



Job Description Form

Community | Compassion | Quality

Integrity | Equity | Curiosity

Position Title

Position number: CH617770

Principle Applications Developer

WA Country Health Service

Digital and Data Innovation Directorate

Improving the quality of care delivered to country communities in the here and now.
Planning for a future where we unlock the transformative potential of new and emerging health care technologies and opportunities.

About the WA Country Health Service

Our Strategic Priorities



Our Values

Community

We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion

We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality

We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity

We bring honesty, collaboration and professionalism to everything that we do.

Equity

We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity

We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

Our Vision

To be a global leader in rural and remote healthcare.

Our Mission

To deliver and advance high quality care for country WA communities.

Digital and Data Innovation Directorate

The WACHS Digital and Data Innovation directorate was established to help the organisation drive innovation and deliver new technologies to improve the health of regional and remote communities. Our Digital and Data Innovation team provides digital solutions, infrastructure and data support for WACHS sites.

The Digital and Data Innovation Directorate is a critical enabler of patient care in country WA and supports the business in progressing initiatives to streamline and innovate. Underpinning success is our commitment to building a culture that dares to challenge, lead and support innovative ways of delivering health services. The WACHS applications team has developed a number of solutions to meet key business needs.

Our Directorate actively supports and encourages diversity and inclusion, across all occupational groups, through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people. Our strategies are located at www.wacountry.health.wa.gov.au

Position Details

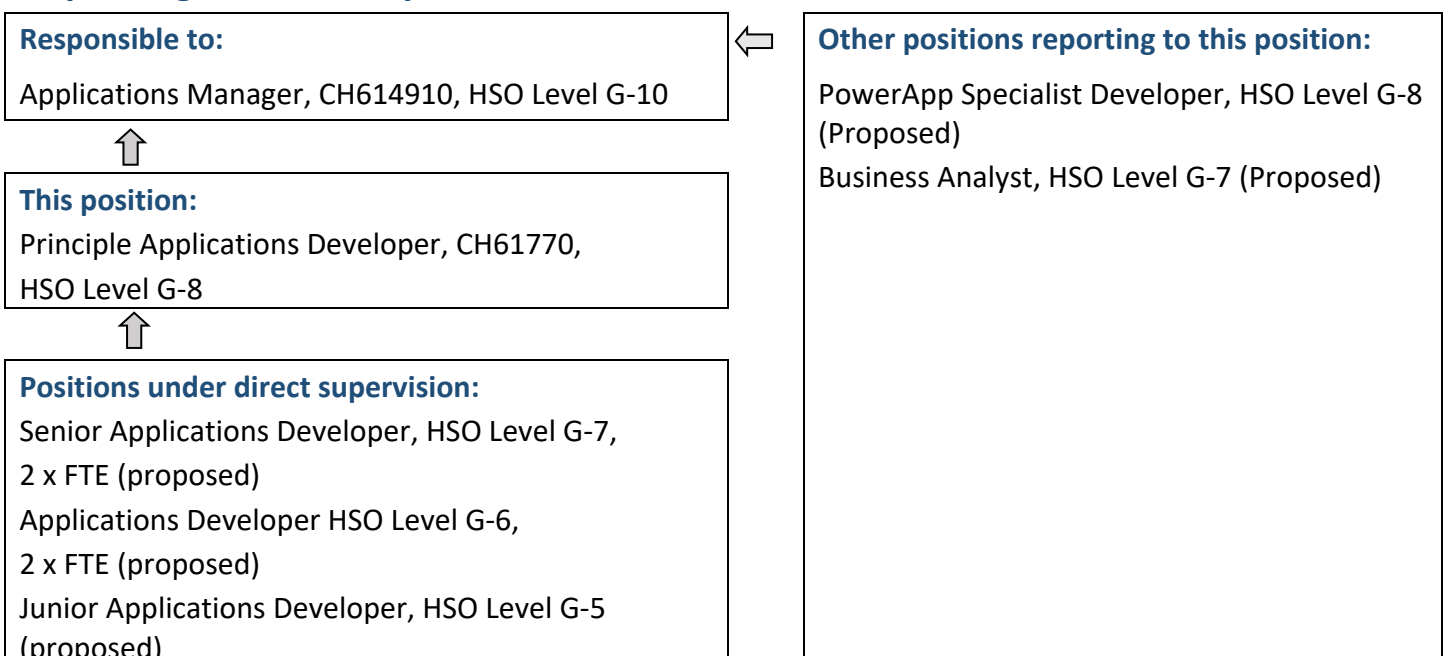
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|-------------------------|------------------------------------|--------------------|----------------|
| Position Number: | CH61770 | Registration Date: | September 2023 |
| Classification: | HSO Level G-8 | Location: | South West |
| Award / Agreement: | Health Salaried Officers Agreement | | |
| Organisational Context: | Digital and Data Innovation | | |

Position Overview

As part of the Digital and Data Innovation team, the Team Leader 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, vendorpartners, business and industry.
- Anticipating opportunities and trends in information and communication technologies to initiate change and innovation to enhance product and service delivery.

Reporting Relationships



Key Duties/Responsibilities

1. Leadership

- Promotes and fosters a customer-focussed culture within the team based on WACHS 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 WACHS and other stakeholders to achieve objectives.
- Contributes to the development of ICT policies, standards and procedures and monitors compliance where relevant.
- Leads the design, development, delivery and support of ICT application solutions using a variety of application development and delivery technologies, protocols, toolsets and techniques.
- Achieving best practice for application development, integration and delivery.
- Continuously identifying ongoing delivery opportunities of ICT application solutions to support customer efficiencies in the delivery of their services.
- Provides expert advice and guidance as required.
- Maintains knowledge of current industry standards, trends and practices.
- Represents the DDI Directorate and/or Manager at meetings as required.

2. 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 WACHS staff.
- Provides advice on, and solutions to, complex application service issues pertaining to client satisfaction.
- Represents WACHS on governance committees and working parties associated with application services.

3. 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 application services via accepted metrics and processes as a means of quantifying outcomes.
- Demonstrates the value of WACHS Services through the achievement of efficient delivery and support of 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.



4. 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 WACHS policies and guidelines.
- Leads and assists in the recruitment, development and training of application service delivery and support staff, both functional and technical.
- Participates in performance management.
- Provides management reports in relation to application service delivery performance.

5. Accountability and Quality Assurance

- Ensures compliance with the Application team'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 application services.
- Ensures compliance with corporate governance requirements to information technology and systems as they relate to applications development and support.

6. Other

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



Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

Essential

1. Demonstrated experience in providing leadership and coordination in the development, 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 expert knowledge of .Net, Azure/cloud services, Git, and SQL databases.
5. 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.
6. Demonstrated project management experience and well-developed delivery and resource planning skills, including the use of project planning and management tools.
7. Knowledge of contemporary design, development and delivery technologies and techniques that support continuous rapid development and delivery of ICT application solutions.
8. Current knowledge of legislative and regulatory requirements in the areas of Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment, people management and service delivery.

Desirable

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 Pre-requisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check
- Evidence of a current C or C-A class driver's licence and ability to travel within regions as required, including overnight stays

WA Country Health Service –
Central Office

14 September 2023
REGISTERED

