Australian Government

Australian Digital Health Agency

Position Description

Position title	Product Test and Assurance Lead
Classification	APS6
Location	Brisbane/Sydney/Canberra
UPI number	APS60194

About the Australian Digital Health Agency

The need for a connected healthcare system is greater than ever – one that's accessible, progressive and secure. Better use of data and technology is helping people live healthier lives, with greater control and better access to important health information.

Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the National Digital Health Strategy for Australia, the Australian Digital Health Agency (the Agency) commenced operations on 1 July 2016.

The Agency is responsible for national digital health services and systems, with a focus on engagement, innovation, clinical quality, and safety. Our focus is on getting data and technology to work for patients, consumers and the healthcare professionals who look after them.

Our vision

A healthier future for Australians through connected healthcare.

Our mission

To create a collaborative environment to accelerate adoption and use of innovative digital services and technologies.

Our values

Working together collaboratively   Respect and trust   Transparent   Accountable   Innovative

Our Flexible Work Environment

The success of the Australian Digital Health Agency depends on the ability and opportunity of each individual team member to deliver projects and work outcomes.

The Agency is committed to creating conditions for high performance which includes taking a holistic view of the needs of individuals, while also creating opportunities to build connections and collaborate in ways that support face-to-face and virtual work environments.

To support our principals based flexible work arrangements, the Agency has developed a Flexible Work Arrangement Policy. This policy sets out the conditions under which Agency staff can work and assists with creating a work environment that enables the Agency and our people to strike a balance of a successful career, and satisfying working life.

Division overview

Digital strategy – responsible for national digital health design and strategy, underpinned by strong clinical governance and digital health standards.

Primary purpose of position

The APS6 Product Test and Assurance Lead is accountable under limited direction to perform complex workto manage and conduct testing and assurance services and to provide advice in relation to Agency controlled products.

They are required to manage the Testing and Assurance team and make contributions to the overall quality of testing and assurance services.

The APS6 Product Test and Assurance Lead is responsible for:

- managing the testing and assurance services of Agency products (e.g. the Information Quality Rules);

- driving and implementing improvements in the quality of testing and assurance services

- leading the inspection and review of testing delivery performed by 3rd parties in their release of functionality supporting Agency foundational products (e.g. My Health Record). To review test deliverables, artefacts and executions to assure the scope and accuracy of the testing provides functionality that meets the Agency's requirements and is "fit for purpose"; and

- undertaking change management processes as directed by the Senior Conformance Manager.

Relevant duties

1. Leadership and Accountability

- Acquire, maintain and apply an in-depth knowledge of product testing and assurance in a digital health context to provide accurate and specialised testing advice;

- Responsible for anticipating problems and leading the response to product testing queries and incidents;

- developing and applying effective risk assessment activities and mitigation techniques to ensure risks are managed within the agreed tolerances for the product testing environment.

- Accountable to drive the establishment, operationalisation, and automation of new product testing assurances to meet agency workplan objectives.

2. **Management Diversity and Span**

- Develop and establish clear plans and schedules for project quality implementation, leading and coordinating competing priorities to ensure product testing assurance services are delivered in agreed timeframes.

- Lead the product testing team to comply with product testing policies and procedures to deliver organisational outcomes.

- Assist in strategic planning, program and project management and/or policy development for the work area.

3. **Job Context and Environment**

- Manage the centralised testing of a range of internal and external facing products with varying degrees of complexity including clinical package validator, Provider Connect Australia product, clinical document architecture schema and My Health App.

- Develop and maintain a continuous quality and efficiency improvement approach to the development of product testing and assurance services.

- Identify, monitor, report and escalate risks and issues to product owners, key internal stakeholders and line manager.

4. **Independence and decision-making**

- Work with a level of autonomy and independence to guide the operation and maintenance of Agency product testing services under limited direction and in alignment with the Agency's Conformance Framework.

- Conduct analysis of available information in relation to product testing and assurance activities making decisions, using good judgement, expertise and knowledge to deliver outcomes.

- Conduct in-depth analysis of technical and project information to identify hazards in internal products and identify and recommend opportunities for process improvement and work prioritisation.

5. **Stakeholder Management**

- Manage relationships with stakeholders to achieve work area and agency goals.

- Anticipate and respond to stakeholder needs and expectations.

- Develop and establish clear and effective communication strategies to keep stakeholders informed of influences that may impact team objectives and ensure alignment and integration across all test phases to meet their business needs

- Provide a single point of contact with internal stakeholders for negotiating priorities of work requests and provision of timely advice on defect resolution.

Essential requirements

Ability to obtain and maintain a Baseline security clearance with the ability to obtain and maintain a higher clearance if required by the Agency

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

Australian Digital Health Agency

Capabilities

These capabilities are in line with the Australian Public Service Commission integrated leadership system which can be found on the [Australian Public Service Commission website](#).

Qualifications

A (tertiary or other) qualification in a field of study relevant to the role is desirable.

Working in the APS

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct.