



Position Description

Position title	Chief Digital Officer
Classification	SES B2
Location	Brisbane/Sydney/Canberra
Position number	SES20007

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 Agency DNA



Working together collaboratively



Respect and trust



Transparent



Accountable



Innovative

Purpose	Experience	Digital Mindset	Leadership	Accountable	Connection	Innovation
A thriving workforce with a sense of purpose, pride, and passion	A compelling value proposition and employee centred experience	A culture which puts digital at the centre of what we do and how we do it	Leaders who are trusted, respected, visible, and champion the Agency’s strategic vision	A workforce that embraces accountability and operates ethically	An inclusive and growth focussed culture fostering purposeful connections	An inspiring and collaborative work environment that embraces innovation change

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.

Our people are expected to lead and operate in hybrid teams, working from a variety of geographic locations, in a way which builds capability, cohesiveness, productivity and is consistent with Agency culture. We have a principles-based Flexible Working Arrangements Policy and Workforce Strategy to support this way of working.

Division overview

Reporting to the CEO, the Chief Digital Officer leads the Digital Solutions Division. The Division works collaboratively to provide a forward-thinking approach to the design and implementation of national digital health solutions. The Division also leads the implementation of Connected Care - a plan and roadmap for connecting all parts of the health sector, ensuring that Australians have a comprehensive digital health record and health providers have access to patient clinical information when and where it is needed.

The Division leads Agency work on driving the adoption of standards for the storage and transmission of digital information across the health sector – supporting the objectives of the National Digital Health Strategy and driving conformance with standards. The Division is responsible for data insights and research, to inform product design and Agency performance. In doing so it looks to international experience and trends, and considers local innovations, market dynamics and sector needs to develop customer orientated solutions that are world-leading and informed by human-centred design and data.

In carrying out its diverse, vital digital health work, the Division takes a whole of health system view, with a focus on consumer and provider experience. It also keeps engaged with government policy and guidelines, local and international experience, commercial imperatives and relevant economic markets and community expectations. Stakeholder engagement both internally and externally is a critical part of the work of the Division in all aspects of the Division's work including open innovation, architectural design and specifications, product roadmaps and benefits evaluation.

Chief Digital Officer Role Description

As a member of the Senior Executive Committee, develop and deliver on changing strategic priorities for the Agency at a critical juncture, as the nation moves into a post-pandemic environment and harnesses the acceleration in digital enablement, especially in health, that the pandemic has catalysed.

As the Division Head, the role provides key leadership in the following domains:

Strategic leadership

- As a member of the Senior Executive Committee (SEC), creating a strong, collaborative and positive culture aligned with the Agency's values.
- Lead and prioritise the ongoing customer-centred design of the Agency's digital products and services in support of the Agency strategic work program.
- Driving the national plan and roadmap for Connected Care – to deliver interoperability across the health sector.
- Enhancing use of insights from data collected on product adoption and utility.
- Providing ongoing strategic input to national digital health architecture and investment.

- Effectively managing relationships with key stakeholders (internal and external) to ensure digital health specifications and standards meet industry requirements and support implementation of the Agency's products and services.
- Leading and managing the ongoing operation of an open innovation approach to product design and a mechanism for feedback and responsive change adoption approaches, including use of the Agency's Experience Centre.
- Working with internal partners, ensuring a clear and open communication plan is established for all externally facing projects to proactively manage external stakeholders.
- Representing the Agency in relation to the national digital health work program on a range of government and non-government committees, advisory groups and boards, including international forums.
- Informing the future direction and vision for digital health in Australia on behalf of the Agency.
- Providing digital strategy thought leadership within the Agency including on the evolution of programs in line with digital transformation and emerging trends.
- Playing a lead role in ensuring the Agency's target culture is at the heart of all decisions made within the organisation.

