

Position Description

Position Title:	Chief Information Officer Hume Rural Health Alliance
Reports to:	Chief Executive / Hume Rural Health Alliance Executive Committee
Directorate:	Executive
Cost centre:	R2502
Code & classification:	HS12 for Payroll Purposes
Employment conditions:	Health Executive Employment and Remuneration Policy 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 provide a general outline of 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

The Chief Information Officer, Hume Rural Health Alliance (HRHA), is a pivotal regional leadership role responsible for shaping and delivering contemporary digital health strategy across a joint venture agreement (JVA) environment of 15 independent public health services. The role leads the development and implementation of ICT strategy, policy, systems and service improvements that enable strategic delivery, strengthen operational performance and support sustainable, high-quality care across member health services. Working with executives, clinicians, corporate teams and external partners, the CIO HRHA will build trusted relationships, engage people through change and create alignment around shared digital priorities. The role will also drive innovation, strengthen cyber and data capability, and enable services that are responsive, connected and future focused.

Reporting to the Chief Executive, GV Health, and accountable to the HRHA Executive Committee (consisting of member health services' Chief Executive Officers), the HRHA CIO will provide strategic leadership for administrative and clinical application systems, cybersecurity, data management and ICT architecture. The role will guide investment, deployment and service priorities in line with sound business practice, member needs and the broader digital health reform agenda. It will also foster a collaborative and engaged ICT culture that attracts, develops and retains capable people.

Success in the role requires the ability to lead and influence across a complex federated environment, building consensus across independent member health services and balancing local priorities with regional standardisation, investment priorities and shared strategic outcomes.

RESPONSIBILITIES AND DUTIES

The following duties include, but are not limited to:

Executive

- Promote staff engagement and foster a strong culture consistent with GV Health's values, particularly across HRHA, and a learning culture that drives innovation and improvement.

- Participate in, and contribute to, the development and implementation of HRHA's and GV Health's strategic and operational plans, policies and procedures.
- Optimise governance arrangements and frameworks to enable effective service delivery and transformation initiatives.
- Develop and lead a high-performing ICT team across infrastructure, cybersecurity, artificial intelligence, applications, architecture and support services.
- Deliver outcomes identified in the Strategic Plans, Statement of Priorities and Statement of Expectations.
- Maximise the configuration of services to meet community needs, strategic priorities, operational plans and required targets, enabling services to function as a single integrated service network.
- Operate within approved budgets and performance targets.
- Lead regional digital investment and portfolio governance, including prioritisation, business case development, benefits realisation and transparent allocation of resources across competing member and regional priorities.
- In consultation with the Chief Executive, CEOs of HRHA member health services and Hume Local Health Service Network (Network), provide advice and direction for continuing growth and clinical service provision, including the implementation of innovative models to support clinical service delivery at hospital sites in smaller rural communities.
- Lead a significant portfolio of digital health transformation spanning clinical and corporate platforms, interoperability, data and analytics, cybersecurity, artificial intelligence, infrastructure modernisation and regional service consolidation.
- Provide strategic leadership for regional data, analytics and information governance capability, enabling trusted information to support clinical, operational and strategic decision-making and establishing the foundations for responsible adoption of artificial intelligence.
- Establish and maintain key strategic relationships with internal and external stakeholders, including the Department of Health, industry leaders and vendors, as well as the Hume Network.
- Work collaboratively across HRHA, internally within GV Health, and with the Department of Health, professional bodies and regulatory bodies.
- Provide strategic leadership and advice to the Chief Executive, HRHA Executive Committee and HRHA health service Boards when required, to ensure strategic priorities and objectives are achieved and that the health service continues to deliver contemporary quality services.
- Attend meetings of the HRHA health service Boards and other committees and meetings as required.
- Ensure relevant standards of practice for staff are in place, contemporary and evidence based.
- Ensure compliance with relevant legislative and industrial requirements.
- Provide advice to the Chief Executive on matters relating to ICT standards.
- Foster inter-professional collaboration, education and learning in partnership with CEOs and relevant GV Health executives.
- Lead, develop and implement governance projects, quality committees and related activities as required.

Operational

The core responsibilities of the role are to:

- Manage and coordinate all activities and tasks necessary for the planning, implementation and evaluation of ICT products and services at the direction of the Executive Committee and in accordance with the Service Level Agreements in place with each HRHA member health service.
- Develop the strategic plan for HRHA in alignment with the Department's *Digital Health Roadmap* subject to confirmation by the Executive Committee.
- Oversee the implementation of the strategic plan both for the HRHA and its members in a manner consistent with the Operating Model.
- Develop and implement changes to the HRHA Operating Model that enhance operational effectiveness and efficiency in ICT systems and services for all members' benefit.
- Oversee HRHA's and its members' ICT operations in a manner consistent with the HRHA Operating Model.

