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SA Health Job Pack

Job Title	Senior Report Writer (Multiple Vacancies)
Job Number	635886
Applications Closing Date	26 January 2018
Region / Division	Department for Health and Ageing
Health Service	eHealth Systems
Location	Adelaide CBD
Classification	ASO6
Job Status	Full Time / Term Contract (up to 28 December 2018)
Indicative Total Remuneration*	\$96,599-\$102,467

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Monica Jones
Phone number	7425 3240
Email address	monica.jones@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Senior Report Writer
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHA:	DHA
Division:	eHealth Systems
Department/Section / Unit/ Ward:	
Role reports to:	Senior Manager, EPAS Build & Support
Role Created/ Reviewed Date:	Reviewed September 2017
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged <input checked="" type="checkbox"/> Child- Prescribed <input type="checkbox"/> Vulnerable <input type="checkbox"/> General Probity

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Report Writer is accountable to the Senior Manager, EPAS Build and Support for the provision of expert technical competence; specifically direct technical skills and advisory services in relation to the delivery of EPAS Reporting Services to satisfy SA Health operational and clinical reporting requirements. EPAS Reporting Services clients include Local Health Networks, their component facilities, health units or where approved, individual administrative and/or clinical staff.

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal

- > Reports to the Senior Manager, EPAS Build & Support.
- > Primary working relationship with all streams of the EPAS Program; Project Delivery, Implementation & Business Change and Operations and designated reporting staff within Local Health Networks.
- > Works as part of a collaborative team of report writing resources to satisfy SA Health reporting requirements using EPAS data
- > Works closely with eHS Technical Applications in the deployment of reports and queries requiring Data Administration knowledge and skills .
- > Liaises extensively with clinical and business informants to ensure that EPAS report specifications are comprehensive to enable efficient and appropriate report configuration that meet organisational requirements.

External

- > Liaises with external service providers, vendors and partners to ensure that reports are constructed and implemented using EPAS Application & Infrastructure supported best practice

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Comply with a rigorous, quality focused clinical and business report production and distribution lifecycle process to ensure that information management is accurate and appropriate to support clinical service

delivery for patients and the business of SA Health.

- > Apply appropriate data extraction, statistical tools/methodologies for the specific data set and report complexity.
- > Work alongside and share relevant knowledge and experience with a team of report writers to produce accurate and timely reports to meet SA Health reporting requirements from information contained or produced by the EPAS Solution.

Delegations:

- > NIL

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or

lawful and reasonable direction.

Special Conditions:

- > May be required to work outside of normal business hours or as part of a roster during specific periods
- > The incumbent may be required to travel or work across and/or be located at any of the Department of Health units/divisions as required
- > A flexible approach to the taking of leave is required.
- > Some travel may be required
- > May be required to work 24/7 rosters
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the Children's Protection Act 1993 (Cth) or 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the
- > SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Report Generation	<ul style="list-style-type: none"> > Produce accurate and timely reports to meet SA Health reporting requirements from information contained or produced by the EPAS Solution. > Attain and maintain expert knowledge of the SA Health EPAS Solution, EPAS Reporting data sources and data interrogation tools and applications. > Apply appropriate data extraction, statistical tools/methodologies for the specific data set and report complexity. > Comply with EPAS Governance processes for the creation and/or modification of reports and their distribution to end users. > Ensure that the reporting SDLC is fully documented to underpin quality assurance processes to enable report output verification. > Contribute to a sustainable reporting service by the reuse or modification of existing reports rather than the creation of new reports to expedite report delivery to end users. > Adhere to a rigorous Quality Assurance program to ensure the delivery of accurate and usable reports verified by the report requestor.
Data Quality	<ul style="list-style-type: none"> > Ensure code sets for data items are designed to meet mandatory state and national data provision and reporting requirements. > Ensure validation reports are developed for checking by staff undertaking data entry. > Ensure that appropriate data validation rules are applied to data when extracted from EPAS.
Risk Management	<ul style="list-style-type: none"> > Comply with a rigorous, quality focused clinical and business report production and distribution lifecycle process to ensure that information management is accurate and appropriate to support clinical service delivery for patients and the business of SA Health. > Comply with the EPAS change management processes. > Adhere to quality assurance processes for testing and sign off regimes for reports to ensure end user reporting requirements are met. > Participate in EPAS system testing to ensure that EPAS Solution changes do not affect the integrity and validity of EPAS reports. > Contribute to the EPAS Program Risk Management process, ensuring that risks are documented with plausible elimination or mitigation strategies. Ensure that appropriate solutions or mitigations are constructed, approved and implemented and that uncontrolled risks are escalated to EPAS Program Risk Management function as required.
Performance Management	<ul style="list-style-type: none"> > Participate in a culture within the EPAS Reporting Team where there is an expectation of excellence in the analysis, design, creation, maintenance and support of reports. > Participate in a culture that values extensive communication within the EPAS Reporting Team, across all EPAS Program streams, appropriate SA Health eHealth systems and health facility staff. > Participate in a culture that understands the value of comprehensive documentation and record keeping so that an audit trail is maintained of all facets in the report development life cycle. > Monitor own performance within the EPAS Reporting Team to ensure that work is appropriately prioritised and completed on schedule to