Design and Innovation Expertise

- Leading and managing national digital health system architecture, providing ongoing guidance and integration advice to programs and projects on design, architecture and technical matters.
- Leading ongoing development of the future state digital health architecture used to guide government investment in digital health
- Leading the architecture design authority for national digital health systems products and services, focused on optimisation, useability, sustainability and functionality for all end users of these systems.
- Incorporating critical aspects of customer experience into the national infrastructure and clinical systems.
- Ensuring delivery of agreed programs and clear communication of key milestones through the development cycle.
- Together with the Chief Technology Officer, leading proactive external ecosystem engagement, such as running and curating health hackathons, ecosystem boot camps, specialist developer resources and API best practice.
- Helping ensure all areas of the Agency are designing and delivering services which are aligned with the overall integrated design and architecture, and able to deliver on the expected functionality and outcomes.
- Developing capacity to attract and capture innovation in care models and software design and support clinical pathways and patient journeys.
- Developing and leading an innovative culture focused on program deliverables and developing capabilities to support an open innovation environment, driving a digital generation of healthcare solutions.

Safety and Quality

- Ensuring all digital initiatives are undertaken within the principles of best practice patient safety and the approved clinical governance framework, including providing assurance of clinical safety, compliance with digital health standards and governance arrangements.

- Leading and supporting the Clinical Safety and Clinical Reference Leads Programs to ensure expert knowledge and conformance with clinical safety standards are considered in the Agency's product and service design.
- Building and maintaining productive relationships with clinical partners and stakeholders such as Clinical Reference Leads and the Australian Commissioner for Safety and Quality in Healthcare.
- Managing the Healthcare Identifier Conformance Compliance and Accreditation testing program.
- Ensuring all digital initiatives are designed with a focus on information security to ensure Australian's health information is protected from cyber threat actors and unauthorised disclosure.

Program Delivery

- Leading a technical and professional team that can scale up and down flexibly as required by the work program.
- Leading the Division's people and financial resources to achieve the Division's priorities, including collaborating with other areas of the Agency.
- Contributing to Agency wide executive, organisational and risk management activities.

Qualifications

- Appropriate tertiary qualifications (essential).
- Appropriate post-graduate qualifications (desirable).

Relevant Duties and Capabilities

The role requires application of the skills in the Integrated Leadership System – [SES Band 2 profile](#).

The role will also be required to adhere to expectations for duties for an SES Band 2 as outlined in the APS Work Level Standards which can be found on the [Australian Public Service Commission website](#).

Leadership Capabilities

- Exceptional leadership skills with a strong record of achievement and the ability to inspire, lead and build capability in teams, in a complex professional environment with diverse stakeholders.
- Stewardship that looks to build for the future so that the Agency can deliver the best outcomes for the Australian community.
- Enterprise-wide strategic leadership of the highest quality that contributes to an effective and cohesive Agency, promoting cooperation with and between other agencies.
- Focus on growing, developing, empowering and driving people to deliver the Agency's vision and mission.

Knowledge and Skills

- Deep understanding of the health ecosystem, digital design and consumer experience - their implementation and application in practical settings.
- Contemporary understanding of technical architecture, integration and interoperability and the ability to draw this together to help design, develop and implement the strategic future of digital health for Australia.
- High level understanding of the international digital health landscape, with the ability to translate futurist thinking and trends into practical solutions.

Experience

- Significant experience in digital design and strategy development, preferably in a health environment.
- Significant experience driving digital transformation programs, including leveraging emerging trends and focusing on the future of digital products and services.
- Strong experience and understanding of open innovation approaches to the design and delivery of digital consumer and provider services, preferably in a health environment.
- Demonstrated understanding of clinical standards and conformance.
- Demonstrated ability to focus on key goals, collaborate, address disagreements and facilitate mutually beneficial solutions.
- Strategic executive leadership, management experience and/or high-level consulting experience, including in leading highly skilled professional teams working in complex sector wide environments.
- Strong commercial and contract experience, with ability to negotiate complex contracts in a multi provider environment.
- Broad experience supporting sector wide reform, where technology is a key mechanism for transformation.
- Demonstrated expert level business and technology capability.
- A strong track record in delivering projects and programs of work.
- Experience providing high level strategic advice to senior executives and a demonstrated ability to manage complex stakeholder relationships, both internally and externally.

Essential requirements

Ability to obtain and maintain a Neg Vet 1 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.

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.