

Position Title: Chief Information Officer

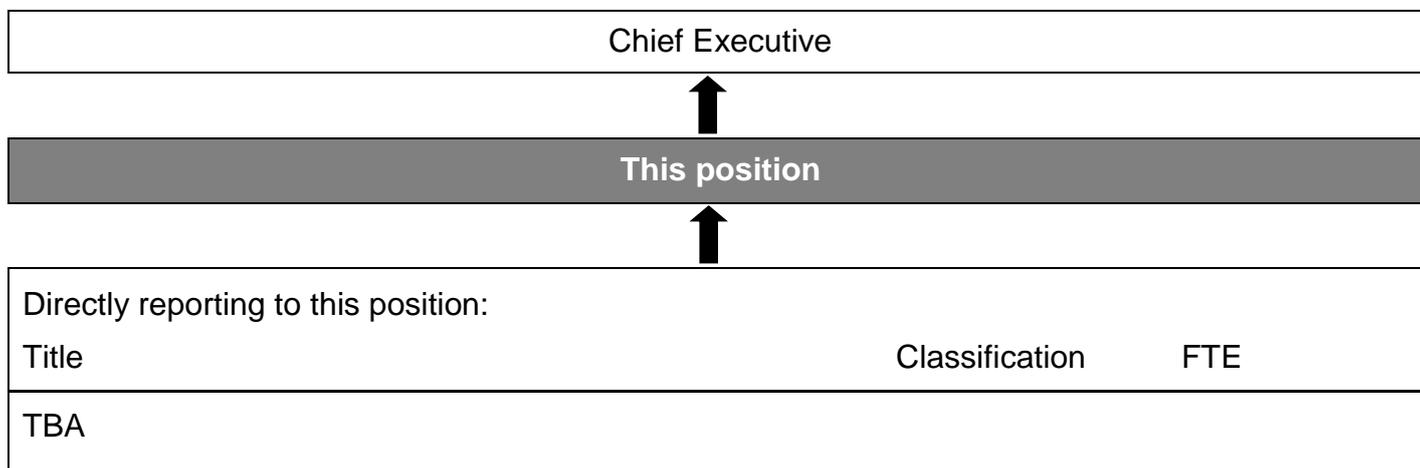
Position Number	00014050
Classification	HES Health Executive Grade C - Corporate
Organisation	Health Support Services
Business Unit	Information and Communications Technology (ICT)
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) Executive, the Chief Information Officer (CIO):

- leads the transformation and modernisation of ICT within HSS and the WA health system, and contributes to the strategic direction and management of HSS;
- leads and manages the ICT Business Unit to provide a WA health system-wide ICT service, which delivers a modern, secure, integrated and user-friendly ICT platform for public health care services in Western Australia; and
- develops and defines the WA health system's strategy, priorities and landscape for ICT and information management, including but not limited to the planning of WA health system-wide ICT investments, and the coordination and driving of major ICT programs, and the operation of the WA health system's ICT operation.

REPORTING RELATIONSHIPS:



ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA Health system. HSS was established in 2016 under the Health Services Act 2016 (WA) and transitioned to be governed by a Board in July 2020.

HSS provides a suite of services to support WA public hospitals and health services to deliver excellent health care. These services include ICT, Procurement & Supply, Employment, Payroll and Financial Services.

HSS's values underpin everything we do. We are committed to enhancing the experience of our customer by delivering simple, reliable and responsive shared services, and create partnerships to find solutions.

HSS actively seeks to empower a "Think Customer First" culture with skilled, motivated and experienced teams of people. 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 career development, professional learning and the wellbeing of our employees.

HSS PURPOSE AND VALUES

Purpose

We support our customers to provide excellent health care

Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think
customer first

We promise,
we own, we do

We will find
a way

We make a
difference together

BUSINESS UNIT ROLE:

ICT

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 enabling the implementation of all major projects and programs relating to ICT across the WA health system including technology migration, upgrade and implementation.

POSITION RESPONSIBILITIES:

HSS Leadership:

- Contributes to the strategic and operational governance of HSS as a member of the Executive 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 HSS reform and improvement objectives through leadership and direction of teams, ensuring objectives are transformed into actions and goals and are achieved.
- 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 the HSS Executive Leadership Team as a team supporting the achievement of WA health system objectives.
- As a leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

HSS Management:

- Promotes a customer-focused culture and a team-based approach based on HSS’ values and strategic priorities.
- Champions collaboration, continual improvement and quality management.
- Builds and supports alliances with stakeholders, customer agencies and within HSS to enable the achievement of the organisation’s strategic priorities and to promote the organisation’s service capabilities.
- Ensures the work environment is safe, fosters equity and diversity, and enables the achievement of personal and team goals.
- Allocates resources (including financial and human) to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time expectations.
- Mentors and develops staff and teams to ensure the organisation meets executive, stakeholder and customer expectations.
- Identifies and mitigates risks to current and future service delivery.
- Provides subject expert advice to the Senior Leadership Team where relevant.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and are achieved within agreed budget.
- Accountable for compliance with public sector, WA health system and HSS policies, procedures and standards within the organisation.
- Provides expert advice to the HSS Chief Executive on matters related to services, policies and programs in area of portfolio responsibility.

HSS Participation:

- Maintains the HSS “Think Customer First” culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes to HSS’ strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the branch, directorate and HSS. Applies as appropriate in consultation with HSS’ Chief Executive and customers.

- Participates in and leads cross-functional project teams within HSS to develop and deliver improved services and systems.
- Represents the ICT Business Unit and HSS, as required, on Whole of Health and Government committees and working parties.

