

# Job Description

<b>Job Title:</b>	Regional Radiology Service Delivery Manager
<b>Date:</b>	January 2019
<b>Responsible to:</b>	Regional IT Operations Director
<b>Location:</b>	Wellington
<b>Job Status:</b>	Permanent
<b>No. of reports:</b>	Nil
<b>Delegated Financial Authority: (If applicable)</b>	TBC

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## Background

TAS works with the leaders and practitioners who plan, commission and provide health and social care.

We bring together sector experts with data analysis and health system insights, helping our customers make informed decisions and improve service planning and delivery. We also help build capability in the sector through education and training. Ultimately it's about working together to create a world class health system for Kiwis.

TAS is owned by the six Central Region District Health Boards (Capital and Coast, Hutt Valley, Wairarapa, MidCentral, Whanganui, and Hawke's Bay). Established in 2001, we are a professional services organisation providing a range of strategic, advisory and programme management services across the health and social sectors, including:

- Sector collaboration
- Data management
- Strategy, innovation and insights
- Capability building
- Programme management services

## Vision and Values

At TAS we are united by our passion to help our customers deliver the best healthcare they can for all New Zealanders.

Our 2020 Vision is 'Supporting our partners to deliver the best health outcomes for all New Zealanders'.

We are committed to building a values based high achieving organisation across all of our relationships and activities. Our corporate values of aspiration, courage, professionalism and integrity are central to how we work at TAS.

Our Employee Value Proposition is ‘We are committed to growing innovative, trusted, expert advisors, who love what they do to make a difference.’

Our Values are:



## Business Group

This role is part of Regional IT Operations who support a range of regional applications and underlying infrastructure deployed for the six Central Region District Health Boards (DHBs).

This role is focused on supporting the region’s DHB Radiology services and facilitating them to engage with, support and gain value from the Radiology Information System (RRIS), local PACS and regional PACS Archive.

Other key relationships are the Radiology Steering Group and Regional ICT operations (service support and delivery) and relevant regional projects.

## Job Purpose

This role supports the business and provides oversight of Regional ICT services through:

- Acting as the RRIS and Regional PACS archive IT services Business Owner
- Provision of ICT advice to the Regional Radiology Steering Group
- Facilitating DHB Radiology departments to achieve the benefits of Regional ICT Services
- Ensure effective communications between Regional Radiology ICT and other Regional structure
- Provide secretariat services to support the RRIS/PACS Working group

## Key Accountabilities

The requirements set out below are the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

<i>Accountability Area</i>	<i>Description</i>
PACS/RRIS Business Owner	<ul style="list-style-type: none"> <li>• To provide leadership and guidance to RRIS/PACS Projects and support operations including Regional IT change management processes.</li> </ul>

	<ul style="list-style-type: none"> <li>• Act as a delegated business decision maker approving Region ICT operational and development changes.</li> <li>• Provide leadership and support for the DHB RRIS/PACS administrators working to enable effective system administration.</li> <li>• To review the functional and non-functional regional RRIS/PACS to ensure service processes, data protection and patient safety standards meet Radiology requirements including accreditation needs (e.g.: IANZ).</li> </ul>
ICT advise and Stakeholder engagement	<ul style="list-style-type: none"> <li>• Lead advisor on ICT issues to the Radiology Steering Group ensuring that key issues are raised, and actions progressed.</li> <li>• Build and maintain a stakeholder engagement plan agreed with the Steering Group, consulting and engaging with Regional Groups as needed.</li> <li>• Review ICT operational service levels and reporting and provide advice on performance indicators that support Radiology services.</li> </ul>
Benefit Management	<ul style="list-style-type: none"> <li>• Help DHB radiology departments understand the change impact of the Regional RRIS/PACS services.</li> <li>• To establish and maintain a RRIS/PACS Roadmap with high-level benefits and (where known) costs mapped against it, working with Regional and DHB architects and the CIOs.</li> </ul>
RRISWG Working Group	<ul style="list-style-type: none"> <li>• To establish and maintain a prioritised enhancements list.</li> <li>• Ensure that RRISWG activities and actions are communicated to stakeholders.</li> <li>• Support the RRISWG providing secretariat services as required.</li> </ul>
General	<ul style="list-style-type: none"> <li>• Undertake other reasonable duties as required relating to the functions and responsibilities of the business unit and wider TAS.</li> <li>• Take responsibility for meeting our obligations in workplace health, safety and wellness by making sure your own actions keep self and others safe, healthy and well.</li> </ul>

## Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

### Internal

<i>Who</i>	<i>For what purpose</i>
Regional IT Operations team	<ul style="list-style-type: none"> <li>• Line Management</li> </ul>
People Leaders and Employees	<ul style="list-style-type: none"> <li>• Work collaboratively to provide integrated, joined-up advice and support to customers and stakeholders across TAS.</li> <li>• Work collaboratively with senior leaders to keep abreast of business initiatives across the organisation</li> </ul>

<i>Who</i>	<i>For what purpose</i>
	to understand and support future workforce requirements.

## External

<i>Who</i>	<i>For what purpose</i>
Regional CIOs /CFOs	<ul style="list-style-type: none"> <li>• Consultation and engagement</li> </ul>
Regional Radiology Department Heads and Senior staff	<ul style="list-style-type: none"> <li>• Consultation and engagement</li> </ul>
RHIP Programme and Project Managers and teams	<ul style="list-style-type: none"> <li>• Sponsor Projects, provide advice and support</li> </ul>
Regional Operations team	<ul style="list-style-type: none"> <li>• Architecture Engagement, Budget Approvals</li> </ul>
SDP teams	<ul style="list-style-type: none"> <li>• SLA reviews, Regional Change Processes (Business Owner)</li> </ul>
RRSG	<ul style="list-style-type: none"> <li>• Functional Reporting and engagement</li> </ul>
RRISWG	<ul style="list-style-type: none"> <li>• Secretariat support</li> </ul>
SDP Operations teams	<ul style="list-style-type: none"> <li>• Progress Service Issues of Regional/DHB importance.</li> </ul>
Software Vendors	<ul style="list-style-type: none"> <li>• Primarily Carestream, Revera and Orion</li> </ul>

## Person Specification

### Education/qualifications

- A relevant tertiary qualification and/or equivalent experience with evidence of post tertiary study in relevant areas.
  - Information and Communication technology
  - Service Management and benefit realisation
  - Healthcare service delivery

### Experience, skills and knowledge

- Ten years' experience of customer service delivery within a technology environment, ideally with Radiology Information System and PACS.
- An understanding of Information Technology Service Management practice frameworks and methods such as ITIL and CoBIT
- Understanding of the operational requirements of Healthcare service departments
- Excellent service awareness, able to demonstrate experience and knowledge in dealing with complex multiple organisational environments
- Well-developed investigation and diagnostic skills able to progress and follow through to conclusion.

- Well-developed personal skills and the ability to look at problems from a User perspective
  - Communication skills and active listening
  - Empathy with users
  - Acceptance of ownership
  - Patience and understanding
  - Successfully interact with other teams to get the job done
  - Ability to forge strong relationships with technical staff
- Demonstrated experience of building and maintaining relationship networks
- Ability to travel on occasion to DHB sites across the Region
- Understanding of the Te Tiriti O Waitangi and its implications in health

## Core TAS Competencies

TAS has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p><b>Customer Focus:</b> Provides excellent service to meet internal and external customer/client needs. Understands the needs of the customer/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> <li>• Recognises the importance of valuing customers and provides excellent service to meet internal and external customer/stakeholder needs.</li> <li>• Listens and proactively seeks to understand the expectations and needs of the customers/stakeholder.</li> <li>• Looks for ways to provide added value.</li> <li>• Proactively seeks customer/client feedback.</li> </ul>
<p><b>Communication:</b> Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> <li>• Actively listens and observes non-verbal cues to inform communication approach</li> <li>• Self-aware and approachable</li> <li>• Communicates in a professional manner with key stakeholders</li> </ul>
<p><b>Collaboration:</b> Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on</p>	<ul style="list-style-type: none"> <li>• Works effectively as part of a diverse team.</li> <li>• Treats others with respect and dignity</li> <li>• Supports others in the team and has consideration for their needs and skills.</li> </ul>

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the team's objectives.	<ul style="list-style-type: none"> <li>Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries.</li> </ul>
<b>Continuous Improvement:</b> Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.	<ul style="list-style-type: none"> <li>Makes suggestions for improvements to current ways of working. Shows a willingness to learn.</li> <li>Looks to improve efficiency and quality of service of own role/area</li> <li>Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.</li> </ul>
<b>Innovation:</b> Identifies novel approaches for completing work more effectively or efficiently and works within the "established" system to push for "a smarter, better way."	<ul style="list-style-type: none"> <li>Works to develop new approaches when problem-solving; seeks ideas or suggestions from others as appropriate</li> <li>Suggests new ways to improve the quality of products or services.</li> <li>Identifies new ideas, solutions, or directions in dealing with daily situations.</li> </ul>
<b>Action Orientation:</b> Performs work with energy and drive; values planning, but can take quick, decisive action when an opportunity presents itself.	<ul style="list-style-type: none"> <li>Targets and achieves results, overcomes obstacles, accepts responsibility,</li> <li>Establishes standards and responsibilities, supports a results-oriented environment, and follows through on actions.</li> </ul>
<b>Planning and Organising:</b> Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.	<ul style="list-style-type: none"> <li>Provides work on time and to required standard.</li> <li>Plans a wide range of simple tasks or a small number of complex ones.</li> <li>Workload delivered within deadlines and to agreed standards.</li> </ul>
<b>Agility and Flexibility:</b> Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level	<ul style="list-style-type: none"> <li>Reliable and flexible in response to work priorities, issues and pressures.</li> <li>Receptive and contributes to new ideas and approaches and adapts accordingly.</li> </ul>

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
headed under pressure. Remains positive and puts challenges in perspective.	<ul style="list-style-type: none"> <li>Handles conflicting priorities and deals with the unexpected.</li> </ul>

## Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the people leader of this Job and any changes will be discussed with the Job holder before being made. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review cycle.

### Agreed:

	<i>Employee</i>	<i>People Leader</i>
Signature		
Date		