

**NACCHO**National Aboriginal Community
Controlled Health Organisation

Position Description

ABOUT THE ORGANISATION:	The National Aboriginal Community Controlled Health Organisation (NACCHO) is the national peak body representing 148 Aboriginal Community Controlled Health Organisations (ACCHOs). ACCHOs deliver comprehensive primary health care to more than half of the Aboriginal and Torres Strait Islander peoples nationally. As an act of self-determination, these services attend to all matters affecting health and wellbeing spanning transformative community empowerment through to individual health treatments and continuity of care. NACCHO's work is focused on supporting the work of ACCHOs and Aboriginal and Torres Strait Islander people overall through negotiating and advocating with Governments on health care policies and programs and systems reform. These issues range in variety from chronic disease management, health technology assessment, preventative health strategies, telehealth, mental health and social and emotional well-being, listing of Medical Benefits Scheme (MBS) to the social and cultural determinants of health. NACCHO's partnerships with governments and non-government organisations include: The Department of Health, National Disability Insurance Agency, Department of Social Services, National Mental Health Commission, National Indigenous Australian Agency, Royal College of General Practitioners and other Aboriginal and Torres Strait Islander organisations. These partnerships greatly contribute to significantly enhancing the quality and accessibility of health care for Aboriginal and Torres Strait Islander peoples. It is a very interesting and transformative time across the health sector. NACCHO has been driving systems reform in the context of the National Agreement on Closing the Gap.
POSITION TITLE:	Director, ICT
CONDITIONS OF ENGAGEMENT:	This position is being offered on a full-time maximum term contract basis.
LOCATION:	This position is office-based at Level 4 or 5, East Building, 2 Constitution Avenue, Canberra City ACT 2601. Travel to other parts of Australia may be required from time to time.

MANAGER:	Chief Operating Officer
ABOUT THE ROLE:	As the ICT Director, you will lead the strategic direction, governance and operational management of NACCHO's Information and Communications Technology function. Working closely with the Executive Leadership Team, you will ensure NACCHO's technology environment is secure, reliable, fit-for-purpose and aligned with organisational priorities. You will be responsible for developing and implementing NACCHO's ICT Strategy and Roadmap, leading cyber security, information management and digital improvement initiatives, and ensuring effective ICT governance across the organisation. This is a hands-on leadership role requiring the successful candidate to balance strategic oversight with practical involvement in the day-to-day management and continuous improvement of NACCHO's technology environment. The role manages a junior ICT staff member and oversees external managed service providers to ensure high quality, responsive and secure ICT services across the organisation.
MAIN DUTIES:	<u>To achieve the purpose of this role, you will:</u> • Lead the development and implementation of NACCHO's ICT Strategy and Roadmap. • Provide strategic advice to the Executive Leadership Team on ICT, cyber security, digital innovation and risk management. • Develop and maintain ICT policies, procedures, standards and governance frameworks. • Lead cyber security, business continuity and ICT risk management activities. • Manage NACCHO's Microsoft 365 environment and promote the effective adoption of digital technologies across the organisation. • Identify and implement technology solutions that improve organisational effectiveness and business processes. • Manage and mentor ICT staff while fostering a culture of continuous improvement and service excellence. • Manage relationships, contracts and performance of external managed service providers, software vendors and technology partners. • Lead ICT projects and organisational technology initiatives from planning through to implementation. • Build organisational capability through staff training, user support and digital literacy initiatives. • Act as the key liaison between business teams and technical providers to ensure ICT services meet organisational needs.

	• Provide hands-on ICT support and technical guidance where required.
QUALIFICATIONS:	• Relevant qualifications in Information Technology, Cyber Security or a related discipline, or equivalent experience. • Relevant industry certifications (Microsoft, ITIL, CISSP, CISM or similar) highly desirable.
EXPERIENCE:	<u>Essential:</u> • Demonstrated experience leading and managing an ICT function within a medium-sized organisation. • Strong experience administering and supporting Microsoft 365 environments, including Exchange Online, SharePoint, Teams, OneDrive, Intune and Entra ID. • Experience developing and implementing ICT strategies, governance frameworks, policies and procedures. • Demonstrated experience in cyber security, ICT risk management and information security. • Experience managing ICT vendors, managed service providers and technology contracts. • Proven experience leading ICT projects and organisational change initiatives. • Experience managing, mentoring and developing staff. • Demonstrated excellent stakeholder engagement skills, with the ability to communicate complex technical concepts to non-technical audiences. <u>Desirable:</u> • Experience in the health, not-for-profit, Aboriginal Community Controlled, or member-based sectors. • Experience with business continuity, information management and data governance frameworks. • Experience working with Aboriginal and Torres Strait Islander peoples is highly desirable
VALUES, BEHAVIOURS AND CAPABILITIES:	<u>Job Specific Capabilities</u> • An understanding and awareness of Aboriginal and Torres Strait Islander people, their cultures and health and other contextual issues, or ability to quickly gain this understanding. • Strong leadership skills, with the ability to build, lead and support high-performing teams, develop organisational capability and deliver strategic priorities in a collaborative and accountable environment.

	• Outstanding communication skills, verbal and written, including the ability to present complex and technical information in a simple and clear manner, and tailor written material to different audiences. • Highly developed strategic thinking, analytical and problem-solving skills, supported by sound judgement and initiative. • Ability to identify and respond to emerging risks, challenges and opportunities in a complex and changing environment. • Exceptional stakeholder engagement and relationship management skills, with the ability to build trust, collaborate and influence effectively. • Strong organisational and project management skills, with the ability to manage competing priorities and deliver high-quality outcomes in a complex environment. • Ability to balance strategic thinking with hands-on operational delivery and implementation. • Commitment to innovation, continuous improvement and achieving organisational excellence. • Strong commitment to integrity, professionalism and accountability in all aspects of leadership and practice. • Model NACCHO's values and to improving Aboriginal and Torres Strait Islander health and wellbeing. <u>Cultural Awareness</u> Cultural awareness training will be provided by NACCHO, and it is expected that all NACCHO staff develop and continually seek opportunities to improve their knowledge and understanding of Aboriginal and Torres Strait Islander peoples and in particular Community Controlled Health Services. <u>Leadership</u> It is expected that all NACCHO staff demonstrate leadership through their own behaviour, and their expectations of others behaviour, to maintain our high standard of service delivery for Aboriginal and Torres Strait Islander peoples.
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