

General Manager

Directorate:	Chief Information Officer
Reports to:	CEO
Direct Reports:	< 15 EFT
Budget Parameters:	< \$10,000,000
Delegations:	TBA

DPV HEALTH VALUES

It is a requirement of all DPV Health positions that work will be undertaken in line with the DPV Health values as follows:

Persistence	Integrity	Compassion	Respect	Responsiveness
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Position Summary and Context

The Chief Information Officer (CIO) will provide strategic and operational executive leadership for the planning and delivery of DPV Health’s Information Communications Technology function.

The CIO will partner with business leaders across DPV Health to bring about transformative changes to the business through the smart application of technology and data management.

The role leads the development and execution of a transformative Information Technical Services, knowledge management and data strategies, alongside the provision of day-to-day operational excellence. DPV Health ICT user-base encompasses mobile and desk-based employees in over 20 sites across northern Melbourne. The core objective is to enable the agency to manage its business successfully, deliver best practice Primary Care ICT solutions and infrastructure, engage with clients & supporters more effectively, and enable sound strategic, financial and operational decisions.

The CIO will also oversee the successful development and management of DPV Health’s Business Continuity and Emergency Management frameworks such that all relevant risks are mitigated and safety is optimised.

The incumbent will work with the CEO, Executive team and Board to ensure all strategic and operational initiatives are in synergy with the overall strategic directions of the organisation. Being a part of the executive team will also provide broader opportunities within the organisation to contribute to initiatives aimed at strengthening DPV Health’s capability to ensure the health and well-being of the communities it supports.

Specific Role Accountabilities

Strategy and Planning

- Provide strategic and operational management for DPV Health's Information, Communications and Technology Programs.
- Research, scope and implement technological solutions to ensure DPV Health is well placed to offer innovative, competitive, mobile and sustainable programs and services.
- Lead the implementation of a successful data strategy to
 - inform, guide and optimize strategic and operational decision making
 - maximize engagement, retention and growth for new and existing clients.
- Develop, maintain and implement systems, processes, policies and infrastructure that deliver the strategic objectives of DPV Health.
- Identify and leverage industry trends to implement change management and improvement strategies that optimise the customer engagement experience, enhance service delivery, maximise revenue, reduce expenditure and/or streamline processes.
- Ensure the effective performance of IT services in an environment of continued transformation of IT capability, including updating existing and developing new IT capabilities through contemporary service delivery and digital transformation.
- Lead the development, implementation and monitoring of a whole-of-organisation IT strategy to underpin service excellence and long-term sustainability.

ICT

- Develop and maintain cyber security strategies to enhance DPV Health's ICT framework.
- Facilitate partnerships with acute and primary care organisations that support improved client outcomes, are mutually beneficial and support DPV Health's strategic and operational objectives.
- Establish consistent contractual arrangements and performance standards that adhere to the values of DPV Health.
- Ensure Systems and Processes meet compliance obligations as they relate to Privacy and Health Records legislation.
- Drive collaborative design and delivery of business performance reporting.
- Oversee the development and implementation of sound IT asset and systems controls for DPV, ensuring DPV meets regulatory and legislative compliance requirements.
- Oversee IT processes, ensuring they are thorough, consultative and projects are completed within budget and in a timely manner.
- Oversee IT contract management obligations, ensuring DPV complies with best practice in relation to procurement, vendor management, monitoring, review and reporting.
- Manage key external stakeholder relationships including service providers and vendors.

Data, Systems and Infrastructure

- Oversee the identification, scoping, development, implementation and maintenance of all patient and/or client management systems (including E-Case) such that they are:
 - Fit for purpose
 - Consumer friendly
 - Integrate with and complement other existing IT systems
 - Support automated sharing, reporting and monitoring of data.
 - Secure and not at risk from external cyber threats

- Develop, monitor and manage the IT budget.
- Establish, monitor and report against project budgets and operational budgets.
- Ensure that all contracts for services are delivered in accordance with contract requirements and performance measures.
- Identify and manage organisational IT risks and ensure governance frameworks and reporting systems are in place to deliver IT services and projects within budget, on-time and are governed in an appropriate manner.
- Ensure security, governance, compliance and continuity of IT service.
- Timely and accurate reporting and analysis to the Senior Executive Group.

Business Continuity

- Oversee the assessment, development and maintenance of DPV Health's Business Continuity Management framework.
- Ensure DPV Health's Business Continuity Plans are regularly updated, tested and successfully communicated to relevant stakeholders.
- Conduct Business Continuity mock exercises each year to ensure appropriate controls and processes are in place.
- Manage and maintenance infrastructure to support business continuity.
- Lead the development and execution of an appropriate Risk Management Plan as it relates to data and information storage and recovery.
- Ensure organisation has current disaster recovery plans in place.
- Develop and maintain strategies, procedures and practises to minimize the threat of cyber security incidents.

Emergency Management

- Oversee the assessment, development and maintenance of DPV Health's Emergency Management framework such that it meets all accreditation and legislative requirements.
- Ensure DPV Health's Emergency Management Plans, Policies and Procedures are regularly updated, tested and successfully communicated to relevant stakeholders.
- Coordinate annual evacuation drills.
- Manage the delivery of annual training to each site's Emergency Management Control Structure.
- Ensure each site maintains a current Emergency Management Control Structure.
- Develop relationships and participate in industry forums with external emergency management authorities.
- Ensure annual bushfire plans are reviewed, accessed and communicated each year and prior to the commencement of the bushfire season.
- Ensure all record keeping requirements are maintained.

