THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE	2. DIVISION	3. DEPARTMENT
MANAGER-INFORMATION AND COMMUNICATION TECHNOLOGY	HEAD OFFICE	INFORMATION AND COMMUNICATION TECHNOLOGY

4. ORGANISATIONAL RELATIONSHIP	5. NATURE & SCOPE
The Manager-Information and Communication Technology will report to the Chief Executive Officer.	The Manager-Information and Communication Technology is responsible for the effective development, management and maintenance of the information resources of the Eastern Regional Health Authority.

6. SPECIFIC ACCOUNTABILITIES

The Manager- Information and Communication Technology:

- Directs the formulation of standards, policies and procedures governing computer and telecommunications hardware, software and systems, as well as medical records activities.
- Maintains the linkage and interface between the ERHA programmes and National Policies and initiatives.
- Functions effectively as a member of the Management Team of the Authority.
- Develops and monitors strategic information systems planning for the Authority both in terms of short- and long-term range goals and associated resource commitments.
- Directs the introduction, development and use of information and associated technologies in all activity areas so as to maximize their positive impact on the Authority.
- Develops and submits for approval performance review objectives.
- Ensures that policies and procedures introduced at the Authority take account of the impact of information technology both at the operational and at the personal level, and those systems are put in place for managing these impacts.
- Directs the functioning, growth and development of tele-communications services within the agreed strategic plan to ensure a reliable and continuous support for the Authority and information operations.
- Assists Medical Records departments to ensure that medical reporting standards are maintained to facilitate service, research and teaching.
- Directs the development and distribution of forms to ensure consistency with information and reporting requirements both at the corporate and department levels, and also with technological requirements and budgets.
- Develops the departmental budget and monitor adherence to approved budget.
- Undertakes training of junior staff.
- Facilitates the performance management process for all subordinate staff.
- Performs other duties as approved by the appropriate Authority.

7. KEY KNOWLEDGE, SKILLS AND ABILITIES

- Sound knowledge of the Institutional and Operational Framework in which the Authority operates.
- Strong leadership and teamwork skills.
- Critical thinking and problem-solving skills.
- Strong Information Technology technical skills.
- Strong interpersonal and communication skills, both oral and written.
- Ability to handle multiple projects simultaneously and deal with wide variety of personalities.
- Sound comprehensive analytical and calculative ability.

8. MINIMUM TRAINING AND EXPERIENCE

- First Degree from an accredited College or University in Computer Science/Records Management/Business Administration or Operations Research.
- Minimum five (5) years extensive experience in Information Processing Management and Project Management in a Medical/Health Environment or similar area at a senior level.
- Proven track record of leading and implementing Information System/Information Technology changes in a large organization.
- Post graduate training in computer studies will be an asset.

☐ Any equivalent combination of training and qualifications.

9. SUPERVISORY RESPONSIBILITIES

☐ All ICT Staff
☐ Junior Administrative Assistant

10. COMMUNICATION AND WORKING RELATIONSHIP

Internal:

☐ Chief Executive Officer
☐ General Manager-Finances
☐ General Manager-Human Resources
☐ All Heads of Department/Line Managers
☐ Staff of the Information and Communication Technology Department

External:

☐ Ministry of Health
☐ Other Regional Health Authorities
☐ Service Providers e.g. TSTT, Flow.
☐ Contractors/Suppliers