Role Specific Responsibilities and Key Outcomes:

- Understands the WA health system and HSS' role in provision of high level service to key stakeholders.
- Enables the delivery of ~\$350M of WA health system ICT-related expenditure.
- Oversees the management of ~\$140M of HSS' ICT operating expenditure and ~370FTE to provide quality, secure and sustainable ICT operations to the WA health system.
- Leads the ICT strategy and delivery for the WA health system encompassing servicing ~48,000 employees and ~12,000 applications including the creation of ICT strategies and policies that are aligned with WA health system objectives and likely future requirements.
- Represents the WA health system in relation to ICT and provides input to national initiatives (e.g. e-health and data security).
- Identifies key stakeholders, engages their support and works together to establish Whole of Health approaches to address issues, facilitate cooperation and partnerships.
- Managing the Business Unit's relationship with key stakeholders including; the Government CIO; the Chief Clinical Information Officer; Health Service Provider Chief Executives, user groups such as clinicians and business managers, health consumers, other Government agencies and industry, in conjunction with the HSS Executive Director, Customer Experience and the HSS Chief Executive.
- Proactively manages ICT security and risk to ensure all sensitive data is secure and health service operations can continue seamlessly as required.

Accountabilities:

- Manages the operational, strategic and business planning activities of the ICT Business Unit to ensure it meets its objectives and delivers intended results, managing performance and anticipating risks.
- Leads cyber and network security modernisation and the digital transformation for HSS and the WA health system.
- Provides leadership to the state-wide and technology function to meet the clinical, administrative and business needs of the WA health system.
- Transforms the Business Unit into an efficient, effective and innovative resource that provides the expertise to support and drive developments at a state-wide level and achieves its planned business outcomes on time and within budget in support of the customer.
- Leads the WA health system's strategic planning for ICT to align investment in systems development with key health policy priorities, and then implements and reports on progress.
- Oversees resource allocation for ICT and progressively achieves substantial returns from investment in ICT through application of best practices in design and delivery of new initiatives, process and system improvement, and reduction of duplicate effort.
- Enables the implementation of complex ICT projects to ensure that key whole of health information, communication and technology needs and risks are identified in consultation

with business and clinical stakeholders, and are managed in accordance with agreed outcomes, deliverables and timelines, representing value for money.

- Leads and develops ICT policies and frameworks that result in standards, guidelines and procedures being established and maintained to support the safe, secure, effective and efficient delivery and accessibility to information and communication technology services for the WA health system.
- Provides high quality advice to the Minister of Health, the HSS Chief Executive and the WA health system regarding ICT requirements and directions. Manages the alignment of the WA health system's ICT strategic enterprise architecture, applications and security policies that are consistent and compliant with the directions set by the Office of the Government Chief Information Officer and as mandated by Government.
- Leads and manages the strategic and business planning activities of the ICT Business Unit to ensure it meets its objectives and that staff are supported, mentored and developed to achieve optimum performance.
- Leads in the identification of emerging issues, risks, trends and innovation developments to ensure HSS is a contemporary and secure ICT service provider within the broader health context.
- Implements information architecture requirements and standards, and enforces their application throughout the WA health system in order to achieve systems integration and ensure ICT service standards.
- Transforms ICT and information management governance arrangements to achieve high quality, integrated systems that serve the clinical and business needs of the WA health system

SELECTION CRITERIA:**ESSENTIAL:**

Criterion	Expectation
Shapes and Manages Strategy	<ul style="list-style-type: none">• Think and act strategically with the capacity to inspire a clear sense of purpose and direction.• Develop innovative and integrated solutions to complex problems, considering impacts within the organisation and community.• Position organisation to seize opportunities and minimise threats.• Exercise judgement and factor in risk mitigation in decision making.
Achieves Results	<ul style="list-style-type: none">• Deliver outcomes that are responsive and solution focused, supporting organisational sustainability.• Foster a collaborative work environment, drawing input from others, to drive a culture of achievement.• Maximise the capability and capacity of available resources.• Drive and implement innovative projects and programs in a dynamic and changing environment.
Builds Productive Relationships	<ul style="list-style-type: none">• Build and sustain relationships within the organisation across key stakeholders.• Leverage strategic partnerships and networks to optimise the delivery of agreed objectives.• Harness diversity by considering viewpoints.• Nurture the capacity and resilience of staff to achieve outcomes in a demanding environment.• Drive a culture of mutual cooperation and inspire a cross-agency approach to problem identification and resolution.• Identify and develop talent within teams.
Exemplifies Personal Integrity and Self-Awareness	<ul style="list-style-type: none">• Commitment to professionalism, ethical behaviour and self-development.• Alignment of business practices to the WA Public Sector Code of Ethics and the Department's Code of Conduct.
Communicates and Influences Effectively	<ul style="list-style-type: none">• The ability to establish networks and communicate with a diverse range of people.• Influence outcomes through high-level interpersonal skills and persuasive negotiation.• Target communication to intended audience with the capacity to adapt quickly to changed circumstances.• Approach negotiations with a strong grasp of key issues, exercising awareness of different positions within the negotiation.
Role Specific Essential Requirements	<ul style="list-style-type: none">• A tertiary qualification in IT or Business (or similar).• A relevant professional qualification, i.e. ITIL or similar.

- Strong understanding of enterprise architecture, digital security, applications and network design/infrastructure.
- Previous CIO experience in private and/or public sector

DESIRABLE:

- Postgraduate qualification, i.e. MBA or relevant Master's degree.
- Demonstrated experience in transformation or improvement of an ICT function.
- Demonstrated leadership experience in a customer focused culture.

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.

Version control	Description	CRC Approval Date	Registered Date
HSS REGISTERED	JDF Created	21/09/2020	21/09/2020