

# Role description

## Mackay Hospital and Health Service

### Role details

<b>Job ad reference</b>	QLD/575021	<b>Classification</b>	AO8
<b>Role title</b>	Intelligence Unit Manager	<b>Salary</b>	\$146,510 to \$155,025 p.a. \$5,615.70 to \$5,942.10 p.f.
<b>Employment status</b>	Temporary Full Time (76 hours p.f.) From date of appointment to 30 June 2025	<b>Closing date</b>	Sunday, 21 July 2024
<b>Unit / Team / Department</b>	Better Health NQ	<b>Contact name</b>	Sara Vale – Senior Director, Better Health NQ
<b>Division</b>	Better Health NQ	<b>Contact number</b>	0448 223 525
<b>Facility</b>	Mackay Base Hospital		
<b>Location</b>	Mackay or Cairns or able to work remotely		

Applications must be submitted online via the Smartjobs website – [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

### Your employer – Mackay Hospital and Health Service

The Mackay Hospital and Health Service (MHHS) provides a working environment which embraces professional development, builds capabilities, provides roles with variety and flexibility, supports staff to maximise their health and wellbeing and encourages work/life balance.

#### Our values

To support that the MHHS is regarded as an employer of choice, staff have been consulted and selected four values they strive to demonstrate in their daily activities:



Through partnerships and co-operation, we drive innovation



Having confidence and belief in each other to be able to rely and depend on our actions



We show respect and compassion for the people we care for and work with



We depend on and support one another individually and as a team

*There is an expectation of each employee, by their colleagues, manager and the Executive, to exhibit values-based behaviours in the completion of all their tasks.*



## About the Mackay Hospital and Health Service

The MHHS is a contemporary organisation providing extensive health services in a range of regional, community and rural settings, to a population of around 182,000 people. Our region covers Sarina in the south, Clermont in the west, and Bowen and the Whitsunday Islands in the northeast, which is an area of approximately 90,000km<sup>2</sup>.

The MHHS has six hospitals, two multi-purpose health services and four community health centres that employs more than 3,700 staff. The Mackay Base Hospital is the referral hospital for our region and is one of the most modern healthcare facilities in Queensland. It is a state-of-the-art facility equipped with leading edge technology to assist us in providing the highest level of care to our patients and their families.

Our staff are passionate about community engagement and delivering outstanding healthcare services to the communities throughout our diverse region. Our Vision is to deliver Queensland's Best Rural and Regional Health Care, and our Purpose is to deliver outstanding health care services to our communities through our people and partners.

The MHHS respectfully acknowledges the Traditional Custodians of the land and sea on which we serve our communities, and pay our respect to Elders past, present and emerging. We also declare our commitment to reducing inequalities in health outcomes for Aboriginal and Torres Strait Islander peoples as we move to a place of equity, justice and partnership together. We strongly encourage Aboriginal and Torres Strait Islander peoples to apply for all advertised positions.

The MHHS values its people, respecting and embracing diversity and a balance between work and life commitments. People of all ages, abilities, gender and ethnicity are encouraged to apply for positions.

Working for the MHHS offers all the benefits of coast and country living and the convenience of a growing regional city where you can pursue a wide range of interests and lifestyles in a secure, family friendly and culturally diverse environment. We throw in eclectic cafes, restaurants and bars, quirky festivals and an arty and interesting community to make this a great place for those looking to escape the craziness of the city and try life at a different pace.

Visit: <http://www.mackay.health.qld.gov.au/>.

## About the Unit / Team / Department

The core membership of Better Health NQ consists of the Chief Executives of the five North Queensland Hospital and Health Services (Mackay HHS, Townsville HHS, Cairns and Hinterland HHS, North West HHS and Torres and Cape HHS), and the Chief Executive Officer of Northern Queensland Primary Health Network. The membership and their respective organisations work together to progress equity of access to health services and health outcomes for all North Queenslanders.

The shared purpose of Better Health NQ is to advocate collectively for the unique health and service needs of North Queensland, and together with the System Managers (Queensland Department of Health) and the Commonwealth Government, collaborate in initiatives that deliver region-wide benefits.

