

1. General Information

Position Title:	Director, Data and Integration Services
Division/Department:	Information Technology
Position Reports to:	Chief Technology Officer
Enterprise/Individual Agreement:	IEA
Classification/Grade:	NA
Location:	Epworth Corporate (Pelaco Building, Richmond)
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	4-6
Key Relationships - internal and external	CTO Leadership team, IT Security, Heads of Department, Data Analysts, Domain Solution Architects, External IT Vendors, Business Stakeholders

2. Overview of Epworth HealthCare

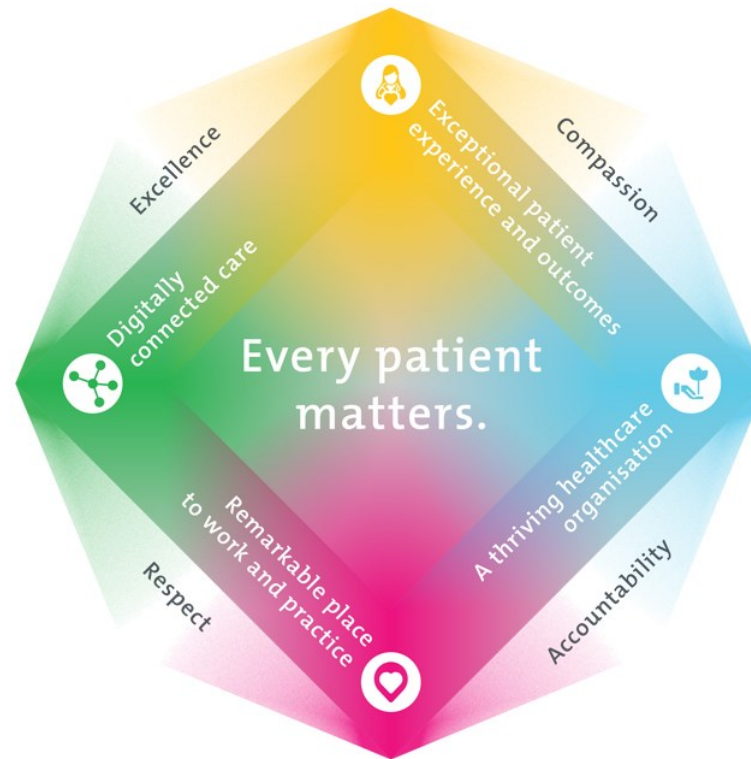
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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



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

Epworth is continuing to invest to realise its ambitions to become a data driven organisation and innovator. The Director of Data and Integration supports the CTO, who is responsible for leading the strategic direction, management, and execution of the organisation's data and integration initiatives. This is a technical leadership role that involves overseeing data governance, data architecture, data engineering, and data and systems integration to ensure seamless, secure data flow and accessibility across the organisation. The Director will work closely with various departments to support data-driven decision-making and enhance operational efficiency and build capabilities to support innovation by harnessing the value inherent in Epworth's extensive data sets.

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>Key Responsibilities:</p> <ul style="list-style-type: none"> • Strategic Leadership: <ul style="list-style-type: none"> ○ Contribute to the evolution and implement a comprehensive data and integration strategy aligned with the organisation's goals. ○ Lead the execution and embedding of data governance frameworks, standards and policies. This will include AI policies and protocols. ○ Drive the adoption of best practices in data management and integration. ○ Remain updated on technology trends related to data and integration including data protection and AI regulations to identify opportunities and solve complex problems. 	<ul style="list-style-type: none"> • Maintained and implemented a cohesive data and integration strategy that supports the organisation's overarching goals, resulting in streamlined processes and enhanced data utilisation. • Established and maintained robust data governance frameworks and policies, ensuring compliance and enhancing data security across the organisation. • Successfully promoted best practices in data management and integration, leading to increased efficiency and reduced risk.
<ul style="list-style-type: none"> • Data and Financial Management: <ul style="list-style-type: none"> ○ Oversee the development and maintenance of data architecture and data models. ○ Ensure data quality, consistency, and security across all systems. ○ Manage data lifecycle processes, including data acquisition, storage, and disposal. ○ Plan and manage budgets across data and integration platforms, staff and vendors and deliverables. 	<ul style="list-style-type: none"> • Built and sustained data architecture and data models that support business needs, improving data accessibility and reliability • Achieved high levels of data quality, and consistency, reducing data related issues and bolstering stakeholder trust. • Implementation of data protection mechanisms across various sources including monitoring, encryption, masking • Efficiently managed the data lifecycle, ensuring timely data acquisition, secure storage, and proper disposal, thus maintaining data integrity and compliance

