DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Information and Communication Program Officer
Position Number:	527360
Classification:	General Stream Band 5
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Clinical Quality, Regulation and Accreditation – Clinical Governance
Position Type:	Fixed-Term, Full Time/Part Time
Location:	South, North, North West
Reports to:	Deputy Chief Medical Officer
Effective Date:	July 2022
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Tertiary qualifications in a relevant field and/or demonstratable relevant experience Previous experience or contemporary knowledge in research and clinical trials and research governance procedures Previous experience using information and communication systems for the electronic management of research and clinical trials, but not essential

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

The position supports the effective implementation of information and communication systems for the electronic management of research and clinical trials with internal and external stakeholders to end users.

Provide system support services and specialised well-reasoned and accurate guidance to stakeholders regarding administrative functions for information and communication systems for the electronic management of research and clinical trials.

Operational participation in change management relating to system upgrades and implementation.

Participates in state and national committees, and forums to support the conduct and strategic objectives for research and clinical trials within the Tasmanian publicly funded health service and the broader national research reform agenda.

Duties:

1. Provide high quality support for the operational day to day utilisation of ICT systems with internal and external stakeholders in the context of research and clinical trials, including:
    - Administration support
    - Business process support
    - Data quality management
    - Development of report specifications
    - Business continuity during planned and unplanned downtime
    - Enhancement and change requests.
2. Monitor and manage data integrity and investigate identified data errors/anomalies and action as appropriate.
3. Work with end users to troubleshoot, triage, track, test and review output, and resolve issues.
4. Assist stakeholder groups when undertaking analysis of system and/or business process issues, including working with these groups to develop and implement solutions to enhance performance.
5. Participate in interjurisdictional panels and meetings, to ensure that interjurisdictional interconnectivity requirements are understood, validated and operationalised as ongoing enhancements to ICT systems emerge.
6. Participate in activities such as system testing and version upgrades.
7. Perform system configuration and admin functions as required, such as adding other Admin level Users, and making adjustments to configuration settings in line with evolving organisational structures and selection options/lists as they evolve.
8. Provide system support, education and training to end users in the use of research and clinical trial ICT systems, including refresher training and re-education where necessary.
9. Provide high quality, authoritative and timely advice to the Deputy Chief Medical Officer, senior executives and other stakeholders around policy advice and achievement of the Department of Health's research objectives.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

Under the leadership of the Deputy Chief Medical Officer and working closely with the Research Governance - Project Coordinator, and staff in the Research Governance Office, the incumbent is expected to work collaboratively and with some independence:

The Information and Communication Program Officer:

- Provides high-level support, education and training to end users of information and communication systems for the electronic management of research and clinical trials.
- Undertakes change management support during times of enhancement, upgrade and implementation.
- Liaises with internal and external users on business system capabilities and business processes.
- Where applicable, exercises delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Complies at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participates in and contributes to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
    a. crimes of violence
    b. sex related offences
    c. serious drug offences
    d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Experience using information and communication systems for the electronic management of research and clinical trials, or extensive experience in research and clinical trials, or extensive experience of research governance processes.
2. Demonstrated knowledge and understanding of clinical trials and health and medical research policies and procedures including those for research ethics and governance.
3. High level demonstrated experience and effective skills in project life cycle approaches phases and tools skills and the preparation of system requirements and managing delivery and implementation of system enhancements as they emerge.
4. Excellent interpersonal skills and the proven ability to establish and manage productive professional relationships and networks with a variety of stakeholders.
5. Well-developed written and oral communication skills including the ability to liaise with staff at all levels and produce reports and deliver communications strategies to organisational units, in a manner that optimises awareness and take-up of the required messages.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000.* The Department supports the Consumer and Community Engagement Principles.