Position title	Information Services Manager
Reports to	Chief Financial Officer
Award agreement	**Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026**
Classification	Administration Officers Grade 6

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	**Courage** • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities **Empathy** • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully **Integrity** • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust **Achievement** • We are outcomes-focused • We are adaptable and always learning • We continuously improve

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

About the IT team

The IT Team is integral to supporting the operations of YourCH and is responsible for Information Systems, Business Intelligence, IT support, Infrastructure and cybersecurity. The team sits within the Corporate Services Directorate. As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

Position Purpose

This role is overseeing the management of YourCH's information systems, infrastructure and security. This position is responsible for development, support and maintenance of the entire information landscape underpinning YourCH's activities. Responsibilities include managing the IT team and external partners involved in the provision of core infrastructure, IT support, data analytics, systems implementation, configuration and cybersecurity, as well as project management and continuous improvement initiatives.

A key requirement of the role is understanding and planning the adequacy of systems with business needs and processes; and driving digital health transformation. Managing external contractors (including the IT Managed Service Provider) and building strong internal partnerships, with an innovative style, within the IT budget is essential.

As with every staff member and volunteer, the Information Services Manager must consistently model the behaviours and values expected at YourCH.

Position responsibilities

Strategy

- Development and oversight of YourCH IT Strategic Plan (including digital health strategy) and digital transformation roadmap
- Strategic direction and operational oversight of the IT department
- Develop and implement organisational IT strategy and cybersecurity plans
- Oversees IT policies and procedures.

Team and Stakeholder Engagement

- Create and sustain an inclusive, high-performing environment that empowers the team to maximise individual and collective strengths, while fostering continuous learning, professional development, innovation, and adaptability across all areas of IT
- Lead by example as a visible and trusted role model, cultivating a positive and collaborative culture

- Provide strong people and delivery leadership, ensuring the IT team is actively engaged, informed, and supported throughout the full lifecycle of IT programs, projects and operational initiatives
- Oversee the effective and efficient allocation of employees and contract resources in line with approved program budgets, organisational priorities and capability needs, ensuring optimal use of skills and capacity.
- Build leadership capability and team capacity, coaching and mentoring team members to strengthen technical expertise
- Demonstrate strong stakeholder engagement and communication skills, fostering productive relationships with business leaders and partners, clearly articulating IT direction, priorities and progress, and ensuring alignment between IT initiatives and organisational objectives.

Vendor Management

- Maintain effective relationships with all contractors and providers.
- Manage contract specifications, service level and licence agreements and other arrangements, with consultants and suppliers.
- Manage, monitor and report on the performance of consultants and suppliers and amend arrangements as required.

Budget

- Develop the IT budget in conjunction with the Chief Financial Officer and meet budget targets
- Effectively manage the department's operating budget, produce reports as required by the Chief Financial Officer, manage IT financial asset records.

Information Systems *with the Business Analyst*

- Understand business issues, identify opportunities for continuous improvement
- Ensure the successful implementation of system changes projects in very close collaboration with business functions
- Understand the potential and capabilities of each information system
- Identify opportunities for integration between systems, and for simplification or automations of business processes

Users Support

- Ensure that YourCH has a best-practice IT service desk function and meets KPIs.
- Oversee and organise the work of the IT Support function and Managed Service Provider

Data and Business Intelligence w*ith the Business Intelligence Analyst:*

- Support the organisation Outcome framework, Organisational and Individual KPIs framework
- Organise data structure and analysis capacity to provide strategic guidance and recommendations for business strategy and tactical improvements
- Remove barriers to data access
- Understand information organisation and business logic and assesses the robustness, integrity and quality of YourCH's data model
- Uncover opportunities to extend and improve the use of business intelligence at YourCH
- Maintain the register of datasets sensitivity classification

IT Infrastructure *with the IT Systems Admin*

- Oversee evaluation, selection, project management, installation, ongoing maintenance and optimum performance of YourCH's IT infrastructure and systems across all locations
- Manage and ensure business continuity, system security and data integrity, i.e. disaster recovery plan, backups, anti-virus, firewall, mail filtering, etc
- Manage the sourcing and ordering of equipment and software in accordance with the requirements of YourCH's IT strategy and annual capital budget
- Oversee the implementation and application of best practices in IT Asset Management

Cybersecurity *with support from the Department of Health and the MSP*

- Ensure YourCH's data and systems are secure and implement best practice cybersecurity initiatives and governance frameworks
- Oversee monitoring of cybersecurity indicators and alerts
- Plans alert response and ensures alerts and vulnerability reports are addressed swiftly
- Ensure and drive staff training in cybersecurity and per the digital health transformation roadmap
- Uphold privacy protection standards

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications

- Relevant tertiary qualifications in IT or Business
- Preferred**:** Project Management qualifications or equivalent successful experience, particularly in the systems implementation area

Skills and Competencies

- Proven expertise in leading an Information Technology (IT) Services department at both a strategic and operational level, including functional needs analysis, product selection, implementation and evaluation
- Experience in structuring information, systems integrations, data analysis. Understanding of integration and ETL processes.
- Experience in implementation an operation of a Salesforce based CRM preferred
- Comprehensive technical and operational experience covering IT technologies: operating systems and network technology, servers, networking, backup, disaster recovery and other relevant applications
- High level of data literacy, critical thinking and reasoning and eagerness to learn new skills and acquire skills in emerging technologies
- Excellent negotiation skills -both internal and external
- Ability to develop positive working relationships with all stakeholders
- Ability to communicate with all stakeholders, at all levels, and work closely with service areas
- Strong commitment to continuous quality improvement
- Enjoys creative problem-solving, turning limitations into opportunities for innovation

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times

- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures

General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988.
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQA+ communities to apply.