Other duties consistent with the position where required and/or requested by the CEO and Board

CORE GENERAL MANAGER COMPETENCIES:

Service Delivery

- Strategically plan and manage the implement of all services within the Directorate.
- Ensure DPV Health Annual and Strategic Plan outcomes relevant to the Directorate are achieved.
- Drive the long term growth and strategic development of the Directorate.

- Drive an ambitious client centric approach and culture.
- Ensure managers and leaders are supported and empowered to develop their teams and effectively lead services.
- Represent DPV Health and develop and sustain positive relationships with funding bodies and external suppliers, contactors and other relevant organisations and stakeholders.
- Identify, contribute to and respond to key policy directions of governments which impact on services.
- Lead and manage programs in accordance with all accreditation requirements.

Reporting, System and Analytics

- Provide high quality, timely and concise reports for the Board, Sub Committees, CEO, Executive, and External parties.
- Ensure the successful & timely coordination of all management requirements to support Board and/or Management Committees as delegated by the CEO, including but not limited to preparation of Agendas, Minutes and relevant papers.
- Be the strategic and authoritative voice on matters as they relate to the Directorate.
- Ensure all reporting is accurate and comprehensive.
- Meet all contractual reporting requirements.
- Promote an outward looking organisational culture, respond to external opportunities and trends with capacity for analysing and forecasting the organisations external environment.
- Actively use and promote the use of DPV Health systems such as VHIMS, MyBookings, Folio, ESS, e3, Gemba, Trim and others.

Financials, Budgets, Target, Funding

- Achieve targets / budgets for your Directorate and negotiate budgetary issues with relevant managers.
- In consultation with the CEO develop and report on an annual framework of key performance indicators for the Service and report against those KPIs on a timely basis.
- Contribute to budget preparation, track and manage expenditure against budget, and actively participate in forecasting.
- Identifying opportunities to enhance the financial sustainability and growth of the Directorate.
- Identify opportunities for other funding sources including the preparation of tenders. Work with the CEO and the Executive team to develop costing for tenders and submissions.
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations.
- Ensure that all contractual requirements are met including budget parameters, service targets and quality expectations.

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values, Code of Conduct and the DPV Way.
- Create and implement a culture of trust, collaboration and ownership.
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews.
- Actively participate in and promote all required training, inductions and development, including ensuring your team completes all required training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.

- Manage the team to ensure productivity is maximised include workforce planning, employment arrangements and leave.
- Actively support and demonstrate inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct.
- Act as a role model for the successful implementation and establishment of the Studer Group Hardwiring Excellence Framework “The DPV Way” and other cultural change initiatives.

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports organisational standards.
- Provide useful performance data and feedback to direct reports and relevant committees and engage staff in identifying and taking appropriate action in response.
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and improve the quality and safety of their care and services.
- Identify risks as they emerge and proactively addressed new and known risks.
- Foster and implement a commitment to continuous improvement within the Directorate.

DPV Health Annual Performance Review

Subject to Annual Review by CEO and/or delegate

This position description contains the key responsibilities and associated performance indicators for this position. The list of key requirements is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation.

Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

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| <ul style="list-style-type: none"> • Current Victorian Drivers Licence • Disability Worker Exclusion Check • Travel and working at DPV Health sites is required | <ul style="list-style-type: none"> • Valid Working With Children Check • Satisfactory Policy Check |
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Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

- Postgraduate qualifications in ICT or similar.

Experience & Skills

- Demonstrated extensive experience in a senior ICT leadership role
- Demonstrated track record in implementing successful organisational change strategies and achieving outstanding ICT outcomes.

Quality and Commercial Focus / Planning and Being Organised

- Strong business/commercial acumen.
- Analyse and present complex information in an easily understood and accessible format.
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client.
- Success in attracting funding for new and existing programs.
- Excellent understanding and knowledge of the funding changes impacting the health sector.
- Demonstrated experience managing large scale projects and planning timelines, activates, resources and costs.
- Understand the challenges and complexity of providing consistently high-quality support through a culture of safety, transparency, accountability, teamwork and collaboration.

Leading a team

- Substantial experience in a senior management role.
- Evidence of successful team development and building.
- Ability to collaboratively lead a team to success within agreed timelines.
- Provide clear direction and support.
- Manage time, resources, tasks and competing priorities.
- Create a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute.

Leading Change and innovation

- Create a culture where change is normalised and appreciated.
- Create new and better ways for the organisation to be successful.
- Not content with the status quo and see barriers as opportunities for innovation.
- Uses initiative in identifying continuous quality improvement opportunities.

Client, Quality and Commercial Focus

- Build client relationships and demonstrated responsiveness to client needs and wants. (Internal and external)
- Ability to understand the client needs and delivery the required service considering costs and funding/revenue.
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements.

Communication and an Interpersonal Approach

- Excellent written and verbal communication skills that communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.
- Utilise interpersonal skills and tools to establish constructive rapport with clients from a variety of cultures, religions and socio economic circumstances.

Application Instructions

To apply, go to fisherleadership.com and click on 'APPLY ONLINE' using reference **DPVcio0419** and address your cover letter and resume to **Deborah Komesaroff**.

Your application should include:

1. A brief covering letter clearly quoting **DPVcio0419**
2. A complete current resume; stating responsibilities and achievements against each role you have held.
3. Specific responses to the Key Selection Criteria, providing examples of demonstrated experience and capabilities.

You will receive an email acknowledgement confirming receipt of your application within 72 hours.

If you do not receive this acknowledgement please contact Katherine Smith by email

ksmith@fisherleadership.com

The closing date for applications is Monday, 27 May 2019.