

Position Title:	Information Technology Services Manager
Reports to:	Director of Corporate Services
Department:	Corporate Services
Classification:	HS7
Employment Conditions:	Health & Allied Services, Managers & Administrative Workers (Public Health) EBA 2025-2027
Qualifying Period:	6 Months

Central Highlands Rural Health respectfully acknowledges that our organisation is on Dja Dja Wurrung, Taungurung and Wurundjeri Woi Wurrung Country, whose ancestors and their descendants are the traditional owners of this Country.

Central Highlands Rural Health, is a rural health organisation that operates five campuses across Hepburn Shire and the Macedon Ranges, and was formed through the voluntary amalgamation of Hepburn Health Service and Kyneton District Health. The new entity was gazetted on the 30th November 2019. Each of our campuses retains the name of the township in which they are situated - Clunes Health, Creswick Health, Daylesford Health, Kyneton Health, and Trentham Health. We service Macedon Ranges Shire and Hepburn Shire in the Central Highlands of Victoria in Australia, north and north-west of Melbourne.

The Central Highlands Rural Health Strategic Purpose is to Provide Best Care for every person, every time. It is the role of all employees to advance the objectives in the Strategic Plan.

CHRH has a strategic quality framework that we call 'Best Care'. Best care is defined as care that is **Personal** (person centred), **Safe** (no harm from service provision) **Connected** (integrated with other services and communicating well) and **Right** (based on the evidence).

Role Statement

The Information Technology Services Manager is responsible for overseeing the Information Technology Services (ITS) team as well as leading the performance, risk profile and day-to-day operations of CHRH's IT functions whilst balancing business as usual service delivery. The Information Technology Services Manager represents the IT function on internal and external governance committees, providing advice on priorities, risks, resource allocation, and technology investment to ensure alignment with organisational strategy. The Information Technology Services Manager will advise on BAU and new projects as well as drive the organisation's M365 transformation and Cybersecurity obligations. The Information Technology Services Manager will work closely with the Director of Corporate Services to ensure that CHRH's compliance obligations are met, cyber maturity increased and the CHRH network environment is secure.

Key Responsibilities, Duties and Performance Indicators

Key Responsibilities

- Lead the delivery and maintenance of the IT strategy and technology roadmaps within organisational priorities.

- Manage the performance, workload and development of the IT team, including day to day allocation of resources, priorities and resolution of operational issues efficient and responsive to the needs of CHRH.
- Drive CHRH's M365 digital transformation, including transition from legacy to cloud environments and all other major ICT projects CHRH may commence in the future.
- Sponsor and oversee ICT related projects and technology change initiatives that are within delegation.
- Oversee and guide ICT procurement, vendor management and contract delivery within delegated authority, including providing input into the annual budgeting process, identifying capital purchase requirements and developing sound replacement schedules.
- Own CHRH's Cybersecurity and compliance posture including VPDSS/ VPDSF obligations Essentials maturity, Department of Health/ GRHA cyber incident response.
- Ensure timely completion of cyclic cybersecurity questionnaires, secure score and other reporting metrics as required.
- Act as the escalation point for major IT incidents, outages and significant service risks.
- Timely and high-quality preparation of reports, briefings and documents for Executive, Board and internal/ external governance committees.
- Represent CHRH in internal and external, regional and statewide digital forums, including as part of the Grampians Regional Health Alliance.
- Lead business continuity and disaster recovery planning for technology dependent clinical and corporate services.
- Develop, maintain and improve Information Technology Services related policies and procedures, including keeping abreast of the changing cyber landscape, such as Artificial Intelligence, ensuring CHRH has an informed position.
- Participate in and contribute to CHRH's Internal and External Audit program, Departmental and alliance compliance and self-assessment requirements.
- Support workforce planning and role design across the IT function, including the requirement to engage with specialist skills from time to time.
- The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

Performance Indicators

- Agree on annual performance indicators within the first three months with the Director of Corporate Services

Inherent Requirements

CHRH has a duty of care to all staff. The purpose of this section is to ensure that CHRH staff understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that CHRH staff are not placed in an environment or given tasks that would result in risk to your safety or the safety of others. Should a staff member not be able to undertake any of the listed inherent requirements, they must notify their line manager immediately, and CHRH will assess the situation to ensure the staff member is not at risk of injury.

