

Role description

Deputy Director-General eHealth Queensland

Status	Executive contract fixed term	Job ad reference	EA625290
Branch and Division	eHealth Queensland Department of Health	Contact details	Sarah Buckler +61 (0)429 486 740
Classification	HES 4	Salary range	\$323,399 - \$419,034 per annum (total remuneration package) Note: Where the successful candidate holds clinical qualifications remuneration may be negotiated
Location	Brisbane	Closing date	Friday, 11 April 2025

Your opportunity

The Department of Health (the Department) has a diverse set of responsibilities, and a common purpose of providing highly effective health system leadership. The Department is responsible for the overall strategic leadership and direction of the public health system in Queensland. We strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace.

About eHealth Queensland

eHealth Queensland advises on statewide eHealth innovation, strategy, planning, standards, architecture and governance and is responsible for delivering clinical, corporate and infrastructure ICT programs in line with the Queensland Health vision and investment priorities; providing modern ICT infrastructure and customer support for desktop, mobile, smart devices, telehealth, data centres, network and security.

eHealth reports to the Director-General through a board of management providing governance of clinical, corporate and infrastructure ICT programs within the established Queensland Health entity, while enhancing engagement with the recipients of these services, and providing consistent ownership and direction of these functions between Queensland Health and the Hospital and Health Services.

Located within eHealth Queensland is the Chief Clinical Information Officer who provides strategic leadership to drive the digital enablement (using technology to improve the performance and reach) of Queensland Health.

eHealth is the custodian of a data warehouse for Queensland Health, which is a single source for data analytics for the health system.

Our values

Our values are those of the Queensland public service



Customers First



Ideas into action



Unleash potential



Be courageous



Empower people

These five values underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.

About the role

Purpose

The Deputy Director-General, eHealth Queensland provides strategic leadership to drive the information technology and eHealth agenda for the State, managing the organisation as an innovative, efficient and effective provider of enterprise technology services for a range of stakeholders across Queensland's public health system, including the State's Hospital and Health Services, and the Department.

Reporting to the Director-General and as a member of Queensland Health Executive Leadership Team, the role leads all aspects of developing, implementing, maintaining and evaluating technology initiatives within the State's public health system, assuring high performance, consistency, reliability and scalability of all technology offerings. The role also drives the State's eHealth agenda and broader technology reforms within the public health system and oversees the maintenance of existing enterprise systems, while providing direction in all technology-related issues in support of information operations and the Department's Strategic Plan.

As leader of the eHealth Queensland Division, the role leverages an in-depth understanding of the strategic issues facing the public health system, the broader eHealth agenda, and trends impacting information technology in the health care environment to ensure the operations of the organisation and its core information technology activities are efficient and achieve best-practice standards for Department of Health and Hospital and Health Services stakeholders.

Your key responsibilities

- Fulfil the responsibilities of this role in accordance with Queensland Public Service values outlined above.
- Adhere to defined service quality standards, health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.
- Provide strategic leadership to eHealth Queensland, working closely with the Board of Management, and foster collaborative approaches within the organisation and across the State's health system to contribute to the achievement of the Department of Health's strategic priorities.
- Lead the development of enterprise technology services and functions, working with wide-ranging stakeholder groups including clinicians, Department of Health and Hospital and Health Service executives, and other information technology professionals to ensure the implementation and use of infrastructure technologies support the Queensland public health system's key strategies and priorities.
- Maintain awareness of existing and emerging infrastructure technologies, regulatory issues, and market factors to assist in the development of the State's health information technology strategy and plan.

- Monitor the productivity of information systems resources to ensure these resources are managed and utilised in a cost-effective, flexible and timely manner.
- Oversee all information security policies and procedures to ensure regulatory compliance and appropriate levels of internal controls.
- Oversee service level agreements with end users, monitoring systems, programs, and equipment performance, to ensure optimal and continuous delivery of technical services.
- Act as principal advisor to the Director-General, Deputy Directors-General, Health Service Executives and other senior staff, providing authoritative advice on health service information technology operations, key issues impacting the achievement of information technology activities in accordance with priorities and outcomes, and forecasting trends and future ICT opportunities, to contribute to the betterment of the State's health system.
- Develop and monitor annual operating and capital budgets to ensure that areas of responsibility have the necessary funding to carry out established organisational goals and objectives.
- Provide executive leadership of the planning, development, and implementation of strategic information systems, including administration and resource management systems, core clinical systems, the national eHealth agenda, advanced clinical decision support systems, and enterprise-wide systems, to optimise the delivery of information technology services across Queensland's public health system.
- Lead the evaluation of the impact of current and emerging information technology on processes (including clinical processes) to identify areas to promote use of technology to create efficiencies for administrators and clinicians and to improve quality of care across the health system.
- Advocate for, and provide leadership in, collaboration with other Queensland Government agencies, to promote and leverage whole-of-government information technology initiatives that support the Government's agenda.
- Provide advice to the Director-General, the Board of Management, and Office of the Minister for Health on national eHealth matters and represent the health system on State and national committees and forums to advocate and negotiate for greater information technology and eHealth direction, provision, and resourcing across the State's health system.
- Provide strategic leadership and innovation in the development of strategic information technology plans, policies and processes, ensuring alignment with Government priorities, to achieve performance improvement and the implementation of successful customer focussed initiatives.
- Provide strategic leadership, advice and direction relating to healthcare information technology matters in Queensland, including acting as the spokesperson on matters of public interest that have a whole-of-State impact and representing Queensland on relevant national committees.
- Represent the Department on National Boards and Taskforces and conduct high level negotiations and liaison with external organisations, other Government departments and bodies (both State and Commonwealth), major community organisations, non-government service providers, industry representatives and the media to build and drive a strong public and professional profile on behalf of the department.
- Actively engage as part of the Queensland Health Executive Leadership Team, contributing to strategic decisions that advance the interests of the health system and maintaining an in-

depth understanding of all Executive portfolios, to facilitate the delivery of all portfolio objectives and to achieve the Department's strategic priorities.