	<ul style="list-style-type: none"> Budget planning and execution is in line with business cycles and within tolerance limits. Issues are escalated in a timely manner and managed proactively.
<ul style="list-style-type: none"> Integration Management: <ul style="list-style-type: none"> Plan, design and implement data integration strategies Lead the integration approach of various systems and applications to ensure seamless data flow. Oversee the implementation of integration patterns, standards, platforms and tools. Collaborate with IT and business teams to identify integration requirements and solutions. 	<ul style="list-style-type: none"> Facilitated seamless data flow between various systems and applications, enhancing operational efficiency and data accuracy. Successfully implemented integration platforms, standards and tools, reducing integration costs and complexity. Collaborated effectively with IT and business teams to identify and address integration requirements, resulting in solutions that meet business objectives.
<ul style="list-style-type: none"> Enable platforms and capabilities supporting Analytics and Reporting: <ul style="list-style-type: none"> Enhance platform capabilities to enhance the use of data analytics to support business decision-making. Enable data integration and engineering to support development of dashboards, reports, and data visualisations. Ensure the availability and scalability of platform and system capabilities to provision accurate and timely data for stakeholders. 	<ul style="list-style-type: none"> Implemented platforms that fosters a culture that leverages data analytics for informed decision-making, leading to improved business strategies and outcomes. Data engineering services supports the creation of comprehensive dashboards, reports, and data visualisations, providing stakeholders with valuable insights. Ensured the availability of accurate and timely data, enabling stakeholders to make well-informed decisions. Managed and mentored a high-performing team of data and integration professionals, driving team success and personal growth.
<ul style="list-style-type: none"> Team Leadership: <ul style="list-style-type: none"> Manage and mentor a team of data and integration professionals. 	<ul style="list-style-type: none"> Promoted a culture of continuous improvement and innovation, leading to enhanced team performance and organisational agility.

<ul style="list-style-type: none"> ○ Foster a culture of continuous improvement and innovation within the team. ○ Provide training and development opportunities for team members. ○ Establishing clear career development pathways for the Data and Integration team members, promoting continuous learning 	<ul style="list-style-type: none"> ● Provided ample training and development opportunities, resulting in a skilled and motivated workforce.
<ul style="list-style-type: none"> ● Collaboration and Communication: <ul style="list-style-type: none"> ○ Work closely with senior leadership to understand data and integration needs and priorities. ○ Collaborate with various departments to ensure data initiatives align with business objectives. ○ Takes ownership for escalated risks and issues ○ Communicate data and integration strategies and progress to stakeholders. ○ Establish and monitor metrics related to data value delivery, compliance, security, platform performance 	<ul style="list-style-type: none"> ● Engaged effectively with senior leadership to understand and prioritise data needs, aligning data initiatives with business objectives. ● Fostered cross-departmental collaboration to ensure alignment of data initiatives with organisational goals, leading to cohesive and strategic data utilisation. ● Issues and risks are addressed in a timely manner. ● Monitors and provides reporting on data and integration strategies and performance clearly and regularly, ensuring stakeholder awareness and engagement.
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all 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"> ● Role model and actively promote a culture of high-quality patient care ● Provide excellent, helpful service to patients, visitors and staff 	<ul style="list-style-type: none"> ● Patient and customer service satisfaction surveys within agreed targets ● Use AIDET principles in all interactions ● Compliments to complaints ratios ● Completes leader rounding at agreed frequency ● Issues are escalated to the manager and resolved in a timely manner

<ul style="list-style-type: none"> • 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 expectations and issues, using multiple strategies • 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 • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	
<p>Safety and Wellbeing</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"> • 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 health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Bachelor's or master's degree in data Analytics, Science, Computer Science, Information Systems, or related field. <p>Desirable</p> <ul style="list-style-type: none"> • Industry certifications related to Data and Integration
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Proven experience in data and integration management. • +10 years in IT industry with significant experience in data architecture, platforms, integration and innovation therein • Experience in leading transformation programs related to migration to new data and integration platforms, capabilities and supporting business areas through the transition • Understanding of AI/ML and how it can be leveraged to enhance data and integration solutions to support business objectives. • Demonstrated ability to develop and manage effective relationships with executive, senior business and technology leaders • Proven ability to design and facilitate workshops with business and technology stakeholders • Excellent planning and organisational skills, managing multiple deliverables simultaneously and ability to prioritise based on strategic outcome realisation • Excellent written and verbal communicator, particularly in terms of simply presenting complex concepts to non-technical and executive stakeholders • Demonstrated ability to engage, influence and negotiate program alignment to the strategic direction for domain areas, particularly contributing to sound successful program establishment phases, where delivery approach, estimations, resource identification and risk mitigation are addressed <p>Desirable</p> <ul style="list-style-type: none"> • Experience as an Data and/or Integration Architect, preferably in the healthcare sector. • Familiarity with compliance & healthcare regulations HL7, FHIR, and HIPAA

	<ul style="list-style-type: none"> • Knowledge of GDPR, CCPA (or similar regulations).
Required Knowledge & Skills	<p>Essential</p> <p>A Subject Matter Expert for all matters related to data and integration solution design and delivery</p> <ul style="list-style-type: none"> • An outcome and delivery focussed IT professional with at least 10 years' experience working in IT with significant experience in integration, data platforms and analytics, and technology delivery. • Demonstrated experience in the delivery and management of on premises and cloud data and integration platforms. <p>Skills and Competencies:</p> <ul style="list-style-type: none"> • Strong understanding of healthcare IT systems, including Electronic Health Records (EHR), clinical applications, and data management platforms. • Strategic thinker with strong analytical and problem-solving abilities • Excellent communication and interpersonal skills, with the ability to engage effectively with technical and non-technical stakeholders. • Vendor and relationship management with key technology partners <p>Behavioural Attributes:</p> <ul style="list-style-type: none"> • Strong written and verbal communication skills are essential • Ability to build and maintain a proactive, client-centric orientation towards key stakeholders • Ability to build rapport with all levels of management and employees easily • A continuous improvement and customer-centric mentality • Ability to manage competing demands on workload • Passionate and committed to a high work ethic and professional standard • Strong people management and organisational skills to ensure you team remains focused and outcomes are delivered on time, and in accordance with processes, procedures and required governance standards. • Hands on capability working with the team to define solutions options to deliver capabilities in line with architectural principles • Ability to translate complex technology setups into an understandable format. • Understanding and competency in project management methodologies, including planning tasks, resource allocation, risk, time, financial, and business change management. • Planning and management of IT investment budgets. • High level of interpersonal skills and the ability to work in a team environment. • Common sense decision making

Position Description



	<ul style="list-style-type: none"> • Lead by example & result oriented people leader. • Adaptable and open to change, management style. <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated experience working within iterative delivery (Agile), Cross-functional delivery (DevOps) models and familiarity of common technologies and toolsets to provide incremental customer value. • Demonstrated experience in supporting effective data protection and cyber security practices and configurations
<p>Personal Attributes & 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"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Ability to work autonomously where appropriate, but to proactively engage with/escalate matters to the Epworth Management when warranted. • Adaptable - comfortable with navigating uncertainty and applying structure where required • Forward thinking – anticipates, sets goals for future and looks for enterprise needs • Persuasive – enjoys influencing and working with people • Consultative – works with wide range of stakeholders, consults widely to ensure decisions land well • Analytical – ensures independence and data behind decisions • Resilient – Overcome inevitable hurdles that are within control, or only with influencing, to tackle objectives and goals with a longer time frame • High level of emotional maturity and personal integrity. • Ability to effectively prioritise and execute tasks, while under pressure. • Demonstrate initiative, exercises good judgment, and can achieve results. • Calm in the face of adversity or challenge. • Committed to improving patient safety, quality of clinical care and reducing clinical error • Energetic, enthusiastic, and passionate for the role

Document Control

Date Developed: 20/10/2024	Date Last Reviewed: 04/11/2024	Developed and Reviewed By (Position Title): CTO Maria Paz

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: _____