

Position Title: Team Lead, Core Clinical Systems

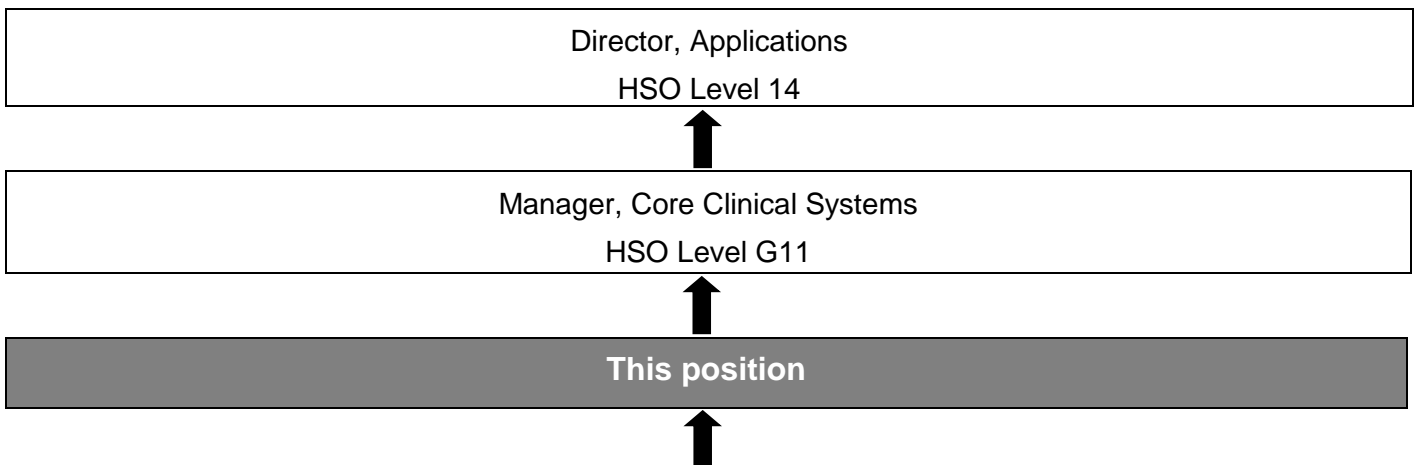
Position number	00014996
Classification	HSO Level G8
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	ICT
Function	Applications
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) ICT Business Unit, the Team Lead within Applications is responsible for:

- Leadership, Management and Supervision of Application Delivery and Support Team resources required to provide effective and efficient delivery of quality ICT Application Services that meets customer expectations;
- Relationship Management with relevant stakeholders including customers, vendor-partners, business and industry; and
- Anticipating opportunities and trends in information and communication technologies to initiate change and innovation to enhance product and service delivery.

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title & Position Number	Classification	FTE
Senior Application Specialist	HSO G7	1
Senior Technology Specialist	HSO G7	1
Application Specialist	HSO G6	1
Technology Specialist	HSO G6	1
Application Support Officer	HSO G5	2

ORGANISATIONAL CONTEXT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), Health Support Services (HSS) was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS is committed to enhancing customer experience by delivering high quality shared services to customers, including financial, ICT, supply and workforce services within a dynamic and complex environment. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are simple, reliable and responsive for its customers.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams of people that continually seek to understand the needs of customers and to improve efficiency, processes and procedures, and add value for customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

HSS BUSINESS PLAN FOR 2019-21



BUSINESS UNIT ROLE:

The ICT Business Unit provides solution development, implementation, transition and operations support for the WA health system's clinical and corporate business systems. This includes the strategic planning, architecture and ongoing management of the WA health system's ICT network, applications and infrastructure, provision of ICT support to WA health system customers and the management of ICT security and risk (including security of patient data). ICT is also responsible for overseeing all major projects and programs relating to ICT across the WA health system including technology migration, upgrade and implementation.

POSITION RESPONSIBILITIES:

HSS Leaders and Managers:

- Contributes to the strategic and operational governance of the Health Support Services as a member of the extended leadership team.
- Contributes to the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic, innovative and “Think Customer First” organisational culture.
- Contributes to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of Health Support Services as a team supporting the achievement of the broader WA health system’s objectives.
- As a leader, at all times model’s behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

HSS Participation (Team):

- Maintains a client focus on service delivery including client contact and management.
- Contributes to the HSS’s strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Business Unit, Function, Team and the HSS.
- Builds alliances with stakeholders, interest groups, client agencies and within HSS to enable development, acceptability and achievement of the HSS’s designated outcomes, and to promote the HSS’s service capabilities.
- Participates in and leads cross-functional project teams within HSS to develop and deliver improved services and systems.
- Represents the ICT Business Unit / Function / Team and HSS, if required, on Whole of Health and Government committees and working parties.

