

POSITION DESCRIPTION

General Manager – Digital & Technology Solutions

SERVICE DIVISION	Digital & Technology Solutions
LOCATION	Woolloowin
CLASSIFICATION	Salaried
REPORTING RELATIONSHIP	Chief Executive Officer

OUR PURPOSE AND VALUES
<p>Mercy Community Services exists to support and empower those who are poor, vulnerable, marginalised or in a position of disadvantage. We aim to be recognised as a leading provider and facilitator of quality, responsive community services.</p> <p>Our Values underpin all responsibilities of this position and are based on the ethos and mission of the Sisters of Mercy Brisbane and are aligned with Catholic Social Teachings.</p> <p>MERCY ACCEPTANCE EXCELLENCE DIGNITY EMPOWERMENT INTEGRITY</p>

POSITION PURPOSE
<p>To ensure that MCS is enabled to meet the needs of the people we support through engaging effective and efficient integrated digital and technology solutions that support the achievement of our innovation and growth agendas.</p>

KEY PERFORMANCE REQUIREMENTS
<p>1. Mission, Vision and Values</p> <ul style="list-style-type: none"> Execute the duties and functions of the role within the mission and values of Mercy Community Services. Participate in mission formation programs and activities as required. The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.
<p>2. Service Delivery</p> <ul style="list-style-type: none"> Lead the development and implementation of: <ul style="list-style-type: none"> Digital and Technology Solutions Strategy and supporting plans Digital & ICT Policy and processes Enterprise ICT Implementation (including service improvement, customer service, business analysis, network administration and service catalogue maintenance) Solution architecture, application development, database and systems administration Infrastructure engineering solution, including technical support and systems administration solutions Ensure that MCS is providing contemporary and innovative digital service solutions for the people we support. Ensure that MCS is using technology solutions that enable us to be efficient, effective, high quality and financially sustainable. Lead the delivery of expert digital and technology support service to General Managers across the business, in order to build their capacity and enable the achievement of the MCS vision. Lead a team and manage vendors to align the portfolio's initiatives with operational business priorities, while effectively balancing resource constraints to ensure a return on investment and value to the business. Develop and maintain an up to date business recovery plan that will ensure the timely and effective restoration of data and services in the event of an unplanned outage or disaster.

Approved By: Chief Executive Officer					
Date Approved:	April 2017	Date Implemented:	April 2017	Review:	N/A

POSITION DESCRIPTION

General Manager – Digital & Technology Solutions

KEY PERFORMANCE REQUIREMENTS					
3. Strategic & Operational Leadership		<ul style="list-style-type: none">Effective strategic leadership and management practices are provided to all functions in alignment with MCS Integrated Leadership System.Operational plans, aligned with the MCS strategic plan are developed implemented and monitored.Financial planning and budgeting are aligned with strategic planning goals, effectively executed and regularly monitored.The Leadership Team is committed to the MCS Mission and Goals and proactively contributes to organisational priorities.Policies and practices exist to enhance staff performance and to develop staff leadership capabilities.A culture of continuous improvement and ongoing professional development is promoted to improve staff skills and to ensure the service remains at the forefront of innovative practice.Resource management strategies (including workforce planning) are developed, implemented and reviewed in consultation with MCS Integrated Support Services.All MCS human resource related practises are implemented.			
4. Communication and Stakeholder Engagement		<ul style="list-style-type: none">External strategically aligned networks & relationships, including with government and community groups, are developed to support the achievement of mission and to enhance outcomes for residents and clients.MCS is represented effectively in the broader community and across the aged care industry.Effective internal working relationships and collaborative arrangements are established to ensure operational plans are achieved across all MCS service streams.Accurate and timely reports are provided as required by colleagues in the Leadership Team and the CEO.Communication style is calm, unemotional, unbiased and clearly balanced in accordance with our Values.			
5. Quality, Compliance and Risk		<ul style="list-style-type: none">Ensure services remain compliant with the relevant Licensing/ Accreditation Standards.Effectively monitor and report on strategic risk management, performance management, quality systems and compliance program.Develop systems to maintain data and statistics to inform service delivery and accountability for outcomes achieved.Regulatory and quality assurance requirements are clearly understood, planned for and executed to maintain accreditation standards.Strategies are implemented for continuous improvement focussed outcomes.Monitoring of service division compliance with policy, procedures, work instructions and legislative requirements.			
6. Personal Performance and Professional Development		<ul style="list-style-type: none">As a member of the Executive Leadership Team, provide collaborative leadership and ensure that your own behaviour and the behaviour of others is congruent with the Mercy values, Integrated Leadership System and Code of Conduct.Keep abreast of current trends and legislation relating to the provision of services.Participate in all relevant and mandatory development programs organised by MCS.Participate in performance appraisal and review processes.Personal and professional development activities are undertaken to maintain			
Approved By: Chief Executive Officer					
Date Approved:	April 2017	Date Implemented:	April 2017	Review:	N/A