Better Health NQ collaborates with a range of partners across the health system, peak bodies, research and academic organisations, State and Commonwealth agencies as well as non-government organisations.

<b>VISION:</b>	Equity in access to health services and health outcomes for all north Queenslander		
<b>PURPOSE:</b>	Advocate collectively for the unique health and service needs of North Queensland and together with the System manager (Queensland Department of Health and the Commonwealth Government, collaborate on initiatives that deliver region wide benefits.		
<b>ROLE:</b>	The role of Better Health NQ will be to focus on the following for the region:		
	Data Intelligence	Advocacy	Project Delivery

## The Intelligence Unit

The role of the Better Health NQ Intelligence Unit is to work with data and planning leads across the system to assess North Queensland Health Service requirements, service supply and service capacity.

To develop and implement advanced data sourcing, research, and analysis of health data across various systems and networks and the integration of data inputs from various sources translating these into accurate and meaningful insights identifying needs and opportunities for improvement across the region.

Provide insights to inform an advocacy strategy and a targeted advocacy plan informing key decisions around prioritisation and implementation of initiatives and inform key planning activities such as joint needs assessment.

## Your opportunity

- The Intelligence Unit Manager has the responsibility for providing expert advice and assistance in setting the analysis agenda and co-ordinating the design, implementation, and interpretation of investigations to produce data driven evidence for Better Health NQ, playing a key role in the needs assessment process across North Queensland.
- The role supports processes in making amendments and enhancements to the available data to ensure it addresses strategic priorities in North Queensland and to manage stakeholder engagement, particularly in primary care partners, Hospital and Health Services and within Queensland Health and others who use or rely on the outputs of the unit.
- This position is responsible for providing strategic and analytical advice and technical expertise to the Better Health NQ Executive to inform activities to address equity of access to health services and health outcomes.
- This position will oversee the development of strategic plans for Better Health NQ that inform priorities for advocacy and investment proposals, and support research, analysis, and health service planning.
- **The position will enjoy flexible remote working with the opportunity for a contract extension based on successful implementation and demonstrated value add to the organisations contributing to the position.**

## Your role

### Generic responsibilities:

- Fulfil the responsibilities of this role in accordance with the Queensland Public Service and the MHHS Values as outlined above and <http://www.mackay.health.qld.gov.au/about-us/living-our-values/>.
- Understand your broad responsibility for safety and quality in healthcare, actively participate in continuous quality and safety improvement activities within the workplace and notify a relevant clinical or non-clinical responsible officer when concerns exist about workplace or patient safety.
- The provision of a Healthy and Safe environment within MHHS is everyone's responsibility.

- Carry out work in accordance with prescribed practices and procedures and in a manner that will not create health and safety hazards for yourself or others in the workplace. Understand your accountability to uphold the principles and practices of the Health Service's Health and Safety Management System in accordance with legislation and industry standards. For supervisors, actively promote good health and safety practices to staff of your work area.
- Employees who are appointed to the MHHS are accountable for information security, management and appropriate use, in accordance with legislation, standards, policies and procedures.

### Role-specific responsibilities:

- Lead and manage the development and presentation of research, analysis, options, and recommendations to inform the Better Health NQ strategic direction based on international, national, and state resources.
- Undertake analysis of data and research of clinical evidence to identify future priorities and issues for Better Health NQ to inform the development of advocacy approaches and initiatives to achieve a collaborative approach to achieving the Better Health NQ vision.
- Lead all aspects of the project management cycle for all Intelligence Unit activity including health needs assessment activity assigned to the unit, and delivering high quality reports to ensure program outcomes are achieved on time, on budget, to quality standards and within agreed scope.
- Lead and manage staff and resources to achieve defined project outcomes, including the application of comprehensive project management techniques.
- Collaborate across internal and external organisations, (inclusive of HHS, PHN and QH System Planning Branch) to coordinate systems, data, people, and processes to inform the advocacy and planning approach of Better Health NQ in response to identified need.
- Manage and develop stakeholder relationships through effective communication, negotiation, and issues management to ensure deliverables are met for effective monitoring of outputs and outcomes.
- Contribute to the development needs assessment capacity and capability across the Hospital and Health Services and Primary Health Networks.
- Provide authoritative advice to Better Health NQ member organisations on complex technical issues relevant to health research and priority health areas that informs service planning.
- Lead and manage research and horizon scanning activities.
- Prepare high level briefing documents, submissions, correspondence, and reports that draw together qualitative and quantitative information.
- Use data programs and tools (e.g., Excel, PowerBI, R, and other statistical tools) to analyse a broad range of relevant data and present data in a variety of ways (charts and tables).

