



POSITION DESCRIPTION

Directorate: ACT Health Directorate
Division: Digital Solutions Division
Branch: Future Capability
Position Title: Director, Business Partner
Position No.: TBA
Classification: Senior Information Technology Officer Grade B (SITOB)
Reports to: Senior Director, Customer Engagement

DIRECTORATE OVERVIEW

The ACT Health Directorate is responsible for the stewardship of the health system in the ACT. The ACT Health Directorate provides a strong policy and population health capability based on a foundation of world-leading health and medical research. The ACT Health Directorate develops strategies and sets the direction to ensure services meet community needs and expectations, delivers improved health outcomes and ensures that the health system is innovative, effective and sustainable now and into the future.

The ACT Health Directorate supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTIQ are encouraged to apply.

DIVISION OVERVIEW

The Digital Solutions Division (DSD) is led by the Chief Information Officer (CIO) who provides high-level leadership, management and strategic advice in relation to performance reporting and technology capabilities across the ACT public health system. The Digital Solutions Division is responsible for:

- the implementation and support of the Digital Health Strategy
- management of technology services and projects
- the development and implementation of a performance reporting framework
- statutory and intergovernmental reporting requirements
- management of the relationship and services delivery by technology vendors including Shared Services ICT
- development, implementation and maintenance of technology policies and procedures
- information management and information security.

BRANCH OVERVIEW

The Future Capability Branch is responsible for the delivery of ICT projects aligning with the Digital Health Strategy within a robust governance framework. Throughout the delivery of these new initiatives' engagement with clinical and support areas to identify technology solutions to enhance the quality and efficiency of patient centered care is paramount. The Future Capability Branch works closely with the Applications Support Branch and Technology Operations Branch of Digital Solutions Division to ensure that new initiatives are delivered in a strategic manner.

The team within the Future Capability Branch is comprised of people with diverse backgrounds including clinicians, systems support, administration, and project management staff who will all work together to deliver these important outcomes to the ACT.

DUTIES/ RESPONSIBILITIES

The Director, Business Partner is responsible for leading the engagement and client service culture within the Digital Solutions Division to support the diverse range of clients supported by the division across the ACT public health system.

Under broad direction from the Senior Director, Customer Engagement, the Director, Business Partner will:

- Lead or participate in relevant Digital Solutions Division related continuous improvement activities, policy development and reviews.
- Develop, coordinate and implement client focussed reporting on all areas from across the division to produce monthly and real-time reporting for clients of the division.
- Work with all areas of the division to ensure that processes and operations are client-focussed and that we demonstrate exemplary service on a daily basis.
- Act as an escalation point for Senior Executives of the health services that the division supports.
- Coordinate the annual process to obtain and prioritise the service demands from client areas in conjunction with our Portfolio Management and Enterprise Architecture teams.
- Undertake other duties appropriate to this level of classification that contribute to the Directorate.

QUALIFICATIONS AND EXPERIENCE

Highly desirable

- Knowledge of the clinical and or administrative systems currently used by ACT Health would be an advantage but is not essential.
- Experience in the development of service catalogues, service level agreements and client reporting.

JOB REQUIREMENTS

- All ACT employees are required to undergo employment screening. However, if you are selected for this position, you will be required to gain and maintain a Negative Vetting Level 1 National Security Clearance. If the screening is not successful, your employment in the role will not commence or, if already commenced, will be reassessed.
- Hold and maintain a current unrestricted Drivers Licence for passenger cars.
- The Director, Client Service is a public-facing role and the occupant is required to wear an ACT Health uniform when undertaking their duties.
- This role is required to undergo a pre-employment National Police Check.

SELECTION CRITERIA

1. Excellent interpersonal skills and demonstrated ability to establish and maintain effective communication and working relationships with a range of internal/external clients, stakeholders and service providers with well-developed team and representational skills.
2. Demonstrated superior written and verbal communication skills and the ability to relay technical concepts to a broad range of stakeholders.
3. Proven experience in the support of ICT systems in large, high-pressure complex environments while applying sound understanding of the Information Technology Infrastructure Library (ITIL) framework.

4. Demonstrated conceptual and analytical skills with an ability to think strategically.
5. Demonstrate highly developed problem solving, time management and organisational skills including the capacity to successfully manage competing priorities.
6. Display behaviours that are consistent with the ACTPS values of Respect, Integrity, Collaboration and Innovation.