

Position Description

Position Title:	Senior Manager Integration and Reporting - Hume Digital Health
Reports to:	Program Director – Hume Digital Health
Department:	Hume Rural Health Alliance
Directorate:	Chief Executive Officer
Cost centre:	Y2038
Code & classification:	Grade 8 (HS8)
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025 and its successors and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV 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 employee(s).

POSITION SUMMARY

Across the Hume region, the health services are experiencing the need to uplift digital maturity to improve patient care by uplifting the Core Information Systems and related infrastructure. The region's digital health program is aligned to the initiatives identified in the Victoria's Digital Health Roadmap and works collaboratively with the Department of Health's Digital Health branch.

HRHA has implemented a single PAS, a regional integration engine and a regional platform for facilitating access to clinical care. It has also consolidated IT support services across the region including applications support teams. The Digital Health Program is in the preparation phase for a regional electronic medical record to support hospital and community workflows across its membership.

The region will be looking at a regional reporting strategy and is likely to run a comparative assessment of reporting solutions in the market that best meet HRHA's need. This role will lead this process and will transition the service to the new tools and processes.

The role is responsible for leading the architecture and management of integration in the Digital Health applications, supporting the flow of information between systems to support integrated patient care and improve administrative and clinical workflows.

The role is pivotal in designing and delivering the integration, data and reporting service to support day to day operational needs and the ambitions of the region's digital health roadmap

This is a hybrid role with agreed days per week in attendance at any of the HRHA supported Health Services or the HRHA Office according to the nature of the work. Travel to HRHA meetings and to health service to liaise with staff is required on an as needed basis.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Develop and implement plans for future service expansion to meet immediate and strategic long-term integration and reporting requirements for all HRHA customers
- Direct and control team resources including the operational team, and external contractors to estimate, plan and manage reporting projects to meet expected quality standards and ensure delivery within agreed timelines in a complex delivery environment
- Represent HRHA in meetings within the HRHA governance structure – CEO and Senior Executive forums, as well as meeting with external vendors and the Department of Health to effectively progress the reporting and interoperability strategies, and facilitate on time delivery in line with the Digital Health Roadmap and agreed health service priorities
- Maintain the quality of HRHA's systems and processes that support health services' statutory reporting obligations
- Maintain the quality of HRHA's systems and processes that support application integration and logical information flow to optimise health data process flows
- Control the budget for operational and project budgets, including estimating, monitoring of spend and reporting to the Program Director
- Design and maintain effective mechanisms to engage stakeholders to achieve service satisfaction and change adoption
- Work collaboratively with managers internal to HRHA and the membership to continuously improve the service provision and leading opportunities to improve quality and cost effectiveness including but not limited to; internal workflows, stakeholder guidance and communication, adapting to industry standards and improvements in technology
- Develop overarching strategies to support data governance and the use of emerging technologies such as Artificial Intelligence (AI) that comply with relevant legislation and controls for privacy, data sovereignty and security
- Develop relationships with the Department of Health to identify resources and opportunities for collaboration to support service improvement and sustainability
- Direct the development of the team resources to achieve high performance and the right skills and knowledge to meet the reporting service objectives and digital health program agenda
- Manage and maintain solution environment for integration and reporting by working with HRHA technical teams and service providers including, networking, security and infrastructure
- Direct and design data migration, reporting and integration components of digital health programs to support service and applications consolidation and expansion of the digital health portfolio

POSITIONS REPORTING TO THIS ROLE

- Senior Reporting and Data Analyst (s)
- Integration Analyst (s)
- Vendors contracted to provide related services

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;

- Actively recruit and manage all aspects of workforce demands;
 - Computer literacy at intermediate level for Microsoft applications;
 - Demonstrated business planning, policy, financial and human resources management skills;
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KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Relevant tertiary qualifications in the field of Health Informatics, Information Technology, Data Science, Business Analytics or similar

Essential:

- Minimum of 5 years managing a high performing team with demonstrated experience of planning and implementing complex service improvements and a project pipeline.
- Minimum of 10 years of experience in data and reporting analysis with advanced computer skills, experience in programming languages, business intelligence platforms and data processing and migration tools.
- Proficiency in data visualisation, strong critical thinking and communication skills
- Demonstrated ability to mentor individuals with mixed skills and experience backgrounds to develop a high performing team
- Demonstrated ability to lead strategic services improvements through business case development, procurement of external professional service and technology solutions and manage contract negotiations
- Experienced in presenting to Executive audiences, communicating technical concepts in plain language for both technical and non-technical audiences to drive required decisions.

Desirable:

- Knowledge of Victorian DHS Statutory Reporting Requirements (especially, AIMS, VEMD, VEAD, ESIS, VINAH) will be highly regarded
 - Experience with contemporary reporting solutions
 - Experience of i.PM schema is an advantage
 - Experience working with Electronic Medical Record solutions is an advantage
 - Working knowledge of service delivery methodology e.g. ITIL
 - Working knowledge of project delivery methodology e.g. PRINCE2
 - Working knowledge of change management methodology e.g. PROSCI
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Works with internal and external stakeholders to set reporting, integration and related core strategies and deliver in line with agreed plans

- Average Handling time is in line with service levels outlined within the HRHA Service Level Agreement and the digital health reporting strategy (in development)
- Provide high-quality customer service resulting in an 85% customer satisfaction rating on accuracy and timeliness
- Attendance and effective participation in committees, working groups and meetings
- Maintain effective liaison and communication with key stakeholders to ensure service acceptance and continuous improvement
- Supports the team with other technical tasks as required
- Stay up-to-date with emerging technologies and industry trends and comply with security requirements
- Participate in on call roster providing 24x7 cover
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Hume Rural Health Alliance	Senior Manager Integration and Reporting - Hume Digital Health
Reviewed by:	Program Director – Hume Digital Health
Issue Date:	April 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

ABOUT HRHA

GV Health is the lead agency for the Hume Rural Health Alliance (HRHA) which is responsible for the provision of core Information and Communication Technology (ICT) products and services in accordance with the Rural public healthcare agencies' ICT Alliance Policy (2021). HRHA operates under a joint venture arrangement and the role, governance and function of HRHA is detail in the Rural ICT Joint Venture Agreement (JVA) HRHA. The members and customers of the JVA comprise 15 public health services across the Hume Region.

The Hume Rural Health Alliance (HRHA) joint venture is aimed at meeting the growing Health Services needs of the region. The emergence of this alliance also reflects the national and global trends in government investment focused upon delivering patient centred information systems which drive efficiencies and improvement in patient care.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)