

Position Title: Principal ICT Policy Officer

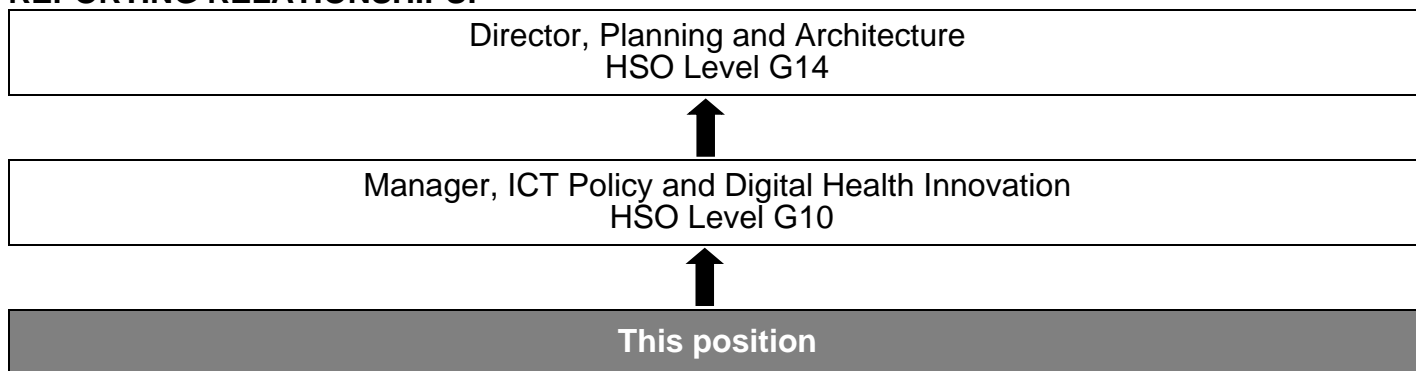
Classification	HSO Level G9
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	ICT
Function	Planning and Architecture
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) ICT Business Unit, the Principal ICT Policy Officer is responsible for:

- Undertaking and coordinating complex policy reviews and initiatives and monitoring new and existing policies, programs and business processes for compliance with and achievement of government, WA health system wide and divisional objectives.
- Coordinating the planning and operational issues, including facilitation of business process and organisational changes, associated with achieving the reform of corporate and administrative services according to government strategic priorities.

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title	Classification	FTE
No direct reports		

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:

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 Participation (Self):

- Maintains the HSS "Think Customer First" culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

- Undertakes and coordinates complex policy reviews/initiatives and monitors new and existing policies, programs and business processes for compliance with and achievement of government and WA health system objectives.
- Plans and manages major corporate and administrative services reform in response to changes in government strategic priorities, including the facilitation of business process and organisational changes, and management of operational issues.
- Acts as a senior policy advisor for ICT policy and provides specialist advice and input and works in collaboration with relevant stakeholders to ensure the achievement of strategic initiatives.
- Negotiates the availability of specialist support services to support the development and implementation of initiatives, projects, programs and processes, in liaison with other Department of Health representatives.
- Manages planning and reporting activities to facilitate the development of policy initiatives, programs and services.
- Prepares high quality discussion papers, reports, briefings ministerial advice and responses to correspondence and parliamentary questions relating to relevant ICT policy and strategic initiatives.
- Contributes to the development and monitoring of appropriate key performance indicators and evaluation processes to achieve the objectives of the directorate.
- Manages the review and monitoring of, initiatives, projects, programs and processes to ensure the achievement of governmental and departmental objectives and policy compliance.
- Monitors emerging issues, relevant trends, approaches and issues in relation to ICT policy and identifies and leverages potential impacts of trends and issues for the WA Health System.
- Participates in and coordinates the activities of working parties and meetings established to facilitate development and implementation of processes to support best practice and policy compliance.
- Builds and maintains collaborative relationships with key personnel within the health industry and from other government and non-government agencies to examine opportunities for collaboration in aspects of service development and policy formation to enhance health outcomes.
- Represent the Health Support Services on internal and external committees and working parties as required.
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated project management skills including the ability to plan, prioritise, make decisions, meet deadlines and manage resources.
2. Excellent interpersonal, verbal and written communication skills including negotiation skills.
3. Excellent problem-solving skills including conceptual and analytical ability.
4. Demonstrated experience in developing and contributing to planning and policy development.
5. Demonstrated strategic management skills including the ability to understand and contribute effectively to organisational change.

DESIRABLE CRITERIA:

1. Tertiary qualifications in a relevant discipline.
2. Excellent ability to lead and work collaboratively in a team environment and motivate others to achieve their professional capabilities.
3. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

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
Vs 1.0	JDF Created	31/08/2020	31/08/2020