

<b>Position Title:</b>	Manager IT Systems
<b>Classification:</b>	Contract – above MHPH Administrative and Support Staff agreement
<b>Division:</b>	
<b>Department / Unit:</b>	Corporate Services
<b>Reports to:</b>	MHPH Chief Financial Officer and MHF Executive Manager, Technology
<b>Salary and Conditions:</b>	Contract – above MHPH Administrative and Support Staff agreement
<b>Immunisation Risk Category:</b>	Category C

### Hospital Description:

Mildura Health Private Hospital is a 56-bed private hospital including a 29 bed Medical / Surgical in-patient ward with two Enhanced Care beds and a Treatment Room; Day Procedure Unit; Day Oncology Unit; five operating theatres and partnership with Mildura Health Private Consulting. Specialties include Cardiology (pacemaker insertions), Dental, Ear Nose and Throat, General Medicine, General Practice, General Surgery, Gynaecology, Oncology, Ophthalmology, Oral & Maxillofacial, Orthopaedics, Palliative Care, Plastic / Reconstructive, Sleep Studies, Urology and Vascular.

### Our Vision

Your health, your choice

### Mission Statement

Providing life-long, exceptional health care when you need it

### Our Values



**Honesty**

We act with uncompromising honesty and integrity in everything we do.



**Fairness**

We operate in accordance with the rules and an ethical framework.



**Respect the Rights of Others**

We show respect for the dignity of the individual and mutually respect and value each other.



**Independence**

We are independent in thought and action and understand the importance of Mildura Health's core responsibility as a good corporate citizen in our community and industry.

**Position Summary:**

The Manager IT Systems is responsible for developing and maintaining the various software applications installed at Mildura Health Private Hospital (MHPH) and works collaboratively with the Mildura Health Fund (MHF) IT support team to ensure IT support services provided effectively for MHPH.

**Mandatory Requirements:**

- Tertiary qualification and at least 3 years' experience
- Vaccination against COVID-19 and Influenza is a mandatory requirement for healthcare workers in Victoria, and as such, all employees at Mildura Health Private Hospital.
- National Criminal Record Check
- Working with Children Check

**Key Selection Criteria:**

- Professional IT qualifications
- At least 3 years' experience with IT applications management, IT project management, IT risk management and IT change control

**Skills, Knowledge, and Attributes:**

- Knowledge and prior experience of hospital systems including WebPAS, Genie, Best Practice Premier, Endobase and Trendcare or similar Patient Administration systems including interfaces
- Experience with vendor management
- Knowledge of private health funding models
- Excellent problem-solving skills and demonstrated ability
- Excellent communication skills at all levels
- Excellent organisation skills
- Ability to assess, prioritise and manage own time and workload
- Ability to learn quickly and share information succinctly
- Developing leader
- Ability to work autonomously and within a team environment

**Key Responsibilities:**

- Management of MHPH applications
  - Ensure systems are configured according to organisational requirements and compliance with current legislation
  - Complete and thorough testing of all new functions, modules, upgrades before implementation to live system
  - Enhance relationships with software developers to ensure high service levels to MHPH, efficient and effective procurement arrangements
  - Enhance relationships with health funds IT providers to ensure information provided and received is accurate and timely
  - Ensure WebPAS is configured to invoice the health funds according to the relevant HPPA
  - Implementation of new modules as required, providing the relevant IT support to the organisation, communication and training for staff
  - Support staff with in-house software issues
  - Work with MHF IT team for upgrades, changes to MHPH applications or software suppliers

Page 2 of 4	Author: Chief Financial Officer	Approved by: CEO
Document Number: F01-19-12(3)		Date Approved: September 2024
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- Business liaison, prioritisation and planning for organisational IT requirements including advising and implementation of new functions and modules available to enhance and support the organisation.
- Manage staff support calls and ensure timely resolution of issues with assistance from MH IT team.
- Training
  - Responsible for ensuring new staff have appropriate training for processes for relevant MHPH applications
  - Ensure training provided to enhance current staff capability for relevant MHPH applications
  - Ensure application training documentation and user testing scripts provided for implementation of upgrades, new functionality to MHPH applications
  - Maintain documentation for software suppliers for all systems and modules
- Reporting
  - IT budgeting and financial reporting
  - Activity reporting to Executive and system users
  - Ensure audits (internal and external) are conducted for compliance with funding models, external legislation etc
  - Contribute to reporting required by MHPH, MHF or external bodies
- Review for effectiveness and efficiency;
- IT Project Portfolio management
- Any other duties as requested by the Chief Financial Officer, Executive Manager, Technology or MHPH Executive.

**Management:**

- Contribute to the professional development of others including preceptorship of new staff and/or students on placement.
- Exercise economy in the use of resources, supplies and time.
- Actively participate in team meetings, staff forums and other meetings relevant to role and as requested by manager.

**Professional Development:**

- Participate in the hospital appraisal process.
- Complete mandatory competencies as directed and per the Training/Competency Calendar.
- Maintain and update knowledge and skills through regular attendance at education and training sessions and in-service education.
- Keep abreast of technology relating to the area.

**Safety and Quality:**

- Demonstrate an understanding of the MHPH Quality Management System and actively contribute to quality improvement activities and the hospital's plan to achieve organisational objectives.
- Understand, contribute to, and participate in the hospital ISO certification process.
- Understand, contribute to, and participate in the application of the National Safety and Quality Health Service Standards (NSQHS) applicable to MHPH.

**Occupational Health and Safety:**

- Follow safe work practices and comply with the Hospital's Occupational Health and Safety policies and procedures and legislation, proactively reporting policies, hazards, incidents, and injuries to manager

Page 3 of 4	Author: Chief Financial Officer	Approved by: CEO
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- Make proper use of all safeguards, safety devices and personal protective equipment.
- Take appropriate care to protect the health and safety of self and others.

<b>Signed Employee:</b>	<b>Date:</b>
<b>Signed DCS / CFO / CEO:</b>	<b>Date:</b>