Position Description

Position Title	Team Leader ICT & Cybersecurity
Position Number	P3035
Type of Employment	Full Time
EFT	1.0
Status	Ongoing
Division	Finance, Facilities, ICT & Data
Unit and Team	ICT & Data Unit
Enterprise Agreement and Classification	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administration Officers) Multiple Enterprise Agreement 2022-2026. Grade 4
Reports To	Manager ICT & Data
Primary Location All staff are required to travel between sites	Broadford or Sunbury with travel across multiple sites

Omnia Community Health is a unified, not-for-profit community health organisation established through the merger of Sunbury and Cobaw Community Health and Nexus Primary Health on 1 January 2026. We are committed to enhancing access to safe, high-quality, and sustainable health and community services across the Hume, Macedon Ranges, Mitchell, Murrindindi and Strathbogie local government areas.

We bring together deep community connections, shared values, and specialist expertise to deliver a broad range of services, including general practice, allied health, disability support, mental health, early childhood and family services, aged care, and community wellbeing. Services are provided from sites in Broadford, Kinglake, Kyneton, Romsey, Seymour, Sunbury and Wallan, with outreach into surrounding communities.

Grounded in the social model of health, our multidisciplinary teams recognise the impact of social, economic, cultural and political factors on health and wellbeing. We work in partnership with individuals, families and communities to deliver person-centred, inclusive and culturally safe care.

All employees contribute to our shared purpose by:

- Supporting community and individual health through health promotion, prevention, early intervention and place-based consultation
- Delivering care and services that reflect the diverse lived experiences of our clients, and
- Collaborating across teams to drive innovation, equity and continuous improvement.

Omnia Community Health is an equal opportunity employer and a health-promoting workplace, committed to building a diverse workforce and inclusive culture. We welcome applications from people of all cultural backgrounds, Aboriginal and Torres Strait Islander peoples, people with disabilities, those from the LGBTIQA+ community, and other underrepresented groups.

We are committed to the safety and wellbeing of children and vulnerable people and uphold a shared responsibility in the prevention of and response to family violence. All employees are required to meet relevant compliance and screening obligations as part of their employment.

Our Values

People
Our focus and our strength
Kind and compassionate
Deliver by listening

Connection
From and for the communities
we work with
Collaborate and partner
Strengthen community

Care
Designed with you
Evidence led innovation
Service excellence

Inclusion
Advance health equity
Advocate for dignity and belonging
Celebrate diversity

Division, Unit and Team

This position sits within the **Finance, Facilities, ICT & Data Division**, which is responsible for strategically ensuring the long- term sustainability of the organisation. Included here are all resources used within the organisation and those that will be available in the future to enable the organisation to deliver its overall strategy, including those resources that enable us to continue delivering high-quality, client-centred services across all our locations.

The Information, Communication, Technology (ICT) and Data Unit is responsible for providing, maintaining and supporting all digital communication systems, vulnerability monitoring and cybersecurity systems, telehealth systems, mobile devices, client applications, and other technological systems to ensure ease of access to services and enhance the client experience.

The role is part of the **ICT & Data Team**, that includes a group of professionals with specialist knowledge and experience relating to Information, Communication & Technology. The team operates across multiple sites and locations, and partners closely with other service and supports teams within the organisation.

Position Overview

In collaboration with the Manager ICT & Data, this role will deliver strategic leadership in developing and implementing the ICT strategy that merges two organisation's current systems to create one system for NewCo. The aligned systems will be efficient, secure, responsive and meets the needs of the merged organisation. This role will manage the ICT team and will work closely with the Manager ICT & Data to strengthen the organisations cybersecurity posture, by achieving compliance with the Victorian Health Baseline Cybersecurity Controls, managing device vulnerabilities using available monitoring tools and fostering a strong culture of cybersecurity awareness through robust training program. This will include ensuring that cybersecurity controls are relevant, monitored, improved and reported on.

This role will work closely with the ICT team to ensure that the organisations ICT infrastructure and systems are strong and that staff are supported and trained to make the best use ICT resources and systems.

Positions reporting to this role are:

System Support Officers
ICT Project Delivery Coordinator

Internal relationships include:

Staff within division & unit
Executive
Service unit managers and team leaders
Frontline staff.

External relationships include, and are not limited to:

Vendors
Contractors
Representatives of Funders
Managed Service Providers.

Budget and resource management:

This role is responsible for managing the costs within budget that are related to the procurement and/or upgrades of equipment, software, systems, licencing, maintenance and training.

Duties and Responsibilities

ICT Team

- Together with the Manager ICT & Data, develop and implement the merged ICT Strategy
- Within a project management framework, coordinate complex ICT projects, advanced systems and services within the organisation with a focus on efficiency, integration and client experience
- Develop and review ICT policies, procedures and work instructions and ensure that when changes are implemented, that relevant training and support is provided to staff using ICT systems
- Together with the Manager ICT & Data, develop ICT risk management strategies and business continuity plans
- Lead cybersecurity strategies ensuring that the organisation remains safe and that relevant best - practice methods are followed and that compliance is of a high standard and meets mandatory compliance frameworks
- Work with external vendors and Managed Service Providers to ensure that appropriate external ICT expertise is sourced as required
- Maintain a currency with the latest technologies that may be of benefit to the organisation and make necessary recommendations in line with the organisation's strategic goals and objectives
- Ensure that robust systems are in place for asset management, lifecycle management, imaging and MGM
- Ensure that support resources are available to staff in the organisation and that planning for and coordination of support requirements is managed efficiently.

ICT Support and Systems Improvement

This role also requires organisational wide system support including:

- Manage daily ICT support operations by monitoring ticket queues, prioritising tasks, and ensuring efficient resolution of service requests and incidents
- Act as the primary escalation point for complex technical issues, providing effective troubleshooting and resolution

- Maintain ICT documentation and resources, such as troubleshooting guides, training videos and knowledge base articles for staff self-service
- Manage lifecycle of ICT assets, including procurement, imaging, deployment, repurposing and disposal
- Support disaster recovery and business continuity planning for ICT systems
- Contribute to ICT projects including system upgrades, hardware refresh programs and the implementation of new technologies
- Monitor and improve ICT Performance, using metrics and staff feedback to identify and implement corrective actions
- Champion digital transformation initiatives, collaborating with teams to implement eForms and other solutions that enhance service accessibility for clients and patients.
- Champion ICT innovation and change, promoting systems integration, continuous improvement and well-developed implementation plans.
- Collaborate with the Manager ICT & Data in supporting the Executive and Leadership teams to identify and deliver cost effective technology solutions aligned with organisational priorities
- Coordinate ICT learning and development initiatives, ensuring staff operate safely and effectively in the current digital environment.

<u>Vulnerability Management and Cybersecurity Lead</u>

- Perform regular vulnerability scans using approved tools and analyse results to prioritise remediation based on risk, exploitability and business impact
- Integrate threat intelligence feeds to contextualise vulnerabilities and assess severity
- Oversee incident response for security breaches and coordinate remediation efforts
- Coordinate and execute patching across operating systems and applications, ensuring minimal disruption to business operations
- Lead organisation wide cybersecurity awareness training sessions to improve staff understanding of vulnerability risks and secure practices
- Stay informed on emerging threats, zero-day vulnerabilities and vendor advisories to proactively address risks and escalate without delay
- Coordinate with the Manager ICT & Data to maintain and enhance the organisations security posture, ensuring compliance within Victorian Health Baseline Cybersecurity Controls
- Maintain and enforce security protocols for mobile device management and endpoint protection.

