PAS) and the Loddon Mallee Regional Community Platform (RCP) and Virtual Care Office (VCO).

The department will make meaningful contributions to the organisation and regional strategic goals and be able to deliver and enhance existing clinical systems to optimise clinical and financial benefits.

The department will work closely with all teams across the 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 clinical systems
- Develop improvement transition plans for clinical systems
- Provide leadership to the Clinical Information Systems team
- Project Manage and facilitate clinical digital service projects
- Assist in developing legacy application replacement strategies
- Partner with clinical departments in their requirements analysis, planning, design, implementation and support of core systems in support of the organisation's strategic goals

Key Selection Criteria

Essential

1. Degree or postgraduate qualifications in Health, Business Management, Information Technology, Health Informatics or a related discipline.
2. Experience in management and delivery of large complex digital transformation projects, applications within healthcare
3. Solid understanding of hospital business and clinical operations
4. Ability to exercise a high degree of independence, initiative, judgement, discretion and decision-making to achieve objectives
5. Strong ability to build, foster and maintain positive professional relationships through trust
6. Ability to problem solve and resolve conflict
7. Strong negotiation and persuasion skills
8. Ability to work effectively in a team environment
9. Excellent verbal and written communication skills
10. Strong attention to detail and planning skills

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.