

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Coordinator - Online Services
Position Number:	513969
Classification:	General Stream Band 6
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Health ICT - Finance Systems and Online Services
Position Type:	Permanent, Full Time
Location:	North
Reports to:	Manager - Finance Systems and Online Services
Effective Date:	July 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Position Features:	Shifting priorities are frequently a feature in this role. Deadlines may result in having to work outside normal working hours.

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:

As part of the Finance Systems and Online Services team, the Coordinator - Online Services will:

- Provide specialist advice, support and coordination services in the development and implementation of online communication services in the Agency.
- Participate in the determination of Digital Enterprise Services and broader Health Information and Communication Technology (ICT) priorities, including the development of policies, quality initiatives and strategies.

Duties:

1. Develop and implement strategies for the Agency's online presence, preparing accurate and timely reports, briefings, policies, and papers, including providing specialist advice and informed comments on the performance potential of the Agency's online presence.
2. Coordinate the development and maintenance of Agency websites, ensuring the Agency's websites meet best practice standards and comply with legislative requirements, the Tasmanian Government Communications Policy, and other Agency policies and protocols.
3. Support a small team to deliver timely and high-quality online services.
4. Coordinate services undertaken by outside contractors and vendors for Agency websites.
5. Develop and maintain effective networks, interactions and working relationships throughout the Agency and across the government.
6. Provide high level advice on options to improve online communications activity.
7. Contribute to activities, including planning, evaluation, development and implementation of strategies and policies to enhance the operations and management of Online Services.
8. Undertake relevant projects, research, development, and implementation associated with the functions and responsibilities of Health ICT.
9. 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 and related training.
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:

The Coordinator - Online Services works in a strictly confidential environment, operating with a high degree of autonomy and receives overall broad direction from the Manager - Finance Systems and Online Services, including receiving support from the Communications team within the Office of the Secretary.

The occupant will be required to:

- Work with little or no direction and makes decisions in relation to a range of matters, on a day to day basis, and will effectively prioritise tasks.
- Utilise a high level of initiative, flexibility, and creativity in developing options and recommendations to resolve problems and improve service delivery outcomes.
- Provide supervision to subordinate staff.
- Provide authoritative and specialised advice to Health ICT, Agency managers and staff.
- 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. Extensive experience in online content management for a large organisation, together with demonstrated success in meeting the needs of a diverse range of information consumers.
2. Demonstrated planning and project management experience with the ability to achieve tight deadlines, within budget, and in an environment of competing priorities and change.
3. Highly developed interpersonal, customer service, listening and communication skills, both written and oral, with a demonstrated capacity to effectively build mutually beneficial partnerships with a wide range of clients, including the demonstrated ability to motivate and lead others.
4. Demonstrated experience in developing and delivering high level online communications strategies, together with proven skills in leading and managing associated business processes.
5. High level conceptual, analytic thinking and creative problem-solving skills with demonstrated knowledge of, and practical experience in, web technologies.
6. Proven high level research and investigative skills and a demonstrated ability to evaluate information and develop policies and practices in relation to web technology and applications.

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](#).