Key Selection Criteria

Information Technology Services Manager

Essential

- Experience as an Information Technology manager with the proven ability to lead change within the Information Technology Services team and across the organisation.
- Relevant graduate or post graduate qualifications, with a minimum of 3 years' experience.
- Leadership and performance management of a small multidisciplinary technical team.
- Strong understanding of cyber security, technology governance and risk management frameworks.
- Knowledge of Microsoft 365, cloud technologies and modern infrastructure environments
- Understanding of digital healthcare environments, including clinical systems, medical devices and information security requirements.
- Strong stakeholder engagement, influencing and communication skills
- Excellent contract and vendor management skills, with budget management, business case and budget development skills.
- Ability to operate at both an operational and strategic level when required.

Preferred

- Incident and crisis management capability
- Current Health sector experience

Our Purpose

"To deliver Best Care for every person every time."

Organisation Environment

Central Highlands Rural Health Service is a values-based organisation. Our workforce is expected to demonstrate these values in interactions with each other, consumers and the community.

Our values are:

- Act with Respect
- Be Responsive, Kind and Caring
- Act with Integrity and be Accountable
- Commit to Learning and Reflection

Expected behaviours that reflect these values are expressed in the Standard of Behaviour Charter.

Our culture reflects the commitment to being a learning-based organisation, underpinned by continuous quality improvement with a focus all aspects of our Best Care goal, for Every Person

Every time:

- Personal
- Safe
- Connected
- Right

Being a person-centred service, we expect our workforce to treat each person as an individual, recognising their unique needs and experiences. A key component of this is involving consumers and their support people in decisions about the service they receive and promoting their participation.

CHRH is a Health Promoting Health Service which focuses on preventative healthcare practices. Promotion of wellbeing is a key objective of every position. Every health care contact is seen as a health improvement opportunity.

Our Diversity Commitment

Central Highlands Rural Health Service recognises, supports and celebrates the diversity of the communities within which we work. Our services are delivered to people of all ages and health status with a focus on care of the aged and disadvantaged. We work with individuals and groups from a wide range of backgrounds, interests and experiences. We acknowledge the first peoples of Australia and their unique role in our history and society. We recognise the important attributes that those who followed from culturally and linguistically diverse backgrounds have brought to our communities. We welcome people of different sexual orientations and gender identities, who are a significant portion of our population and who have helped shape our local culture. We appreciate the challenges experienced through financial disadvantage and endeavour to consider the impact it has upon people, when providing services.

Key Relationships:

Internal: CHRH Executive, Managers, direct reports

External: Department of Health, Alliance partners, regional digital health networks, vendors and software providers, auditors

Reflection Development Plan / Performance Development Plan

The individual plan will begin after the 1st month of the 6-month qualifying / probationary period and then on the 3rd and 5th month. A review will then be conducted at 12 months and annually thereafter. The position description will be reviewed at the time of the annual review, if the position becomes vacant or when there are any changes to the role.

Central Highlands Rural Health requirements	
Best Care at CHRH – Quality Management Plan	CHRH is committed to providing “Best Care”, which includes care that is: Personal: the consumer as a respected partner and treats them with empathy and compassion Safe: no physical or psychological harm as a result of service provision Connected: makes sure everyone is on the same page about the care, gives consistent messages about what’s going on, ensures people are connected to the services they need (Access fits in this goal.) Right: care and services including non-clinical services) are based on the best available evidence and implemented to get the best possible outcome. For Every Person, Every Time
Credentialing	Appointment and ongoing employment are subject to appropriate clinical credentialing
Behaviour	The expectations that CHRH has of its staff are outlined in the CHRH Code of Conduct and Values/Standards of Behaviour Charter statements

Confidentiality	The staff member is to maintain strict confidentiality with reference to all matters relating to the clients/patients/residents/staff of the Health Service. Failure to observe this requirement may be regarded as misconduct warranting termination and incur liability to penalty pursuant to Section 141 of the Health Services Act 1988.
Cessation of Employment	Written notice is required as per the relevant award, and is to be provided to the relevant Executive Director or Director.
Contract of Employment	Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment which will apply unless you agree with CHRH in writing to alter or replace them.
Infection Prevention & Control	The staff member is required to adhere to infection prevention & control standards and protocols designed to prevent infection transmission in the workplace and to participate in annual infection control education.
Information Technology Services	The staff member is expected to engage with and use Information Management & Technology Services at a level of competency commensurate with their role.
Key Responsibilities	This Position Description details the key performance outcomes of your role. On occasion CHRH may reasonably direct you to undertake additional tasks.
No Smoking Policy	CHRH is a smoke free environment in all areas. Consumers, staff members and volunteers that smoke are encouraged and supported to quit. It is the responsibility of all CHRH staff members to play an active role in monitoring smoking behaviour on site and encouraging consumers and visitors to cease smoking.
Occupational Health & Safety	The staff member is required to take all reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of the staff member in the workplace. (Occupational Health and Safety Act 2004, section 25). The staff member is also required to undertake annual OH&S related training as per policy 16.03.36 Minimum Annual Education Requirements.
Performance Development Plans	Performance Development Plans will be conducted in accordance with the CHRH Performance Development & Review Policy
Employee Checks	Appointment and ongoing employment is subject to a satisfactory police records check for all positions and in addition NDIS & Working with Children's Checks for applicable roles as directed.
Policies & Procedures	The staff member is to be familiar with and abide by the CHRH Policies and Procedures as located on the CHRH Intranet.
Qualifying Period	The qualifying period of six months as per the Fair Work Act applies.
Quality Improvement & Risk Management	The staff member is required to participate in the CHRH Quality Improvement and Risk Management Programs to encourage excellence of care and cost containment.
Staff Development	The staff member is required to complete the online Staff Induction training as close to their employment commencement as possible, participate in the CHRH Professional Development Program and to undertake annual education as outlined in Mandatory Annual Education Requirements.
Immunisations	Excerpt taken from Health Victoria vol 12 – no 2 – March 2020

	New laws will mean healthcare workers must be fully-immunised to protect themselves and patients against the Influenza each year, as well as strong recommendations for whooping cough, measles, chicken pox, hepatitis B and COVID19. All healthcare workers in public and private hospitals and ambulance services with direct patient contact will be required to be vaccinated, including doctors, nurses, paramedics, dentists, orderlies, cleaners and staff working in public sector residential aged care services. Workers who refuse to be vaccinated may face work restrictions or be redeployed to other parts of the health service. These laws will protect healthcare workers from preventable diseases, while reducing the risk of transmission to the most vulnerable such as children, the elderly, pregnant women and people with chronic diseases. On 4 October 2024, Secretary Directions mandating COVID-19 vaccination for healthcare workers were revoked. Victorian healthcare workers are now strongly recommended to remain up to date with their COVID-19 vaccinations as per Australian Technical Advisory Group on Immunisation (ATAGI) advice and the Australian Immunisation Handbook.
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Executive Approval

Name: Kristie Lawson

Title: Director of Corporate Services

Date: 16/10/2026

Employee Acknowledgement

I acknowledge:

- That I have read and fully understand the Position Description and Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That CHRH may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff.
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Employee: _____
(Signature)

Date: ____/____/____

(Print Name)

Position Description: Information Technology Services Manager

Manager: _____
(Signature)

Date: ____/____/____

(Print Name)

Document Control	
Executive sponsor: Director of Corporate Services	
Manager responsible: Director of Corporate Services	
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