Staff Support and management

As a team leader you will:

- Monitor performance & workload management
- Mentor new staff
- Ensure safe practice and overall occupational health and safety of the organisation
- Directly lead, support, guide, resource and supervise subordinate staff and assist them to reflect on and enhance their work

- Advice and support staff to actively demonstrate the organisation's purpose, policies and procedures
- Ensure all supervised staff are provided with regular supervision, support and an annual performance appraisal
- Support supervised staff to negotiate and resolve staff conflict and issues
- Ensure that staff within your team are clear on their respective roles, responsibilities and level of authority and accountability.

Leadership and Management

As a member of the organisation's management and leadership team you will:

- Lead your direct reports throughout the employee lifecycle by engaging and supporting employees in performance management processes, facilitating regular supervision with employees and mentoring, coaching and developing those within your unit to do their best work
- Model our values and foster a positive workplace culture of employee involvement, innovation, development, recognition and celebration of success
- Lead with your specific skills in ICT and Cybersecurity that will provide the organisation with additional expertise and capability
- Demonstrate a high level of emotional intelligence
- Be passionate about providing accurate data, information and support to everyone
- Listen actively and inspire confidence and trust
- Show that you are flexible and able to innovate within a changing environment
- Show that you can plan work and establish appropriate priorities to meet deadlines
- Utilise strategic and systems thinking skills
- Develop trusted, collegial relationships with your Manager, peers and direct reports
- Allocate and control staff and resources to ensure activities of the unit are carried out efficiently and effectively, and in a safe manner
- Have the ability to work independently and under pressure of competing deadlines and demands.

Team leaders possess specific knowledge in and work in an area of their profession requiring high levels of specialist knowledge. Team leaders provide managerial and clinical (where required) supervision for staff that can be across several different geographic locations or service types, budgets, human resources, health and safety within their team and quality assurance work including the development and design of policies and procedures.

- Ability to lead people throughout the employee lifecycle by engaging and supporting employee in performance management processes, facilitates regular supervision with employees and mentors new staff and students (if applicable)
- Modelling our values and promoting a positive workplace culture
- Fostering a culture of employee involvement, innovation, development, recognition and celebrating successes

- Program based management, including the responsibility for program based operational budgets, human resources, health and safety management of staff, (clinical or operational) and service outcomes in the program, provision of professional leadership and guidance of staff
- Allocate (rostering) and control staff and resource to ensure activities of the work are carried out efficiently and effectively, and
- Team leaders are the first point of contact for external contractor or internal client or staff feedback.

Key Selection Criteria

Essential

1. Demonstrated understanding of and commitment to delivering services that are person-centred, inclusive and responsive to the diverse needs, backgrounds and lived experiences of clients, including Aboriginal and Torres Strait Islander peoples, people with disabilities, LGBTIQA+ communities, and culturally and linguistically diverse populations
2. Proven ability to work collaboratively with colleagues across diverse teams to provide high-quality, timely and accurate information and support to build ICT competence across the organisation
3. Demonstrative extensive experience in leading teams in the development and the implementation of ICT strategies, including Cybersecurity and related plans for a similar organisation
4. Proven technical expertise experience in leading the development and the implementation of complex ICT projects including stakeholder engagement, design, vulnerability management, project and change management
5. Strong problem solving and analytical skills based with the ability to troubleshoot complex technical issues and implement effective solutions
6. Experience in ICT asset lifecycle management, system upgrades and coordinating major ICT projects in collaboration with internal and external stakeholders
7. Experience with creating efficiencies through integration of systems and/or software.

Desirable

1. Knowledge of Health Sector, regulatory environment and health care systems
2. Experience with Health Sector Cybersecurity Assessment
3. Exposure to incident response and cybersecurity awareness support strategies.

Qualifications and Registration

- Relevant tertiary qualifications or **specialised and extensive relevant experience** in ICT management and Cybersecurity
- Most hold current National Criminal History Check (NCHC), NDIS Worker Screening check and valid Working with Children Check (WWCC)
- Must hold current Victorian Driver's Licence.

Acknowledgement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with my Contract of Employment and agree to abide by the terms and conditions stipulated therein.

Name	Please print
Signature	Incumbent
Date	