### Mandatory qualifications / Professional registration / Other requirements

- **Qualification:** While not mandatory, possession of a tertiary degree in a relevant field or a relevant qualification in performance management, analysis and strategy would be well regarded.
- **Supporting Documentation:** For the purposes of Criminal History checking, applicants must provide copies of any identification documents that are requested by the hiring manager during the recruitment process. In addition, applicants must provide copies of any qualification, registration and/or licence documents that are requested by the hiring manager. All requested documents must be certified by a Justice of the Peace or a Commissioner for Declarations.
- **Licence to Operate Vehicle:** The incumbent may be required to operate a class C motor vehicle, therefore possession of the appropriate licence endorsement to operate this type of vehicle is required.

- **Travel:** The incumbent may be required to travel throughout the MHHS district.
- **Vaccination Requirements (Vaccine Preventable Diseases):** It is a mandatory condition of employment for this role for the incumbent to be, and remain, vaccinated against Measles, Mumps, Rubella, Varicella (chicken pox) and Pertussis (whooping cough). This is a requirement of the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines. Employees that were engaged with the MHHS prior to 1 July 2016, with no break in service, are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS). Evidence of vaccination will be required prior to commencement.

## How you will be assessed

You will be assessed on your ability to demonstrate the following key capabilities, knowledge, and experience. Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate the following:

- Demonstrated ability to lead and manage a team to undertake horizon scanning and analysis to support the development of reports informing strategic directions, and priorities to improve population health.
- Strong stakeholder engagement experience, including the ability to maintain effective relationships and a consultative approach to the design and delivery of monitoring and evaluation initiatives.
- Proven high level ability to source, critically analyse and interpret research including both qualitative and quantitative information to underpin the development of strategic planning including identification of system priorities.
- Understanding of health service planning processes and ability in utilising frameworks, tools, data, projection methodologies and statistical methods.
- High level knowledge of health priority areas; the health needs of key population groups; and key health system issues.
- Experienced project management skills including leading and driving initiatives, project planning, managing resources and negotiating implementation outcomes to achieve defined project outcomes, while driving a collaborative working environment and developing a team to work at the top of their capability requirements.
- High level written communication skills, including ability to compile analytical reports, discussion papers and planning documents.
- High level verbal communication skills and achievements in cultivating productive working relationships, partnerships, and teamwork; negotiate outcomes and effectively represent the interests of Better Health NQ in dealings with stakeholders.

## Your application

Please provide the following information to the Selection Panel to assess your suitability:

