

Position Description

Position title	Team Lead Incident Management
Classification	EL1
Location	Brisbane/Sydney/Canberra
UPI number	ELL10049

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

Division overview

Technology services – responsible for the operation of high quality, trusted, reliable and secure national digital health infrastructure and health support systems.

Primary purpose of position

Reporting to the Director of Incident and Problem Management Team, the Team Lead takes responsibility for leading the Agency's Incident Management function in accordance with Agency's Frameworks. An Executive Level 1 employee would generally be required to undertake work that is very complex or sensitive and operate under broad direction. The Team Lead will provide quality assurance to Incident Management activities as a point of escalation for complex incident scenarios. The Team Lead will also be responsible for operationalising the team's QA processes in incident response activities.

The Team Lead will be responsible for:

- Managing incident governance, in line with Agency policies and the Incident Management Framework
- Assist in implementing Quality Assurance and analysis pertaining to the Agency's Incident Management functions
- Managing a small team of Incident Coordinators and chair bridge calls with internal and external stakeholders
- Implementing Problem Management functions and processes in line with relevant Agency Frameworks
- This role will create and maintain incident artefacts such as procedures, contact lists, and incident templates.
- The Team Lead will be required to go on a roster with other team members to support 24x7 Incident response function.
- Excellent coordination skills with proven experience in managing complex technical investigations
- Excellent ability to work effectively with clients, customers and other management personnel
- Very structured and self-reliant way of working
- Very high degree of initiative, responsibility, reliability and proactive action
- Prior experience working in an on-call position outside normal business hours (24 hours, 7 days a week)

Relevant duties

1. Leadership and Accountability

- Leading the transition of Incident Management function to other Agency products, services and business areas in addition to the My Health Record system
- Capturing sufficient information on the cause, impact, resolution and remediation of Events and Incidents to enable details for post-incident analysis
- Managing incident governance processes, including attendance at governance meetings and maintaining governance and audit documentation
- Ensure in-depth knowledge of and compliance with legislative, financial and administrative frameworks, government decision-making processes and agency guidelines and regulations.
- Take responsibility for the achievements of own and team outcomes, monitor progress and follow through to deliver quality outcomes.
- Consider and effectively manage competing priorities and strategic directions when achieving team planning and project outcomes in line with agency goals and objectives.
- Implement change and manage ambiguity in the workplace.
- Engage with risk, including the conduct of risk assessment and risk management activities for area of responsibility.

2. Management Diversity and Span

- Managing a small team of Incident Coordinators responsible for providing Incident response, in line with Agency policies, Event & Incident Management Framework and team procedures
- Ensure quality outputs including that employee maintain a high level of specialist, professional and/or technical expertise.
- Coordinate and undertake detailed or sensitive projects that impact on the strategic, political or operational outcomes of the agency.
- Develop and implement work plans that provide strategic directions for the work area.
- Plan and monitor work processes, direct and coordinate quality assurance practices and set performance indicators.
- Build capability in a team environment through coaching others, providing performance feedback, conflict resolution and encouraging career development.
- Exercise autonomy and initiative in team management and allocation of resources and managing finances to meet objectives.

3. Job Context and Environment

- Operationalisation of the Incident Management Quality Assurance processes, incorporating multi-team assessments and trend analysis, focused on continuous process improvements
- Chairing priority incident Bridge calls
- Creating, maintaining and providing executive reports, dashboards and trend analysis for Events, Incidents and Problems
- Undertake work activities with an awareness of their possible impact on strategic, political or operational outcomes for the agency/program.
- Attain and maintain an extensive understanding of the role and responsibilities of the Agency, including and understanding of the APS operating environment more broadly.
- Work within established legislative and policy frameworks.

4. Independence and decision-making

- Creating, maintaining and updating Incident Management procedures in line with relevant Frameworks and legislation, including processes for response to high priority incidents
- Capturing sufficient information on the cause, impact, resolution and remediation of Events and Incidents to enable details for post-incident analysis
- Work with a level of independence, under broad direction, with a concurrent need to resolve issues and deliver quality outcomes.
- Communicate and make decisions with a high level of impact on the functional area and the potential to impact more broadly on agency operations and externally.
- Communicate and make decisions that are based on professional judgement, evaluating risks and in the context of a complex and changing environment.

5. Stakeholder Management

- Engage and collaborate with key internal and external stakeholders to identify opportunities, achieve outcomes and facilitate cooperation.
- Promote the agency's business objectives through key strategic relationships with range of stakeholders.
- Develop and manage a range of stakeholder relationships.

- Establish and maintain internal and external networks.
- Represent and explain the views of the Agency at cross-agency meetings and other forums.
- Present the Agency's position in the context of more complex issues.
- Manage stakeholders through change, resolving conflict and managing sensitivities.
- Identify new stakeholders considering future needs/direction and a changing environment.

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.

Restriction duty

Required

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

ITIL4 Foundation

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.