

Position Description

Position title	Director, Technology Partnership		
Department / Division	ICT/Corporate & Finance		
Classification	A099	Employment Status	Full-Time, Ongoing
Position reports to	Chief Digital Officer		
No. of direct & indirect reports	6 - 7		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *A world where all kids thrive*.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

The Director, Technology Partnership will lead the business engagement and planning processes, managing and coordinating all engagement activities between the department and hospital leadership, and directing the preparation of plans for each major technological initiative undertaken at the Royal Children's Hospital. Reporting to the CDO, the post-holder will be a key member of the ICT Leadership team, providing the CDO with effective planning, financial consideration and commercial management, governance, and customer relations insight.

ROLE CONTEXT

The Director, Technology Partnership must establish trusted, regular relationships as the basis of engagement with clinical and administrative leaders, both at the RCH and the wider precinct. Through this engagement, they will ensure IT services are aligned to an optimal level of patient care and consideration, innovating and improving in step with the strategic plan.

As a member of the IT leadership team, they will drive planning for the design, implementation, and delivery of IT services, owning and overseeing programmes to ensure the ICT Department actions remain consistent over time.

The post-holder will work closely with both internal and external contacts across the hospital and wider precinct to be at the forefront of clinical operations, analysing information and maintaining improvements in service so that it aligns to its operation.

KEY ACCOUNTABILITIES

Strategic Partnership

- Establish, build and manage long-term and strategic partnerships between the thought-leaders of the Royal Children's Hospital and ICT, building a culture of trust and regular dialogue between hospital leadership and IT.
- Develop and operate business engagement processes to track, record, consolidate and follow up IT customer relationship activities and commitments engaged by the wider ICT leadership team.
- Champion business engagement based on a deep understanding of the RCH and health sector needs and priorities and providing guiding information to ICT Leadership and their teams for IT strategy, plans and actions to support the ICT strategy.
- Recognise and advise on the potential strategic application of information technology capabilities. Initiate and manage investigation and development of innovative methods, practices and technology, to the benefit of the RCH and the wider precinct.
- Monitor the market to gain knowledge and understanding of currently emerging technologies. Identify new and emerging technologies and products, working together with senior IT managers to assess their relevance and potential value to the organisation.
- Lead discussions with stakeholders to elicit and clarify their requirements and ensure that new initiatives are driven by an accurate understanding of their business needs. Maintain an awareness of product features and market trends to facilitate this task.
- Develop and maintain a set of strategies and plans for major IT investments (e.g., Cloud, Cyber security, Infrastructure)

Governance, Reporting and Planning

- Prepare and maintain IT Maintenance & Replacement Plans to sustain existing levels of service capability
- Develop an annual Investment Plan, drawing on pipeline and project management plans used by the Portfolio Managers
- Develop plans for new and innovative service improvements
- Ensure plans are based on objective performance metrics

Leadership

- Direct resources in the IT department to assist in completing these tasks, in particular the Portfolio Managers who themselves will from time to time be preparing specific proposals and analysing business requirements, within the framework of the plans that have been created.
- Develop and maintain a set of IT related plans based on enablement of RCH initiatives which will:
 - Provide an overarching view of IT initiatives to enable the RCH to realise its agreed strategies
 - Provide the CDO, with an overview and context of IT plans, for evaluating individual IT funding requirements

- Provide Finance with plans to inform their own financial planning and enable improved vendor management
- Strong engagement with the ICT operational teams, providing structured methods leading to the improvement of existing services
- Challenge IT service providers and owners in areas where improvements are needed
- Own and publicise the IT planning function across the RCH and the precinct, ensuring that stakeholders understand how IT initiatives will achieve their objectives and support improved healthcare and patient outcomes.

Stakeholder Engagement

- Work collaboratively with RCH clinicians and staff to drive technological improvements that enhance operational efficiency, improve patient outcomes and deliver exceptional experiences.
- Work closely with the Digital portfolio to ensure teams are well informed and engaged in the delivery of new ideas and concepts to ensure shared success.
- Partner with vendors for technology advancements and product roadmaps that inform the Innovation workplan.
- Lead innovative thinking with the latest technology trends and best practices, leveraging existing investment and recommend new technologies and approaches that can add value.

QUALIFICATIONS AND EXPERIENCE

Essential:

- A degree, professional or postgraduate qualification in Information Technology (or relevant) or a minimum 7 years' work experience at an equivalent level.
- Strong strategic thinking and vision, with the ability to align technology initiatives with clinical benefits.
- Proven experience in leading innovation initiatives from conception to execution.
- Demonstrated experience in digital transformation, reimagining ways of working.

Desirable:

- A good understanding of the technologies used in the health sector (EMR, medical machinery, patient booking systems, etc.).
- ITIL 4 qualifications

KEY SELECTION CRITERIA

- Demonstrable ability to develop and deliver effective working relationships with colleagues across ICT Services and the wider business.
- Substantial experience of managing stakeholders at different levels within an organisation with the ability to listen and understand, build trust, establish relationships, negotiate and influence outcomes.
- Experience of working in Business Analysis and Service Management, and implementing best-practice process improvement for Business Analysis and Service Management including knowledge of ITIL methodologies (e.g. policy and procedure, process management structures, business requirement analysis etc.)
- Knowledge and experience of a range of enterprise applications including MS Teams, Office 365, Cloud Storage, Identity Management and integration with core business application services.

- Proven track record of strategic business engagement involving complex IT and business change projects from conception to delivery applying a variety of analysis and modelling techniques.
- Demonstrable experience of delivering fit-for-purpose and reliable solutions with resilience to support current / future customer and business requirements.
- Experience of all stages of the project life cycle including defining and documenting user requirements, carrying out system testing and assisting with user acceptance testing.
- Knowledge or experience of working with both traditional and agile delivery methodologies.
- Ability to make decisions independently and to assume higher-level leadership responsibilities in critical situations.
- A good understanding of the technologies used in the health sector (EMR, medical machinery, patient booking systems, etc.).

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.

Position description last updated

July 2023