- Ensure the requirements and obligations of the JVA are met in consultation with the Executive Committee and in collaboration with GV Health.
- Define and enforce strict information security policies to protect patient data and critical clinical infrastructure from cyber threats.
- Maintain robust Disaster Recovery (DR) and Business Continuity plans to guarantee system availability during unexpected outages.
- Enable improved care coordination pathways for improved patient outcomes.
- Develop and implement initiatives and actions to ensure that staff are appropriately supported to deliver on HRHA's objectives.
- Bring a transformative and 'can do' attitude, including the ability to question and challenge established ways of thinking and working.
- Take leadership and accountability for relevant operational indicators and the establishment of performance management and reporting frameworks to support improved performance.
- Take decisive and timely action to address areas of poor performance, underachievement and risk.
- Ensure current, timely, insightful and meaningful reports are provided as scheduled.
- Make and foster connections between divisions to enhance lateral working and care pathway approaches.
- Provide support and direction to direct reports, setting clear objectives to ensure services and working arrangements are designed to deliver integrated, patient-focused care.
- Ensure effective governance processes are in place and followed to ensure patient safety, patient care and service access outcomes are achieved.
- Lead contract negotiations and manage strategic relationships with major technology vendors and consulting partners.
- Ensure recommendations related to the portfolio arising from external audit reports and reviews are fully implemented in a timely manner.
- Ensure relevant ICT assurance, compliance and certification requirements are achieved and maintained across HRHA services. Ensure services and workforce are continually developed to deliver effective and sustainable healthcare outcomes.
- Drive a culture of learning, innovation, research and development that supports efficient service delivery and sound financial performance, and ensure leaders are fully engaged in the delivery of high-quality, effective patient care.
- Encourage and foster communication, engagement and collaboration with healthcare service providers, government departments and relevant internal stakeholders.
- Provide leadership and advice on planning initiatives that consider health care across the care continuum and address the health needs of the population.
- Negotiate with to ensure a collaborative, coordinated and integrated approach to HRHA's business.

Professional

- Support and promote GV Health's purpose, values, code of conduct and strategic plan, and act as a role model for others in the organisation in relation to leadership, management, professionalism, values-driven behaviour, personal accountability and teamwork.
- Develop and implement strategies to enhance leadership capability and capacity across staff at GV Health.
- Provide leadership and advice in the area of ICT services and ensure programs are established to support the achievement of the Strategic Plan.

POSITIONS REPORTING TO THIS ROLE

- Program Director – Transitions.
- Director IT Operations.
- Senior Manager Business Services.
- Director Information Security.
- Program Director Hume Digital Health.
- Executive Assistant.

KEY SELECTION CRITERIA

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

- Tertiary qualifications in ICT.
- Post graduate qualifications in management, business or finance.

Essential:

- Commitment to the GV Health values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Broad industry experience as a CIO or General Manager, including direct reporting to a chief executive.
- Demonstrated commercial, financial and vendor management capability, including management of significant operating and investment portfolios, strategic procurement, contract negotiation and delivery
- Proven track record of leading large scale technology changes where technology enables operational and service delivery improvements.
- High level experience in strategic and operational IT and information systems, processes and support.
- Demonstrated application of skills and knowledge in data privacy and compliance; cybersecurity, AI; and system interoperability.
- Highly effective stakeholder engagement and management.
- Demonstrated ability to foster a culture that encourages end-user focused service delivery, innovation, productivity improvements and financial responsibility.
- Demonstrated ability in leading major change including operational, cultural and organisational workplace changes.
- A strong record of motivating and developing others through effective leadership and influencing skills.
- Proven ability to exercise sound judgement in clinical, management and ethical issues.
- Capability to be an effective member of the Executive team, stimulate constructive debate and support colleagues in the achievement of organisational objectives.
- Excellent written and verbal communication skills, strong computer skills, and the ability to use the Microsoft Office suite and financial management information systems.
- Current Victorian driver's licence.
- Satisfactory compliance checks that are relevant to the role

Desirable:

- Knowledge of state and national health issues and directions and how they may influence the work at GV Health.
- Significant senior leadership experience with proven ability to develop and meet strategic, operational and budgetary objectives of a large multi-site service.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Service Catalogue and Service Agreement requirements, the Statement of Priorities and other KPIs identified in the incumbent's performance plan are met, including those detailed in annual plans, operational plans, access plans and other relevant outcomes.
- Aligned operational activity with the strategic direction.
- Positive staff engagement.
- Active participation in the Performance and Development review process.
- Compliance with relevant ICT, cybersecurity, privacy, information management and service management standards and assurance requirements across HRHA services.
- Timely delivery of relevant reports to all levels of the organisation distributed through HRHA and GV Health Committee structures.

- All mandatory reporting requirements to the Department of Health and other statutory and regulatory agencies are met in a timely manner and in accordance with the requirements of the agency.
- HRHA 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.
- Active participation as a member of the Executive.
- Written and verbal advice to CE, HRHA Executive Committee, GV Health Board and Executive is of a high standard.
- Active participation in strategy and service planning.
- Reports are provided to the HRHA Executive Committee, Executive and Board on progress against annual operating plans as required.
- Recommendations from reviews are completed satisfactorily within the agreed timeframes.
- Risks are identified and mitigation processes are implemented.
- Improvement opportunities are identified and actioned where appropriate.
- 100% compliance with privacy, data, legislative and industrial regulations.

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and be a role model for living the values of 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.
- Develop and maintain collaborative relationships with all other teams and professionals.
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers.
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.
- 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 and maintain all 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.
- Comply with requirements of the 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 Victorian Department of Health.
- Comply with all applicable position pre-employment checks relevant to the role, which may include, but are not limited to, police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) checks and aged care screening requirements.
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.

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 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 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 set out in the position description, and any other duties 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.

Executive

Chief Executive

Issue Date:

August 2026

ABOUT US

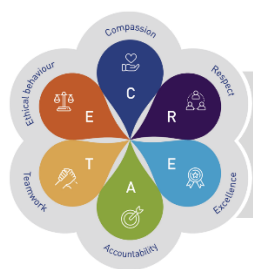
Goulburn Valley (GV) Health is a regional public hospital and health service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub-region. Additional satellite sites are also 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.

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:



COMPASSION
RESPECT

EXCELLENCE
ACCOUNTABILITY

TEAMWORK
ETHICAL BEHAVIOUR

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](#)