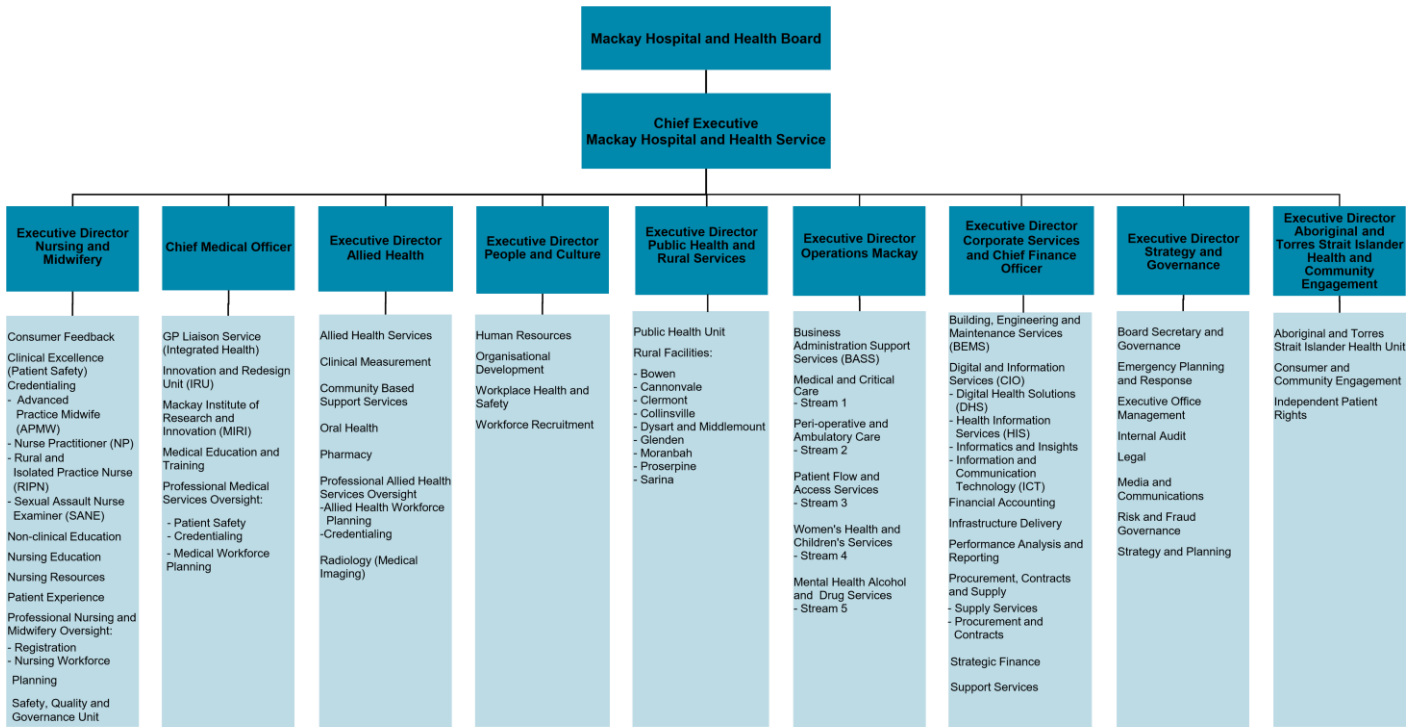
- **A short response/cover letter:** Document should be a maximum of 2 pages and outlines how your experience, abilities and knowledge would enable you to achieve the key responsibilities and meet the key attributes in the 'How you will be assessed' section above.
- **Your current CV or resume:** Document that includes names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current or past supervisor.

## Additional information

- **Currency of Applications:** Applications remain current for 12 months (permanent roles) and for the duration of the vacancy (temporary roles).
- **Recruitment Agency Submissions:** Only applications from candidates will be accepted; applications that may result in an agency fee will not be considered.
- **Future Vacancies:** Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- **Pre-Employment Screening:** Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a blue card, unless otherwise exempt.
- **Probation:** Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- **Child Abuse/Neglect:** All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- **Disclosure of Employment as a Lobbyist:** Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment:  
<https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>
- **Disclosure of Pre-Existing Illness:** Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the *Workers' Compensation and Rehabilitation Act 2003*:  
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027>
- **Smoke-free Healthcare:** In accordance with Government requirements and Queensland Health's commitment to a healthier workplace the Queensland Health Smoking Management Policy supports a smoke-free environment. Smoking is prohibited at all Queensland public hospitals and health facilities and for five (5) metres beyond their boundaries. Queensland Health employees may obtain assistance to quit smoking through staff program Quit Smoking for Life Program.
- **Quantitative Fit Testing of P2/N95 Masks:** As part of the ongoing response to COVID-19, the MHHS has implemented a respiratory protection program with procedures and processes for conducting fit testing of P2/N95 masks for relevant healthcare workers.



# Organisational chart



Last updated March 2024