

## 1. General Information

<b>Position Title:</b>	Digital Solutions & Software Development Manager
<b>Division/Department:</b>	Corporate/Information Technology Department
<b>Position Reports to:</b>	Director, Digitise Program
<b>Enterprise/Individual Agreement:</b>	Individual Agreement
<b>Classification/Grade:</b>	N/A
<b>Location:</b>	Corporate Office, Richmond
<b>Employment Status:</b>	Permanent – Full Time
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	Direct Reports: 6-7 Total team members: 12-14 Budget: Nil
<b>Key Relationships - internal and external</b>	CIO Director Digitise Program IT Leadership Team, including Head of Apps and Chief Technology Officer IT Team Projects & Change Office Hospital Executive & Management team Senior leaders and respective teams Key vendors & subcontractors

## 2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

## Position Description

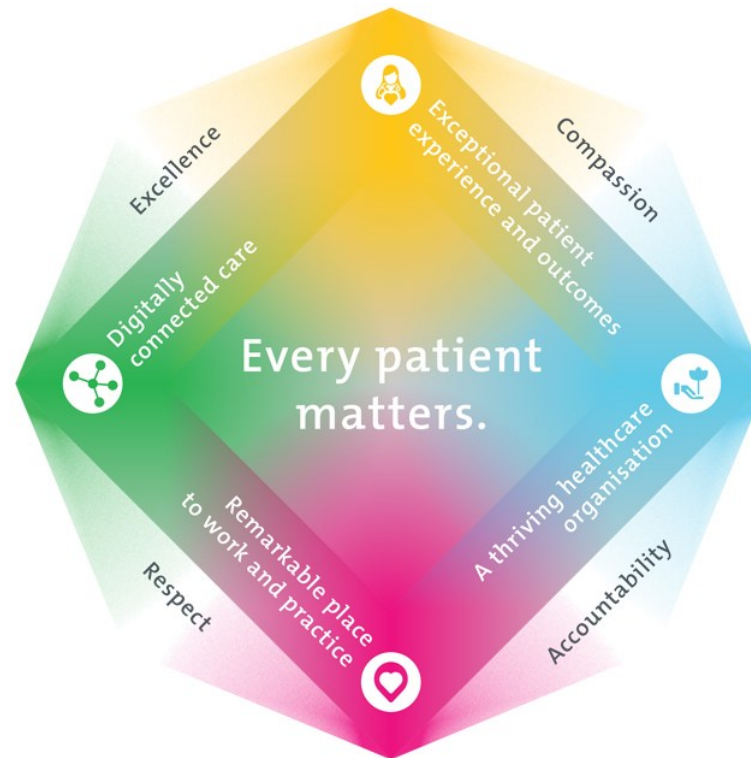


Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

### 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
<b>Exceptional patient experience and outcomes</b> - To empower our patients and deliver compassionate, expert and coordinated care.
<b>A thriving healthcare organisation</b> - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
<b>Remarkable place to work and practice</b> - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
<b>Digitally connected care</b> - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

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The Digital Solutions & Software Development Manager is an exciting leadership position accountable for the successful delivery of digital software solutions supporting Epworth in achieving its Digitisation objectives. The role will establish a strong understanding of the organisation’s short and long-term objectives whilst applying specialist technology knowledge and experience to challenge, influence and support solution planning & decision making.

The role will lead a Software Development and Support team focussed on delivering quality solutions on time, enabling Epworth to digitally transform interactions and workflows. The extended team will include Epworth staff, contractors and vendor partners who together will need to work as a single geographically dispersed team. The position will manage the digital engineering team’s capability and capacity that is aligned with the Digitisation roadmap and timeframes. Whilst also acting as the custodian of our Digital delivery and software development methodology, driving the establishment and continuous improvement of Agile Software Development principles, processes & tools.