	<p>meet EPAS operational requirements both at time of transition to EPAS and on an ongoing basis.</p> <ul style="list-style-type: none"> > Ensure own, training and skills are appropriate and meet EPAS Reporting Team objectives and raising required training and upskilling requirements with Senior Manager, EPAS Build & Support..
Continuous Improvement	<ul style="list-style-type: none"> > Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EPAS Program. > Demonstrate appropriate behaviours which reflect a commitment to the EPAS Program. > Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role. > Support the development of a culture and ethos across the EPAS Program which is outcome and performance focused. > Contribute to the generation of ideas for the improvement and review of work practices.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Proven ability to work at a detailed level in a self-directed manner.
- > Proven ability to manage competing work priorities to meet agreed work schedules and outcomes.
- > Proven ability to communicate effectively both verbally and in writing with a diverse group of end users and colleagues.
- > Demonstrated ability to perform as a collaborative member of a multi-disciplinary team.

Experience

- > Proven expertise and experience in the translation and progression of end user requirements through the SDLC process into reports that support the end users' needs.
- > Proven expertise and experience in the use of Microsoft SQL databases.
- > Proven extensive experience in applying quality assurance techniques to verify data contained in the report to assure the report accuracy

Knowledge

- > Demonstrated comprehensive knowledge of Microsoft SQL and data interrogation/manipulation tools and methodologies used for report and extracts generation from Microsoft SQL databases.
- > Demonstrated comprehensive knowledge of various industry standard data warehouse/repository architectures.
- > Demonstrated high level capacity to translate reporting and extract requirements into appropriate database queries in a resourceful and innovative manner.
- > Demonstrated comprehensive knowledge of health key performance indicators, health service agreements and benchmarking initiatives, national and state based, and the data/information management required to meet these reporting obligations.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Tertiary qualification in Information Technology or a related field.

Experience

- > Extensive experience in the delivery of clinical or administrative reports for the specific discipline/organisational department/service.

Knowledge

- > Microsoft Visual Studio .NET.
- > Demonstrated comprehensive knowledge of health key performance indicators, health service agreements and benchmarking initiatives, national and state based, and the data/information management required to meet these reporting obligations.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

SA Health has committed to implementing a new Enterprise Patient Administration System ("EPAS") as the foundation of Australia's first fully integrated state-wide electronic Health Record ("eHR").

The implementation of an EPAS will signal significant change throughout SA Health. Most, if not all, medical, nursing, midwifery, allied health and support staff will be affected by the introduction of the new system and in particular the new capabilities and associated ways of working that will result from the introduction of an EPAS.

Clinical leadership and engagement will be paramount to drive business change across the health system with particular focus on developing new business models of patient care which the EPAS solution will be configured to support. As a result, clinical engagement for the EPAS program will need to commence in the planning phase for the Program and continue throughout the implementation and post-implementation phases to ensure effective and efficient delivery of the EPAS Program. The SA Health EPAS Program is a clinical Program that uses information technology to support clinical practice innovation. Therefore embedding an ethos of innovation and clinical engagement through the course of the Program is critical.

The EPAS Program brings together SA Health leadership, the clinical community, administration and ICT staff into a single Program Team responsible for the implementation of EPAS across all South Australia's health care facilities. The EPAS solution will play a central role in supporting the South Australian health reform agenda by providing the means of transforming SA Healthcare: A single information system for partnerships in care at all times in all places.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: