

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Team Leader - Information Management
Position Number:	526157
Classification:	General Stream Band 6
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Public Health Services Communicable Diseases Prevention Unit
Position Type:	Permanent, Full Time
Location:	South
Reports to:	Manager - Epidemiology and Surveillance
Effective Date:	July 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Post graduate qualifications in public health or health system management Experience in the management of health or surveillance data Demonstrated high level supervisory and leadership skills Advanced knowledge and proficiency in R Analytics will be an advantage
Position Features:	The work is classified as Day Work with the requirement to work additional and outside normal working hours and be part of an on-call roster when required

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:

- Manage the day-to-day responsibilities of the Information Management (IM) Team to meet the work area's objectives, strategic direction, service delivery performance targets and stakeholder requirements under broad direction from the Manager Epidemiology and Surveillance.
- Provide leadership and direction in the management of records for notifiable disease cases and contacts to ensure data security, integrity and compliance with all policies, guidelines and legislative requirements,
- Establish and maintain collaborative relationships and consultative links with managers, IM Team, and staff at all levels to support information management initiatives and encourage a positive and productive work environment
- Identify opportunities for process improvements and develop solutions and recommendations to achieve operational goals and service delivery within established guidelines and in a timely manner.
- This role operates with considerable autonomy to determine the priorities, procedures and approach to implement systems and procedures for information management in the Public Health Services (PHS) and oversees the staff responsible for delivering the service.

Duties:

1. Direct and coordinate the work of the Information management (IM) Team and staff including:
 - Mentoring staff and ensuring all operational systems, processes and policies are effective, efficient and fit-for-purpose.
 - Working with other teams within PHS to ensure the information needs of the unit are met and that the data entered into the Tasmania Notifiable Diseases Surveillance System (TNDSS) is complete and accurate based on the requirements that are pre-defined by the Epidemiology and Medical teams.
 - Oversee and coordinate work plans, ensuring that robust processes for the management of case and contact files and other confidential data are maintained, and that quality improvement practices are implemented.
 - Ensuring a rapid response to change in IM processes relating to the management of cases and contacts records for all communicable diseases and responses to related situations are effectively communicated to the IM team as they occur.
2. Propose, develop, implement, monitor, and evaluate health intelligence solutions that inform and enhance the operational response to communicable disease activity and provide recommendations directly to the Manager Epidemiology and Surveillance for service delivery improvements.
3. Participate actively in the development of new and revised case and contact management forms with the Case Management and Epidemiology teams.
4. Working in conjunction with the database administrators to recommendations for database modifications to support the PHS's operational capacity and supervise their implementation, according to agreed processes under the direction of the Manager, Epidemiology and Surveillance.
5. Provide direction and leadership in the development of quality records and information management
6. Develop and maintain processes and procedures for the management of the TNDSS, REDCap staging database, Whispir, SQL-based pathology database and other information solutions across PHS.

7. Ensure that the information management standards, objectives and strategies for the collection of data in the TNDSS and other staging databases are understood by IM Team members and other relevant PHS staff and are effectively implemented.
8. With the Manager Epidemiology and Surveillance, actively participate in meetings, working parties and ongoing recruitment, and manage the induction and training of new staff for the IM Team.
9. Effectively liaise and work collaboratively with colleagues and stakeholders to ensure information is gathered, analysed, synthesised and taken into consideration when developing processes and policies
10. Disseminate, prepare and manage all documentation for assigned reports, updates and information, that meet reporting and data quality obligations, to other teams and ensure the IM Team's work is in line with the rapidly changing nature of the communicable diseases response.
11. Ensure that personal and sensitive information is collected, handled, managed, stored and /or destroyed according to relevant legislation and government policies.
12. Actively participate in and contribute 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.
13. 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:

The position:

- Undertakes the above duties independently under broad direction from the Manager, Epidemiology and Surveillance.
- Is responsible for the delivery of high-quality services to clients including, providing expert advice and support based on best practice, informed decision and relevant policies to managers, employees and other stakeholders.
- Takes a leadership role in ensuring appropriate accuracy and timely delivery of data, information and alternative options or recommendations are provided for service delivery improvement.
- Is responsible for supervising, supporting and mentoring the Information Management Officers including ensuring staff professional development is maintained.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise 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.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

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. Highly developed written and verbal communication skills, including proven conflict resolution, negotiation and liaison skills and the capacity to work collaboratively with a wide range of colleagues and stakeholders in a multi-disciplinary environment.
2. Demonstrated leadership skills for leading and motivating both individuals and a team, including identifying training needs, developing, planning and where necessary delivering staff training and instigating change management processes.
3. Proven experience and advanced skills in handling large datasets, managing health surveillance records, developing complex workflows, capturing and transferring data across multiple information systems and producing accurate reports.
4. Extensive knowledge of records and information management legislation and regulations relating to but not limited to the Tasmanian Government Information Management Framework, and the Personal information Protection Act, 2004.
5. Demonstrated initiative, flexibility and creativity, including the ability to identify, advise and develop options and recommendations to resolve problems to meet the work objectives and improve service delivery outcomes in a rapidly changing environment.
6. Highly developed knowledge of Information Management practices and database management including knowledge of best practice to improve operational effectiveness and service delivery in the Information Management Team.

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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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 | Tasmanian Department of Health](#).