



Our Vision
People living well
Our Values

We care – We work together – We achieve – We learn – We innovate

Position Description			
Name:		Date:	
Position Title:	ICT Service Delivery Manager		
Reporting to:	Chief Financial Officer		
Direct Reports:	Senior ICT Systems Administrator x 2 ICT Systems Administrator ICT Support Administrator ICT Support Technician		
Budgetary Responsibilities	ICT Capital and operating budget		
Liases with Internally	GH staff, including Quality, Risk/Compliance and People & Culture roles		
Liases with Externally	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> ▪ Department of Health & Human Services. ▪ Local Government staff and representatives. ▪ Community service organisations. ▪ Other health and not for profit organisations. ▪ Hume Rural health Alliance ▪ Gateway Health vendors/suppliers 		
Program Context	<p>The ICT Service Delivery Manager will monitor, maintain and improve the provision of ICT services across all campuses of GH.</p> <p>The ICT Service Delivery Manager will also ensure the organisational values and Gateway Health's strategic directions are met through effective management of:</p> <ul style="list-style-type: none"> ▪ ITS Service Desk and Systems Administration ▪ Information Security and Governance ▪ ICT Infrastructure Management ▪ Frameworks supporting compliance with internal and external standards, policies and directions relating to Information Technology Services <p>This position is part of the Information Communication Technology (ICT) team and reports to the CFO.</p>		

<p>Organisation Context</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People living well</p> <p>Our Mission: Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health.</p> <p>Our Values: We care – We work together – We achieve – We learn – We Innovate</p> <p>These five values reflect the way we interact with consumers, our approach to service delivery & how we look after each other. Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales.</p> <p>Services are focused on the provision of primary health and welfare services to people at highest risk of poor health outcomes, and are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions:</p> <p>This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> ▪ Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures ▪ Maintain a high professional standard and work with integrity ▪ Develop collaborative working relationships ▪ Communicate with respect ▪ Maintain a client focus ▪ Adopt a Continuous Quality Improvement approach ▪ Work within legislative and compliance framework.

Best Practice

(Knowledge & application of skills required for this position. Knowledge & understanding of equipment, legislation, policies & procedures)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> ▪ Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies. 	<ul style="list-style-type: none"> ▪ Complete all program specific administrative tasks within the required time frames. ▪ All data is entered onto designated service databases, including excel spreadsheets. ▪ Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy. ▪ Funding and Service Agreement Targets are met to ensure Clients are exited from the program appropriately and timely.

Research, Leadership and Education

(Demonstrated experience and understanding of the need for continuation of personal & professional development)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> ▪ Active participation in Professional Development ▪ Active participation in specific clinical supervision (as relevant to role) ▪ Completion of Mandatory training ▪ Participation in, and facilitate for ICT team, regular performance reviews and appraisals 	<ul style="list-style-type: none"> ▪ Undertake professional development as required ▪ 100% compliance within all annual agency mandatory training ▪ The provision of evidence-based practice in line with funding requirements ▪ Active participation in performance reviews

Team, Culture Building and Communication	
<i>(Communication & interpersonal skills including liaising with internal & external stakeholders)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> ▪ Develop and maintain professional relationships with internal and external stakeholders. ▪ Contribute to productive and positive team meetings. ▪ Willingness to engage in a flexible work model that may require significant out of hours work and travel. ▪ Positively contribute to the culture and spirit of the ICT team, work environment and to GH. ▪ Your behaviour is congruent with organisational values, behaviours and goals ▪ Communication and inclusivity 	<ul style="list-style-type: none"> ▪ Contribute to the development of procedures and systems within this program ▪ Positively embrace and adopt change as it occurs. ▪ 100% attendance to team meetings ▪ Ensure regular team meetings. ▪ Ensure all team members are updated and included in key messaging from senior management meetings.>
Clinical and Administrative Systems	
<i>(Org processes, admin & documentation requirements, professionalism & timely reporting)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> ▪ Clinical notes ▪ Minimum dataset collection ▪ Comply with minimal funding requirements ▪ Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software, 	<ul style="list-style-type: none"> ▪ Complete high quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures. ▪ Databases are kept up to date at all times ▪ Maintain privacy and confidentiality at all times ▪ Provide evidence based practice in line with professional and funding requirements
Quality, Safety and Compliance	
<i>(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> ▪ Provide and update Working with Children Check, Disability Workers Exclusion scheme and Police Checks, immediately reporting any changes to their status to GH. ▪ Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines. ▪ Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues and members of the public. ▪ Contribute to organisational quality and safety initiatives ▪ Comply with requirements of the Service Standards applicable to service delivery and all other relevant standards, regulations and legislative requirements ▪ To continually develop both personally and professional to meet the changing needs of your position, career and organisation. 	<ul style="list-style-type: none"> ▪ Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings ▪ Demonstrated participation in ongoing Quality Assurance and Quality Improvement activities ▪ Ensure policies, procedures and codes are complied with at all times. ▪ Maintain privacy and confidentiality of client information at all times ▪ Ensure work practices comply with Gateway Health's Continuous Quality Improvement principles. ▪ To positively embrace and adopt change as it occurs. ▪ As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set ▪ Protect the rights, safety and wellbeing of children and provide a child safe environment.

	<ul style="list-style-type: none"> Legislative requirements are met and monitored (as per role requirements)
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Qualifications, Skills and Other Requirements

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Responsible for complying with and maintaining budgets, finance, staff development, risk, quality and funding requirements. Provide evidence of annual renewal of registration to practice (as required). Provide evidence of minimal qualifications and evidence of ongoing training and further education. 	<ul style="list-style-type: none"> Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills), finance and payroll software, and client management systems.

Key Selection Criteria
Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Previous senior ICT leadership experience.
2. Experience configuring, managing and optimising Microsoft Active Directory environments including group policy creation and management and user and group administration.
3. Comprehensive knowledge of Windows Server and Desktop Operating Systems, common roles and features, with ability to provide advice to technical staff in the management of complex fault identification and rectification.
4. Strong ability to analyse ICT operations and identify areas of risk and opportunities for process and technical system improvements.
5. Previous experience in ICT strategic planning and change management; ideally in transitioning from traditional ICT infrastructure to remote/cloud environments.
6. Strong communication skills and ability to build and maintain relationships with Gateway Health’s internal and external stakeholders.
7. Strong analytical abilities to determine methodical and effective approach for resolution of organisational issues.
8. Experience with producing documentation of ICT process and procedures.
9. Experience in managing ICT service staff to prioritise and resolve issues in a timely manner.
10. Ability to direct operations and staff in high pressure environments.
11. Current Australian Drivers Licence or accepted International Drivers licence
12. Confirmation of your right to work in Australia, Satisfactory National/International Police, Disability Worker Exclusion Scheme and Victorian Working with Children Checks must be provided prior to commencement.

Desirable

1. Relevant tertiary qualifications.
2. Previous budget management experience.
3. ITIL qualification.
4. Project management qualified (PRINCE2, PMP) or previous experience with methodologies such as Agile.
5. CISSP, CISM or CISA qualified.
6. Knowledge and understanding of health and cybersecurity frameworks (Victorian Government Risk Management Framework, Victorian protective data security framework)
7. Experience with health services and information systems.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Award and Conditions

- Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 – Grade 5
- 1.0 EFT (38 hours per week)
- Ongoing
- Based in either Wodonga or Wangaratta; travel to other sites is an expectation of this role.
- Initial 6-month probationary review and then annual performance appraisal.

Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health’s Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.

- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Employee Signature: _____ **Date:** _____

Print Name: _____