Position Description

1. General Information

Position Title:	Cyber Awareness and Governance Manager
Division/Department:	Information Technology
Position Reports to:	Group Manager Information Security
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	
Location:	All Epworth Sites
Employment Status:	Full Time
Resource Management (for Management positions only) **Number of Direct Reports:** **Budget under management:**	N/A
Key Relationships - internal and external	

2. Overview of Epworth HealthCare

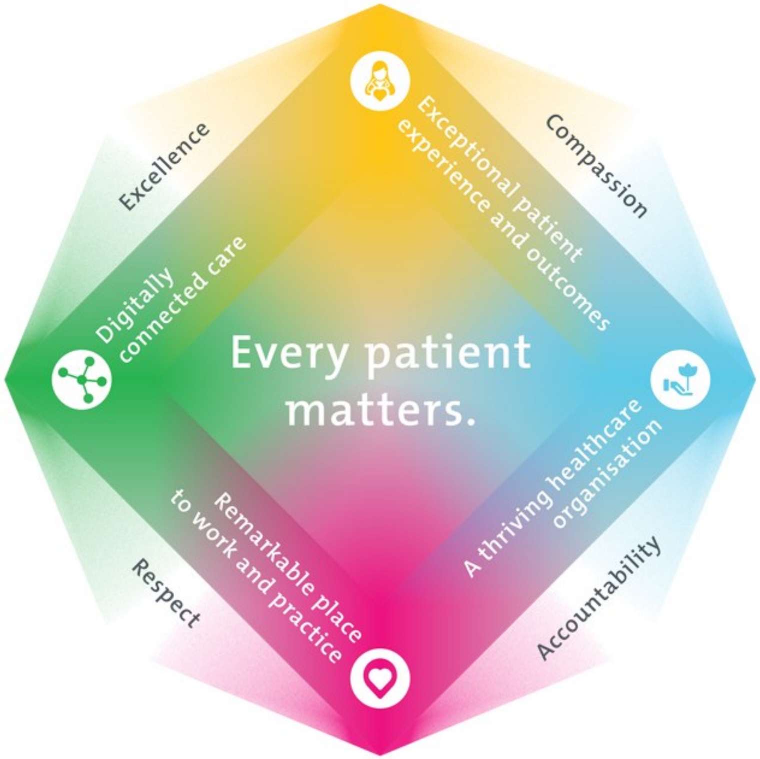
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

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


Every patient matters.
Exceptional patient experience and outcomes
A thriving healthcare organisation
Remarkable place to work and practice
Digitally connected care
Excellence
Compassion
Accountability
Respect

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

4. Purpose of the Position

The Cyber Awareness Specialist is responsible for developing, implementing, and maintaining a comprehensive cyber awareness program. This role aims to educate employees on cybersecurity best practices, promote a culture of security, and reduce the risk of cyber threats through effective training and communication strategies. Additional responsibilities include undertaking tasks and projects as determined by the Group Manager Information Security.

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
Leadership and culture	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.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	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
Cyber Awareness • Develop and deliver engaging cyber security awareness training programs for all employees. • Create and distribute educational materials, including newsletters, posters, and online content, to promote cyber security awareness.	• Increase reporting rates of phishing simulations • Reduction of incidents caused by end user actions that would have been preventable by training • Delivery of key training programs throughout the year

• Manage regular phishing simulations and other security exercises to assess and improve employee awareness. • Collaborate with IT and security teams to identify and address emerging cyber threats and vulnerabilities. • Monitor and report on the effectiveness of the cyber awareness program, making recommendations for improvements. • Stay up-to-date with the latest cyber security trends, threats, and best practices. • Organise and participate in cyber security events, workshops, and seminars. • Provide support and guidance to employees on cyber security-related issues and inquiries. • Manage key cyber security partners to deliver key outcomes.	
Governance, Risk & Compliance • Maintain the IT risk register • Document and track identified IT risks and create risk remediation plans • Report on the status of the IT risk register to stakeholders	• Accurate log of IT risks maintained • Quarterly reporting of IT risk register
Communication • Ensuring excellent business communication is maintained	• Ensuring superior customer follow up on incidents and service requests • Clear communication with vendors and partners.
Continuous Quality Improvement • Ensuring internal Cyber-Security processes are satisfied and kept up to date	• Review of existing Cyber-Security processes and procedures • Update documentation and maintain version control • Recommendation of pro-active measures where necessary
Customer Service	• Patient and customer service satisfaction surveys within agreed targets

Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues	• Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • Strong understanding of cyber security principles, threats, and best practices. • Excellent communication and presentation skills. • Ability to create engaging and informative training materials. • Strong analytical and problem-solving skills.

	• Cyber-Security related certificate or experience • Bachelor's degree in Information Security, Computer Science, Learning & Development or a related field or equivalent experience
Previous Experience	**Essential** • A proven record of working in an IT environment for a minimum of 2 years • Presenting and delivering training to groups of people **Desirable** • Experience working in a Healthcare environment. •
Required Knowledge & Skills	**Essential** • Ability to engage with users in a meaningful way that advances their cyber awareness • A motivated individual with the ability to work as a team and autonomously
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	**Essential** • Motivated with a desire to learn, investigate issues and problems • Strong interpersonal skills • Detail orientated

Document Control

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

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: ______________