POSITION DESCRIPTION

General Manager – Digital & Technology Solutions

KEY PERFORMANCE REQUIREMENTS	
	competency and to develop further skills. These are negotiated with the Chief Executive Officer as part of the performance management processes of goal setting and review.
7. Workplace Health & Safety	<p>As a Senior Manager you must –</p> <ul style="list-style-type: none"> Take reasonable care for your own health and safety. Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons. Comply, so far as you are reasonably able, with any reasonable instruction that is given to you by the PCBU (person conducting the business or undertaking) to allow you to comply with this WHS Act. Co-operate with any reasonable policy or procedure of the PCBU that has been notified to you, relating to health or safety at the workplace. Assist the PCBU to ensure the safety of all workers, by: <ul style="list-style-type: none"> complying with the Organisation's policies and procedures for workplace health and safety and lead by example supervising and instructing your workers to ensure they follow all safety procedures, use and wear the appropriate equipment, attend all necessary safety training and meetings, and by participating in the safety program, identifying hazards and monitoring controls and reporting all hazards and incidents immediately
8. Other	<ul style="list-style-type: none"> Contribute in a broader capacity as a member of the MCS Executive leadership team in terms of strategic decision making and other duties. Any other duties as requested by the CEO.

POSITION REQUIREMENTS
Required to have
<ul style="list-style-type: none"> Bachelor's degree in a related field (Information Technology, Information Systems or Business) as well as at least 6 years' experience in a senior executive management role. Significant experience successfully leading organisations in digital and technology transformation at an Executive level Demonstrated expertise in the provision of high quality corporate support services in a complex and dynamic environment. Significant and successful project & change management skills and experience. Demonstrated expertise in the integration of services, including leading the process, systems and behaviour change necessary for success in a complex and dynamic environment. Experience working successfully within a Not for Profit or Non-Government Organisation environment. Exemplary relationship development, negotiation and communication abilities, including presentation skills. Strong strategic acumen. Strong financial acumen. Outstanding network of professional relationships and commitment to ongoing professional development. Have and maintain a Queensland Driver's License. Ability to gain and maintain all relevant and legislative personal history probity checks.
Beneficial to have
<ul style="list-style-type: none"> MBA or equivalent would be desirable.

Approved By: Chief Executive Officer					
Date Approved:	April 2017	Date Implemented:	April 2017	Review:	N/A

POSITION DESCRIPTION

General Manager – Digital & Technology Solutions

KEY SELECTION CRITERIA	
1.	Demonstrated success in leading the development and implementation of digital and technology solution services for an organisation of similar size and complexity to MCS, including the ability to describe how and when you have achieved significantly improved internal and external customer outcomes as a result of work that you have lead at an enterprise level.
2.	Demonstrated success in working collegially within an Executive team to jointly achieve the strategic aspirations of the organisation.
3.	Demonstrated ability to lead a small team of resources & vendors to have a large impact, with the proven ability to deliver end to end projects and ensure successful change management associated with major initiatives
4.	Demonstrated knowledge and understanding of the Mission and Values Statement of Mercy Community Services.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (*please print*): _____

Date: _____

Approved By: Chief Executive Officer					
Date Approved:	April 2017	Date Implemented:	April 2017	Review:	N/A