The Digital Solutions & Software Development Manager will actively communicate to ensure all key stakeholders have an ongoing understanding of development and support activities and are engaged in planning processes. Key stakeholders include Executive Sponsors, the Product Management team and fellow project team members, both from within the Digital Delivery team, the broader IT team, the Projects & Change Office and Epworth operational staff.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one’s own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Team Management &amp; Leadership</b></p> <ul style="list-style-type: none"> <li>• Lead the team responsible for developing and implementing modern engineering, operations, environment management and change and release practices.</li> <li>• Manage a team of Developers, Robotic Process Automation specialists and System Testers;</li> <li>• Forecast, manage and monitor resource capability &amp; capacity;</li> <li>• Develop lines for open team access and communication and proactively manage employee issues expeditiously, mitigating risk;</li> <li>• Proactively develop team capability and capacity to ensure IT continues to meet the changing needs of the organisation;</li> <li>• Recognise great performance and actively manage staff to improve and be their best;</li> <li>• Conduct annual Personal Development Planning (PDP) for team members with required action taken where appropriate;</li> <li>• Work with staff to achieve an engaged workplace culture;</li> <li>• Support the Director Digitise Program in ensuring annual operational and capital expenditure budgets are planned and managed.</li> </ul>	<ul style="list-style-type: none"> <li>• Right fit resource capacity and capabilities to support implementation of Digital delivery scope and timeframes;</li> <li>• Internal Resource budget capitalisation KPIs are met;</li> <li>• Employee engagement measures are met.</li> </ul>
<p><b>Technology Solution Leadership &amp; Planning</b></p> <ul style="list-style-type: none"> <li>• Technology leadership to ensure solutions are architected, designed and developed that meet the business objectives and goals, aligning to guiding IT design principles, industry standards and best practice;</li> <li>• Ensure solutions are efficient, cost-effective and financially feasible;</li> <li>• Lead the solution architecture for digital products, ensuring the solutions are aligned with Epworth’s design principles and follow Epworth’ Solution Design Review Board’s recommendations. This includes partnering with the Cybersecurity team to develop secure-by-design solutions.</li> <li>• Lead the development of technology roadmaps, that consider key business strategies, technology capabilities and integrate technology lifecycle considerations;</li> </ul>	<ul style="list-style-type: none"> <li>• Epworth’s technology solutions are achieving desired outcomes, supporting Epworth’s strategic objectives whilst aligned to industry standards and best practice;</li> <li>• Technology Roadmaps are developed for Digital solutions;</li> <li>• Digital solutions follow Epworth’s design principles;</li> <li>• Decision makers have adequate information to make informed technology solution decisions that are aligned to business and technical principles.</li> </ul>

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<ul style="list-style-type: none"> <li>• Participate in quarterly Program Increment planning in line with agreed strategic objectives;</li> <li>• Keep abreast of emerging technologies and partner solutions that could provide assist achieving strategic objectives;</li> <li>• Champion the team, partners, and external stakeholders to ensure alignment around overall strategy and direction of Digital Solutions.</li> </ul>	
<p><b>Software Development, Quality &amp; Testing</b></p> <ul style="list-style-type: none"> <li>• Plan and manage the delivery of approved Solutions using Agile techniques and frameworks to ensure delivery of high-quality products and user experience;</li> <li>• Provide coaching to Solution delivery team(s) to develop Agile behaviours, encourage productivity and facilitate an environment that enables effective delivery and enhanced ways of working that embeds Agile practices into delivery of solutions;</li> <li>• Develop team capabilities and ways for working to support a continuous delivery model with regular production releases;</li> <li>• Lead the Robotic Process Automation developer(s) to successfully deliver the agreed prioritised bot pipeline;</li> <li>• Support the delivery of governance materials, artefacts and meetings to ensure products are delivered and maintained in a transparent fashion and stored and maintained as per Organisational standards;</li> <li>• Drive continuous improvement and optimisation of Software development tools supporting IT Digital Delivery team;</li> <li>• Partner with the IT Leadership team to deliver integration and infrastructure changes impacting the digital platform and products;</li> <li>• Implement processes, controls and tools that ensure Quality Assurance of Solutions, including testing, code and environment management;</li> <li>• Lead the management and currency of non-production environments to serve business, project and testing purposes;</li> <li>• Ensure all solution changes are managed in line with Epworth’s IT Change Management Framework.</li> </ul>	<ul style="list-style-type: none"> <li>• Team implements Agile techniques to support iterative continuous delivery;</li> <li>• Continuous Delivery flow efficiency – development team downtime minimized;</li> <li>• Quality Assurance is demonstrated by the low number of incidents/failures/stability issues post deployment;</li> <li>• Software Development Tools met requirements of Digital Delivery team;</li> <li>• Documentation artifacts are developed to aid transition to Production and ongoing support of solutions;</li> <li>• All Production changes follow IT Change management processes;</li> <li>• Bots are implemented within the agreed timeframes and variance tolerances.</li> </ul>
<p><b>Production Support</b></p>	

