

POSITION DESCRIPTION

Position Title:	Outpatient Services – Systems Administration Manager
Business Unit/Division:	Division Outpatient Services
Award Agreement:	Award 10
Classification:	HS4
Employment Type:	Full Time, Permanent
Reports to:	Operational Director – Outpatient Services
Date Prepared/Updated:	August 2025

General Role Statement:

The Outpatient Services Systems Administration Manager will support the Outpatient Services Operations Director to support and facilitate the continued application of the Outpatient Services IT systems operating across all Northern Health sites.

This role will work closely with the Outpatient Services leadership team to provide systems support for all outpatient IT systems and also support and develop new dashboards and provide data analytics to support and facilitate new projects to improve efficiency, quality and safety.

This role will be an active member of the leadership team and be responsible for monthly reporting's, presentations and contributions to meetings.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

General Role Statement:

The Outpatient Services Systems Administration Manager will support the Outpatient Services Operations Director to support and facilitate the continued application of the Outpatient Services IT systems including (but not limited to) Q-Flow, Referral Manager, CISCO and Communications Hub. This role supports systems across all Northern Health sites.

This role will work closely with the Outpatient Services leadership team to provide systems support for all outpatient IT systems and also support and develop new dashboards and provide data analytics to support and facilitate new projects to improve efficiency, quality and safety.

This role will be an active member of the leadership team and be responsible for monthly reporting's, presentations and contributions to meetings.

This role includes first level application support; managing user access; liaising with Northern Health IT and the application vendors to resolve incidents and problems and supporting the end users with training. The position provides both ongoing and ad-hoc reports to key stakeholders. This role supports the delivery of operational efficiencies and facilitates business process changes.

This role will be the direct liaison with vendors coordinating and managing, system enhancements, developments, defects and any other engagements with the vendors.

Key Tasks

- Liaising with vendors and Northern Health IT to manage and resolve application incidents and problems
- User account management: create and maintain user accounts, reset passwords, assist users with log-on problems
- End user support to administration, nursing and medical teams: provide training, advise on system functionality and general use
- Maintaining system and user training documents
- IT systems enquiries and support: defect logging, resolving/escalating technical issues, instigating downtime procedures, supporting post-downtime recovery
- Provide support during system upgrades
- Contribute to / prepare system enhancement requests
- Development, management and implementation of project plans.
- Communication of project status and progress against agreed deliverables and milestones.
- Manage project risks, issues and scope within the governance structure ensuring appropriate reporting, escalation and approvals.
- Monthly performance reports.
- Liaise and support template staff in creating clinics, services, functions, and locations within IT systems

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.

- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- Member of Outpatient Services Governance Committee
- Provide leadership support across the outpatient services team
- Membership and active contribution to leadership meetings
- Leadership support and staff management
- Develop and maintain positive relationships in the workplace with peers, managers, other departments, and key service partners

Strategic and Project Management Leadership

- Develop and implement innovative systems for outpatient services
- Development, management and implementation of project plans
- Communication of project status and progress against agreed deliverables and milestones
- Manage project risks, issues and scope within the governance structure ensuring appropriate reporting, escalation and approvals
- Participate in and support strategic initiatives that meet the needs of the Northern Health community
- Managing budgets and accountability of purchase invoices
- Management of project logistics including securing meeting rooms, equipment, and training rooms

Organisation-Wide Contribution

- Support systems to deliver high quality healthcare
- Provide reports, updates, trends and analysis for organisational KPI's
- Monthly performance reports

- Liaise with HIS, IT and Decision Support to ensure data quality and error corrections
- Contribute to / prepare an ongoing and ad hoc suite of reports for presentation to the Specialist Clinics Operations Committee

Diversity and Inclusion

- Support all staff and enhance systems for inclusion
- Improve usability of systems for patients accessing outpatient services

Innovation and Culture Change

- Display safe, kind and together practices every day
- Innovate and enhance systems for Northern Health outpatients
- Actively contribute to and seek out improvement opportunities
- Work with the Outpatient leadership team on improvement initiatives

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential**

- Tertiary degree and/or professional qualification in Management, Project Management, Healthcare Management, Information Technology or equivalent experience.
- Current Victorian Driver's licence or equivalent.
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Desirable

- Previous experience implementing projects in a public health setting.
- Previous experience delivering change management.
- Previous experience in management of IT software used within Outpatients including Q-Flow and i.PM.
- Understanding of Access Policy for Outpatients in Public Hospitals.
- Understanding of referral pathways.

Experience

- Proven track record of successful project delivery within Healthcare from initiation through to full project acceptance.
- Proven knowledge of Health Information systems and Outpatient Clinics requirements including a good understanding of supporting technologies.
- Outstanding verbal and written communication and presentation skills.
- High degree of understanding of health delivery, legislative, information and reporting systems.
- High degree of self- direction, initiative and motivation and ability to work towards set deadlines/milestones.
- Excellent and proven project management disciplines.
- Exceptional ability to negotiate to achieve desired department and organisational strategic goals.
- Highly developed problem solving and stakeholder management skills to facilitate solutions and implement effective change management.

Knowledge, Skills and Behaviours

- Well-developed critical thinking and problem-solving ability.
- Leadership qualities with proven ability to engage staff in the provision of outstanding healthcare.
- Demonstrated ability to develop professional relationships across a broad range of health workers and consumers.
- Proven ability to work flexibly and effectively both independently and in a team-based environment.
- High standards of professional conduct.
- Collaborative and motivated.
- Demonstrated ability to prioritise and meet competing demands.
- Must be aligned to NH values in all aspects of the role.
- Demonstrated leadership and coaching experience.
- Demonstrated ability to liaise with clinical and non-clinical staff at all levels.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: