

POSITION DESCRIPTION

Manager Business Intelligence, Mental Health Alcohol and Other Drugs Service - Northern NSW LHD

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Mental Health, Drug & Alcohol MHDA Manager
Vaccination Category	Category A
ANZSCO Code	263111 Computer Network and Systems Engineer
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Coordinating and managing the operation of the various information management functions of the NNSW LHD Mental Health, Alcohol and other Drugs (MHAOD) Service. These include strategic planning, system coordination and development, clinical documentation training and oversight, data analysis and quality improvement, audit, reporting and performance monitoring.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

ESSENTIAL REQUIREMENTS

Valid unrestricted drivers' licence for use in NSW/Australia.

Responsibilities under WHS - Supervisor

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

KEY ACCOUNTABILITIES

Provide expert advice and support to the MHAOD Services including high level data extraction and analysis from multiple data sources, identification of trends and emerging issues, designing and preparing reports, managing data related issues to ensure high data quality and integrity is maintained.

Develop, lead and oversee ongoing education, support and guidance to clinical teams and managers on data

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management, improvement strategies, business rules, to ensure practices are consistent with local and state policies, procedures and standards.

Act as the primary point of contact with the NSW Ministry of Health (MOH) for matters relating to MHAOD information management including quarterly KPI reporting, benchmarking, compilation and submission of State level data collection requirements, and participation in relevant State committees/ groups/ forums.

Lead and oversee implementation of key MHAOD projects, change management initiatives and eHealth solutions to ensure project objectives and time frames are met.

Lead and monitor the integration and standardisation of MHAOD data related processes, activities and reporting across the two service streams to ensure consistency of practices is achieved and maintained.

Develop and manage activity and performance reporting functions to support management decision making, clinical and corporate functions to facilitate improved patient outcomes, quality improvement, external accountability and performance management.

Monitor and analyse MHAOD performance results against State/ LHD KPI's and activity targets, identify variances and oversee implementation of key remediation strategies to ensure funding opportunities are maximised.

Contribute to the development and implementation of MHAOD Strategic and Business Plans to ensure the business and performance service level objectives align with broader LHD strategic priorities.

Develop, lead and oversee implementation and ongoing governance of virtual care from MHAOD services to improve services to the client group serviced by MHAOD.

KEY CHALLENGES

- Managing relationships in a complex environment with a range of stakeholders while balancing competing demands and priorities.
- Managing data from a range of data sources and ensuring data accuracy and integrity.

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KEY RELATIONSHIPS	
Who	Why
Team - Data Coordinator	Provide line management and supervision to ensure role and operational requirements are met.
Manager	Receive direction, supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.
Service Managers	Regular collaboration with respective Service Managers to ensure team data needs are met.
Key internal stakeholders	Liaise with various internal LHD and MHAOD stakeholders to support data, information and systems related enquiries, education, reporting functions.
External service providers and other organisations	To support effective collaboration and information exchange.

SELECTION CRITERIA

1. Relevant tertiary qualification(s) and/or extensive experience in managing data including implementing continuous improvement initiatives, improve data quality, integrity and minimise errors in a health setting.
2. Demonstrated management experience in a complex, challenging and dynamic environment.
3. Extensive knowledge of health-related data systems, sources and reporting, and demonstrate knowledge of how they are applied to improve health outcomes.
4. Proven ability to analyse complex information relating to clinical service delivery and provide advice to senior management for service planning.
5. Advanced computer skills with demonstrated expertise in a variety of software programs.
6. High level communication skills with proven ability to implement change, educate and liaise with stakeholder groups.
7. High level problem solving skills with the proven ability to prioritise competing demands, recognise urgency and manage performance associated risk.
8. Valid unrestricted drivers' licence for use in NSW/Australia and willingness to travel in the course of employment

OTHER REQUIREMENTS

Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

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- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

Risk Management

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All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

Managers will:

- Systematically apply risk management policies and procedures in your area of responsibility: communication and consultation, establish the context, assess risk (identify, analyse and evaluate risk), treat risk, and monitor and review risk
- Update the NNSWLHD Risk Register (Enterprise Risk Management System), escalating risks to your manager which are beyond your capacity or authority to manage

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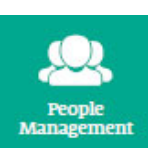
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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Finance	Intermediate	<ul style="list-style-type: none"> Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending Take account of financial and budget implications, including value for money in planning decisions Present basic financial information to a target audience in an appropriate format Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them Display an awareness of financial risk and exposure and solutions to address these
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop	Intermediate	<ul style="list-style-type: none"> Ensure that roles and responsibilities are clearly communicated Collaborate on the establishment of clear performance standards and deadlines in line with established performance development

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People		<p>frameworks</p> <ul style="list-style-type: none">• Develop team capability and recognise and develop potential in people• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues