Position Description
Digital Capability Manager

"Where mental wellbeing thrives"

Position Details

Position Title:	Digital Capability Manager
Position Level:	Level 7
Agreement:	Flourish Australia Enterprise Agreement 2018
Employment Type:	Full-time
Hours of Work:	38 hours per week

Position Summary

The Digital Capability Manager works to embed across Flourish Australia a focus on digital approaches to the various aspects of work, including corporate and mental health supports. They help identify digital technologies that can help Flourish Australia reach, involve and support people.

The position identifies digital opportunities, system and process improvements to enable the organisation to operate more effectively.

They apply their extensive experience in digital and technology enabled transformation in organisations to ensure system integration, develop new approaches, increase reach, and deliver efficiencies. They help ensure Flourish Australia's performance is digitally enabled and that decisions are data driven; and ensure staff are active participants on the organisation's digital future. The position also supports the development of new service delivery opportunities and channels, including supporting people accessing services to participate digitally and increase their digital citizenship.

The position leads the change management processes required to enhance organisational and individual digital capabilities (both staff and people accessing services), including user co-design, targeted communications, training and evaluation approaches.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting people to thrive and live a contributing life.

Vision

Flourish Australia's vision is creating communities where everyone's mental health and wellbeing flourishes.

Purpose

Our purpose is supporting people to flourish, believe in their future and their place in the community.

Values

Flourish Australia values are hope, inclusion, partnership, diversity, integrity, respect and trust.
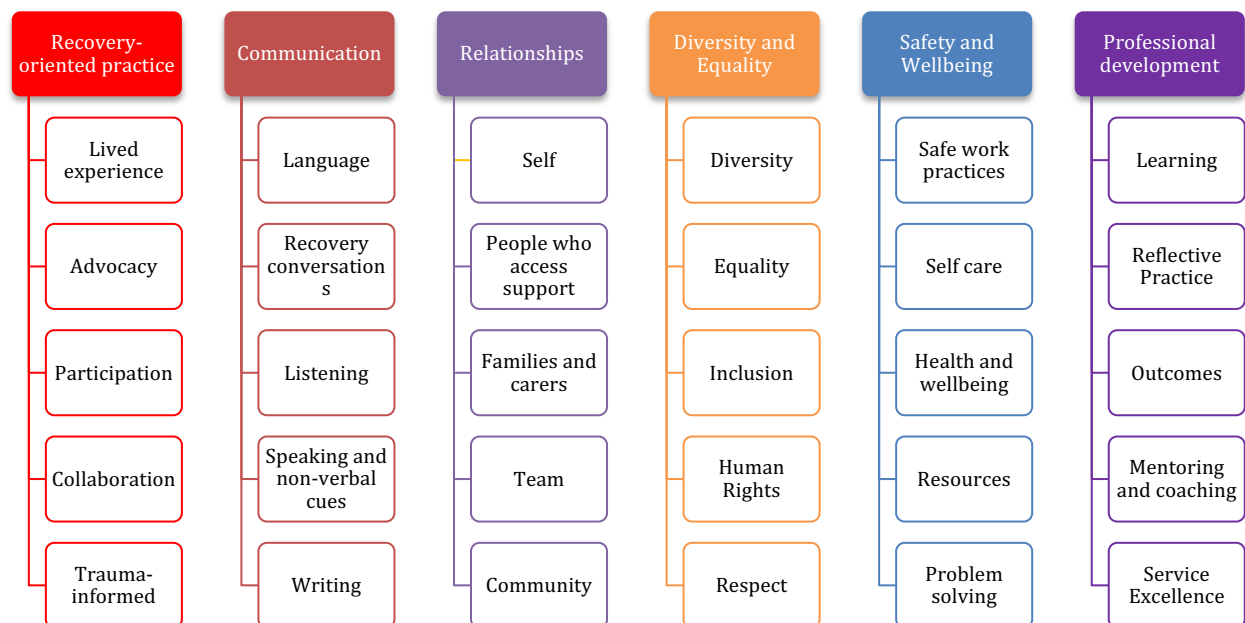
Relationships and Authority

Reports to:	Chief Operating Officer
Direct reports:	Nil

Organisational Accountabilities

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Complete all mandatory training.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia's Capability Framework (below).

Recovery-oriented practice	Communication	Relationships	Diversity and Equality	Safety and Wellbeing	Professional development
Lived experience	Language	Self	Diversity	Safe work practices	Learning
Advocacy	Recovery conversations	People who access support	Equality	Self care	Reflective Practice
Participation	Listening	Families and carers	Inclusion	Health and wellbeing	Outcomes
Collaboration	Speaking and non-verbal cues	Team	Human Rights	Resources	Mentoring and coaching
Trauma-informed	Writing	Community	Respect	Problem solving	Service Excellence

Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Occasionally	May be required.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Rarely	May be required.
Kneeling	Rarely	May be required.
Stooping	Occasionally	May be required.
Walking	Occasionally	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills • Hand/arm	Frequent	Essentially, fine motor skills are required to perform activities of

• Foot/leg		driving, operating computers and other IT equipment, general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Rarely	Continuous and repetitive throughout the work day in community business settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying • 2kg-5kg • 5kg-10kg • 10kg-15kg • >15kg	Occasionally Rarely Rarely Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Rarely	e.g., episodic or grief situations
Working with people who may have experienced trauma	Occasionally	e.g., child abuse, history of violence
Exposure to distressing situations	Rarely	e.g., self-harm, death
Working with unpredictable or aggressive people	Rarely	e.g., drug and alcohol induced, episodic situations, visiting people's homes.

Key Tasks and Responsibilities

- Develop a project plan to support the implementation of strategic plan initiatives in relation to the enhancement of digital capabilities and organisational transformation.
- Develop business cases and undertake cost/benefit analysis for enhancement and transformation proposals.
- Explore potential opportunities for digital innovation in organisational functions and services.
- Assist with the development of a digital capabilities and organisational transformation strategy, which includes both corporate and service delivery functions and activities.
- Ensure the strategy and implementation plans reflect the needs of stakeholders.
- Liaise with end users to assess individual and team capabilities, identify training needs and identify opportunities for skills development.
- Seek and share good practice around how staff can improve ways of work in the short -medium term
- Based on the priorities identified during exploration and analysis, develop pilot projects to test ideas and enable agile development.
- Lead the development and execution of an organisational change management plan to embed digital approaches across the organisation and within services.
- Work with external consultants as required to oversee the development and implementation of service transformation opportunities.

Required Skills and Personal Attributes

- Work independently and demonstrate leadership and initiative
- Model and actively promote a culture that strives for and values continuous quality improvement
- Demonstrate perseverance in achieving objectives and cope effectively with setbacks and problems
- Take responsibility for actions and proactively implements work plan and addresses issues.
- Have highly developed interpersonal skills and the ability to influence staff at all levels
- Ability to manage diverse workload and meet competing deadlines
- Identify continuous quality improvement opportunities and act upon when/where relevant
- Work within a team environment and help others within the team to achieve team objectives
- Ability to work proactively in an autonomous manner and in a team environment
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to   listen, and display empathy
- Value diversity and be respectful at all times
- Be committed to professional and ethical conduct

Key Selection Criteria

"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."

Essential:

1. Tertiary qualification in IT, business, health or relevant field
2. Demonstrated experience in enterprise-wide digital transformation or digital capability enhancement projects, including developing strategies, action plans and evaluation frameworks
3. Demonstrated experience in business process mapping, human-centred and user led system design
4. Demonstrated experience in organisational change management, particularly in relation to developing and introducing new systems
5. Strong analysis and problem-solving, planning and organisational skills
6. Demonstrated experience in project management and working within timelines and budgets
7. Demonstrated experience in writing reports, policies, procedures and guidelines
8. Demonstrated experience in developing and delivering training in a geographically dispersed organisation.

Desirable:

1. A carer role or having a lived experience will be an advantage.
2. A current driver's license.

All appointments are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities check in QLD).

Agreement

I, _____, have read and understand my obligations as a Digital Capability Manager with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

Digital Capability Manager

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to the People and Culture team.