- Ensure mechanisms are in place to monitor, analyse and evaluate the components of the Queensland health system's organisational culture so that cultural issues can be identified and addressed.
- Manage risks that are the responsibility of the eHealth Queensland, including system-wide risks which require support from multiple stakeholders to mitigate or address.
- Ensure the operations of the Division are within budget, in accordance with Department of Health policy and whole-of-government requirements, and aligned to the values of the Queensland Public Service; provide leadership and direction to the team, foster and encourage a workplace environment that is outcomes focused and instil a culture of continuous improvement / learning through effective communication, training and flexible workforce management practices.
- Drive measurable outcomes to achieve health equity with First Nations people by implementing system level improvements to support the delivery of Queensland Health's First Nations Health Equity Strategies. In partnership with the Chief First Nations Health Officer, lead the First Nations health equity agenda and actively engage across the health system to share accountability to achieve health equity for and with First Nations peoples.

Reporting/work relationships

The position reports to the Director-General.

Mandatory qualifications, registrations and other requirements

- A degree (or eligibility for registration) as a clinician/health professional by the Australian Health Practitioner Regulation Agency is highly desirable.
- Relevant post graduate qualifications would be highly desirable.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
 - measles, mumps, rubella (MMR)
 - varicella (chicken pox)
 - pertussis (whooping cough)
 - hepatitis B
 - tuberculosis
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against COVID-19 ([Health Employment Directive No. 12/21](#) and [Queensland Health Human Resources Policy B70](#)).

Role fit

The essential requirements for this role are:

- Excellent knowledge of contemporary, best-practice healthcare information technology initiatives and eHealth priorities, with particular emphasis on managing these functions and services over a large geographic area for a complex organisation and within an operating

environment characterised by the need to liaise with, engage and consult with a range of stakeholders in the achievement of outcomes.

- Demonstrated experience working within a complex system or organisation with devolved accountabilities and responsibilities that require a detailed understanding of system leadership, risk management, strategic direction-setting and the challenges facing modern information technology service delivery, with particular reference to the healthcare setting.
- Detailed understanding of all the elements of health service delivery (people, facilities, equipment, funding, technology) and the inter-relationships between those elements necessary to deliver quality information technology outcomes in a healthcare setting.
- Demonstrated extensive knowledge of corporate governance principles, contemporary management techniques, the role of commercialised business units (including government requirements relating to such entities) at a health system level and/or supporting healthcare reform (particularly in relation to improving eHealth and information technology in a health context).
- Demonstrated ability to operate as a collegial and collaborative member of a multi-disciplinary executive.

Behavioural Competencies Required

We are all leaders in the Department of Health, regardless of role or classification level. The department is committed to leadership at all levels of our organisation, in this role you will be required to display the following leadership behaviours:

- Leads strategically: thinks critically and acts on the broader purpose of the system.
- Makes insightful decisions: makes considered, ethical and courageous decisions based on insight into the broader context.
- Demonstrates sound governance: maintains a high standard of practice through governance and risk management.
- Stimulates ideas and innovation: gathers insights and embraces new ideas and innovation to inform future practice.
- Operates in a collegial and supportive fashion: assists all other QH executives in delivering on their personal accountabilities.

How to apply

Please provide the following information to the panel to assess your suitability:

- A short-written response (maximum 2 pages, dot points acceptable) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key responsibilities and meet the skill requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years. It is preferable to include your current, immediate or past supervisor.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact person.
- Applications will remain current for 12 months or for the duration of the vacancy. Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.

- Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.

Additional information

Discover more about working at the Department [here](#). Of note:

- The information you provide as an applicant is used in adherence with the Information Privacy Act 2009
- All roles within the Department are subject to employment screening.
- The nominated applicant will be required to disclose any serious disciplinary action taken against them in the Queensland public sector.
- To be appointed permanently, you must be an Australian citizen, have permanent residency status or have a visa permitting you to work permanently in Australia. For temporary appointments, you must have a visa permitting you to work for the length of the temporary appointment.
- The Department aims to maintain a safe, healthy and secure work environment for all employees, clients, visitors and contractors. Achieving this aim is the responsibility of all.
- Applicants may be required to disclose any pre-existing injury or medical condition of which they suspect would be aggravated by performing the role. Details are available in section 571 of the Workers' Compensation and Rehabilitation Act 2003 (<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027#ch.14-pt.1-div.1>)
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote human rights and diversity. We encourage everyone to apply for our advertised roles, irrespective of gender, ethnicity, age, language, sexual orientation, and disability or family responsibilities. We recognise the value of diverse backgrounds, experiences and perspectives.
- The Department values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of the Department must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. The Department of Health is an equal opportunity employer.

To demonstrate support for a safe, secure and supportive workplace, the Department is a White Ribbon Australia accredited workplace. For more information visit [here](#).

- The Department acknowledges the challenge for its staff in balancing work, family and community life successfully. To help them achieve this, we encourage conversations between managers and staff about implementing flexible working arrangements to manage their paid work commitments with their career goals, personal, community and cultural responsibilities. Through flexible working arrangements, there is an opportunity to match the individual's requirements with those of the workplace to achieve agreed work goals and objectives.