<ul style="list-style-type: none"> <li>• Management of team providing both development capabilities and operational support of Digital solutions;</li> <li>• Overall monitoring and management of the relevant team/technology ITSM queue(s);</li> <li>• Overall monitoring IT KPIs relating to Digital Delivery;</li> <li>• Monitoring of relevant solution licensing requirements, license renewals and utilisation;</li> <li>• Management of 3<sup>rd</sup> party vendors support agreement (where relevant), including issue escalations and account management forums.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring and timely resolution of Service Requests, Problems and Incidents in line with Epworth’s Service Level Agreement;</li> <li>• Production solution uptime is in line with Epworth’s Service Level Agreements;</li> <li>• Service Requests, Incidents and Minor Enhancements are managed in line with Epworth IT processes, tools and met Service Delivery Scorecard KPIs.</li> </ul>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Role model and actively promote a culture of high quality patient care</li> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's expectations and issues, using multiple strategies</li> <li>• Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service</li> <li>• Responds quickly and proactively escalate concerns when necessary</li> <li>• Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Compliments to complaints ratios</li> <li>• Completes leader rounding at agreed frequency</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

<p>hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion</p>	
<p><b>Safety and Wellbeing</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>Integrate and review OHS performance in staff PDPs</li> <li>Ensure all direct reports are held accountable for safety performance and actions</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to infection control/personal hygiene precautions</li> <li>Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours</li> <li>Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes</li> <li>Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Tertiary qualifications in relevant Technology or equivalent work experience;</li> <li>Software Development related qualifications or equivalent work experience, e.g. SAFe, Scrum Master Certification</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Project Management qualifications.</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>7+ years experience in Technology related roles;</li> <li>5+ years experience leading teams of Software developers or similar;</li> <li>3+ years experience leading teams in an Agile environment;</li> <li>3+ years experience in solution architecture;</li> </ul>

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	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Specialist Technology experience in Workflow &amp; Customer Relationship Management (CRM) or/and Microsoft Dynamics / Power Platforms;</li> <li>• Specialist Technology experience in Automation/Robotic Process Automation and/or UiPath;</li> <li>• Technology experience in Cloud Technologies and Data Analytics.</li> </ul>
<p>Required Knowledge &amp; Skills</p>	<ul style="list-style-type: none"> <li>• Practical expertise of agile methodology and frameworks like Scrum, Kanban, etc;</li> <li>• Deep understanding of the fundamentals of iterative and incremental development and Software Development lifecycle;</li> <li>• Excellent administration, time management, organisational and reporting skills;</li> <li>• Good technical and practical documentation skills;</li> <li>• Demonstrated negotiation, commercial and vendor management skills;</li> <li>• Ability to manage, mentor, develop, encourage and empower team members;</li> <li>• Strong IT Change Management skills and experience;</li> <li>• Innovative thinking and awareness of emerging ICT trends and their potential impact on Epworth;</li> <li>• Demonstrated skills in communication (verbal, written and online) and presentation to a wide range of people from across all levels of the organisation;</li> <li>• Ability to monitor and continually improve service delivery standards.</li> </ul>
<p>Personal Attributes &amp; Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> <li>• Excellence</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive, demonstrate initiative, self-motivated and hard-working;</li> <li>• Adaptable and able to multi-task to meet requirements of the role;</li> <li>• Ability to function in a dynamic environment subject to changes in schedules and priorities;</li> <li>• Analytical and creative thinker, ability to manage issues and problems in a logical and pragmatic approach;</li> <li>• Attention to detail with a desire to ensure accuracy and quality in their work is achieved;</li> <li>• Calm under pressure, high level of emotional maturity and personal integrity;</li> <li>• Committed to customer service, improving patient safety, quality of clinical care and reducing clinical error and risk;</li> <li>• Takes responsibility for own professional development;</li> <li>• Contributes to an environment of continuous learning and quality improvement;</li> <li>• Ability to maintain professional relationships with key stakeholders / organizational political astuteness.</li> </ul>

## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
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# Position Description



September 2024		Director Digitise Program
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## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_