Position Title: Solutions Architect

Campus: Ballarat

Directorate: Corporate Services Office

Department: Information Technology / Grampians Health

Reporting to: Director Digital Health Infrastructure

Direct Reports: **(TBC)**

Appointment Terms/Conditions:

Classification and Code: Administration Grade 7 (HS7)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over $700m.

Collaboration	*Compassion*	*Accountability*	*Respect*	*Innovation*
We are stronger together.	*We show that we care.*	*We do what we say and say what we do.*	*We appreciate and value all people.*	*We adapt and innovate to achieve best outcomes.*
Recognising and utilising strengths to share knowledge, solve problems, build relationships, and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness, and empathy.	Openness, honesty, and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Solutions Architect is responsible for leading the design and implementation of business and healthcare IT solutions that meet the strategic goals of Grampians Health. This role involves working closely with cross-functional teams to ensure that the architecture and technologies used are aligned with the healthcare industry's best practices and regulatory standards. The Solution Architect will also play a pivotal role in defining the technical architecture, system design, and integration strategies to ensure the successful implementation of SAP SuccessFactors for the Human Resources Information System (HRIS) and Electronic Management Records (EMR) projects.

KEY ACCOUNTABILITIES

Solution Architecture
- Lead the development of the technical vision and strategy for projects, ensuring alignment with the organisation's goals and objectives.
- Leads the development of technical solution architectures in specific business, infrastructure, or functional areas.
- Design robust, scalable, and secure solution architecture that aligns with project goals, scalability, and best practices for business and healthcare applications, considering the integration with existing systems and future growth.
- Provide advice on technical aspects of solution development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards, and practices (including security) are applied correctly.
- Collaborate with project managers other organisational stakeholders to ensure technical aspects are clearly understood and implemented according to the architectural plan.
- Within a change programme, lead the preparation of technical plans and, in liaison with other ICT units, and project staff, ensure that appropriate technical resources are made available.
- Ensure that appropriate tools and methods are available, understood and employed in architecture development.
- Manage risks and resolve technical challenges that may impact project timelines or outcomes.
- Ensure compliance with healthcare regulations and maintain the highest levels of data security and privacy.
- Provide advice and input to development of quality assurance plans, test cases, and performance tuning reports.
- Ensure comprehensive system documentation for future maintenance and enhancements.

System and Solution Design
- Adopt and adapt appropriate systems design methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches, and ensures they are applied effectively.
- In collaboration with business and other ICT units, design large or complex systems.
- Undertake impact analysis on major design options and trade-off; Make recommendations, assess and manage associated risks.
- Review others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology.
- Ensure that the system design balances functional, quality, security, and systems management requirements.
- Ensure that the system design balances functional and non-functional requirements.
- Contribute to development of systems design policies and standards and selection of architecture components.

Requirement Definition and Management
- Plan and drive scoping, requirements definition and prioritisation activities for large, complex technical initiatives.
- Responsible for investigative work to determine requirements and specify effective business processes, through improvements in information systems, data management, practices, procedures, organisation and equipment.

- Select, adopt, and adapt appropriate requirements definition and management methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- Obtains input from, and formal agreement to, requirements from a diverse range of stakeholders.
- Negotiates with stakeholders to manage competing priorities and conflicts.
- Establishes requirements baseline and ensure changes to requirements are investigated and managed.
- Contributes to the development of organisational methods and standards.

Strategy and Planning
- Collaborate with vendors and partners to evaluate new technologies and tools that can enhance the efficiency and effectiveness of healthcare and business solutions.
- Stay abreast of emerging healthcare technologies and standards to propose innovative solutions.

Stakeholder Engagement
- Establish and maintain strong relationships with internal stakeholders across all health services, including HR, IT, senior leadership, and project governance groups.
- Support business change, for business stakeholders, supporting the change team, working groups, and facilitating relationships between stakeholders across different organisations and groups.
- Ensure that stakeholders understand available services and promotes financial and commercial awareness to deliver value-for-money.
- Conduct analysis of demand for resources and influences stakeholders to ensure that the necessary investments are made recruitment of resources to implement the solution.

Consultancy and Specialist Advice
- Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution.
- Identifies, evaluates, and recommends options, implementing if required.
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.
- Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.
- Actively maintains recognised expert level knowledge in one or more identifiable specialisms.
- Provides definitive and expert advice in their specialist area(s).
- Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives.
- Supports and promotes the development and sharing of specialist knowledge within the organisation.

Management
- Work collaboratively with the IT Management Team, Director Digital Health Infrastructure, and Chief Information Officer (CIO) for key stakeholder engagement across various projects and general day to day operations.
- Collaborate with technical teams, including integration analysts, to execute solution architecture and design for projects.
- Collaborate with external vendors and consultants to ensure the successful development of the solution architecture.
- Ensure effective communication and alignment between business requirements and technical solutions.
- Liaise with other information providers/managers within GH/GRHA to ensure any project solution architecture issues are communicated and understood and interdependencies with other systems and related projects are communicated and understood by both the project team and the PMO.
- Participate in internal meetings as requested and required.
- Participate in industry level user groups as required.
- Undertake other duties as directed within Information Management.

KEY SELECTION CRITERIA

Qualifications and Experience
Essential

- A minimum of 5 years' experience as a solution architect on large-scale technology implementations, preferably with expertise in SAP Success Factors, healthcare IT projects or similar systems
- Bachelor's or master's degree in computer science, Information Technology, or a related field.
- Expertise in modern architecture patterns, cloud technologies, and software development practices.
- Up-to-date knowledge of IT trends and technologies, ideally with healthcare sector.
- Excellent problem-solving and analytical skills.
- Excellent leadership and management experience, communication, and interpersonal skills
- Ability to navigate complex organizational structures and manage competing priorities.
- Demonstrated stakeholder engagement and communication skills and the ability to engage with a wide variety of internal and external professionals at all organisational levels, and groups.
- Demonstrated ability to apply technology solutions to business problems proactively identifying improvement opportunities to add value to business operations.

Desirable

- Strong understanding of SAP Success Factors modules and HR best practices
- Strong understanding of HR technology, including HRIS, talent management, and workforce planning.
- Project management skills and the ability to lead technical teams.
- Ability to understand health service operations, including funding policy, roles, and strategic health planning.
- Experience working with clinical staff in a healthcare facility.
- Experience and working knowledge of Patient Administration System (PAS), Electronic Medical Record (EMR) and / or digital interoperability within a large, complex, and distributed health care environment will be highly regarded.
- Certifications in relevant technologies or architecture frameworks

Work Environment

- This role requires a combination of office work and remote collaboration and may need to visit healthcare facilities to understand the context and requirements of the projects.

Personal attributes

- Excellent attention to detail, with demonstrated high level analytical, conceptual, and problem-solving skills.
- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.

Interpersonal Skills

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose, and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.

- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing, and empowerment of children.

- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.

- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.

- You must ensure that the affairs of Grampians Health, its patients, clients, and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.

- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols, and orders.

- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing, and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.