HSS Participation

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

Role Specific Responsibilities and Key Outcomes:

Leadership

- Promotes and fosters a customer-focussed culture within the team based on HSS values and strategic priorities.
- Promotes a 'solution-oriented' mindset within the team that is 'delivery' focused with 'quality' outcomes in a 'timely' manner.
- Provides leadership and guidance to staff to optimise performance and promote career development.
- Champions continual improvement and quality management.
- Acts to facilitates collaborative and effective working relationships between teams, areas, functions and business units of the organisation.
- Works collaboratively with other leaders within HSS and other stakeholders to achieve objectives.
- Contributes to the development of ICT policies, standards and procedures and monitors compliance where relevant.
- Provides expert advice and guidance as required.
- Maintains knowledge of current industry standards, trends and practices.
- Represents the ICT Business Unit and/or Manager at meetings as required.

Relationship Management (Stakeholder Relations)

- Builds and maintains strong customer relationships through regular meetings and communications.
- Builds and maintains strong vendor-partner relations through regular meetings and communications.
- Builds and maintains strong industry relationships within relevant areas.
- Builds and maintains collaborative working relationships with other HSS staff.
- Provides advice on, and solutions to, complex application service issues pertaining to client satisfaction.
- Represents HSS on governance committees and working parties associated with ICT application services.

Delivery Management

- Product roadmap management ensuring application services remain current and relevant to the customer.
- Product release management ensuring the delivery of quality application services that meets expectations of the customer on time and within budget.
- Management and monitoring of customer service levels in relation to the delivery of ICT application services via accepted metrics and processes as a means of quantifying outcomes.
- Demonstrates the value of HSS Services through the achievement of efficient delivery and support of ICT application services and proactively seeks ways to increase ICT service delivery contributions.
- Provides leadership and input towards continuous application service delivery and disaster recovery planning including the maintaining of, and testing of, application service redundancy to ensure services remain available to the customer at the agreed level.
- Ensures risks to current and future service delivery are identified and mitigatory actions are implemented or otherwise managed.

Resource Management

- Manages resources to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time goals.
- Ensures staff and teams are mentored and developed to ensure the team meets executive, stakeholder and customer expectations.
- Supports the adherence of good human resource management principles to govern fair, safe, enjoyable and innovative work practices incorporating sound risk management principles in accordance with HSS policies and guidelines.
- Leads and assists in the recruitment, development and training of ICT application service delivery and support staff, both functional and technical.
- Participates in performance management.
- Provides management reports in relation to ICT application service delivery performance.

Leadership Area

- Leads the delivery and support of ICT application services associated with Clinical functions such as Clinical Platforms, Clinical Workbenches and Clinical Specialty systems.

Accountability and Quality Assurance

- Ensures compliance with the ICT Application Group's standards and frameworks for accountability.
- Ensures effective implementation of quality assurance processes within the area of control, reports on human and finance resources, risk management activities and processes relating to the management and delivery of ICT application services.
- Ensures compliance with corporate governance requirements to information technology and systems as they relate to Application Operations.

Other

- Responsible for provision of a safe working environment for staff within the area of control.
- Perform other duties as directed.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience in providing leadership and coordination in the delivery and support of customer focussed ICT application services consistent with ICT best practice in a diverse, complex and integrated environment.
2. Demonstrated experience in successfully managing relationships with stakeholders including the ability to negotiate and influence across a range of context.
3. Demonstrated experience in effective communication and well developed oral, written and interpersonal communication skills to liaise with staff and stakeholders, develop documentation including briefing notes, proposals and business impact assessments.
4. Demonstrated experience in complex problem solving and well developed conceptual and analytical skills including the ability to provide innovative solutions to resolve complex problems and issues.
5. Demonstrated project management experience and well-developed delivery and resource planning skills, including the use of project planning and management tools.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

DESIRABLE CRITERIA:

1. Tertiary qualification in Information Systems, Information Technology or other related discipline.
2. Previous experience in a health care information technology environment.
3. Demonstrated experience in continuous quality improvement activities.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

DIRECTOR HR & CAPABILITY

EXECUTIVE DIRECTOR

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____