

## ROLE DESCRIPTION

<b>Role Title:</b>	Information Systems Coordinator
<b>Classification Code:</b>	ASO6
<b>Agency:</b>	Wellbeing SA
<b>Directorate:</b>	Prevention and Population Health
<b>Team:</b>	Information Systems
<b>Role reports to:</b>	Information Systems Team Leader
<b>Role Created/ Reviewed Date:</b>	October 2021
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

## Primary Objective(s) of role:

The Information Systems Coordinator is responsible for:

- > Advising and implementing enhancements to the IT systems of the Prevention and Population Health Directorate to increase the efficiency of business process.
- > Advising and implementing strategic and operational reporting from data captured and managed within the Prevention and Population Health Directorate
- > Advising on data integrity and security of information systems, contribution to quality control programs at all levels and the provision of expert advice on database management and related areas.

## Direct Reports:

- > Nil

## Key Relationships/ Interactions:

Internal

- > Reports to the Information Systems Team Leader and liaises closely with the Director, Epidemiology Branch
- > Proactively engages with other Epidemiology Branch managers and their respective teams
- > Liaises with Digital Health SA (DHSA) to resolve technical system support issues

External

- > Nil

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Identifying opportunities to improve efficiencies in the business operations of Prevention and Population Health, including necessary changes and improvements in the databases and notifier networks
- > Strategic and functional advice is provided on complex information systems matters independently
- > Working in a fast-paced environment characterised by complexity, innovation, and change.

**Delegations:**

- > Nil

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
Efficiency and Effectiveness	<ul style="list-style-type: none"> <li>&gt; Identifying, assessing, proposing and implementing opportunities relating to new technologies, equipment and procedures to improve the effectiveness and efficiency of Prevention and Population Health</li> <li>&gt; Undertaking the overall planning, development, implementation, and maintenance of Prevention and Population Health information systems in consultation with the Information Systems Team Leader to ensure operational effectiveness</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>&gt; Provide expert analytical services in creating, modifying and implementing reports across Prevention and Population Health</li> <li>&gt; Manages the data extraction, transformation, movement, loading, cleansing, and updating processes into the enterprise data warehouse using a variety of tools including Microsoft SQL Server Integration Services (SSIS)</li> <li>&gt; Administration of the applications within Prevention and Population Health</li> <li>&gt; Providing expert advice to the Director, for all areas of Prevention and Population Health pertaining to IT and information systems</li> <li>&gt; Lead and administer change control on new or reviewed systems applications, features and associated processes by advising staff of the change, its impact, when it will occur, ensure supporting documentation is provided and, if necessary, arranging training</li> <li>&gt; Work with DHSA to troubleshoot and resolve problems related to the ongoing performance of network systems, databases, hardware, and software on a day-to-day basis</li> <li>&gt; Work with DHSA to create new systems/solutions which support improvements in efficiency and effectiveness of PPH processes</li> <li>&gt; Establishing, implementing, and managing policy, procedures and standards relating to the computing environment, system security, disaster recovery, microcomputer environment and information systems including those of data definitions, problem identification and system enhancements</li> </ul>

**OFFICIAL**

Efficient Identification	<ul style="list-style-type: none"><li>&gt; Identifying and managing the risks associated with the facilities and IT functions</li><li>&gt; Developing, implementing and maintaining operational procedures in accordance with the Wellbeing SA policies, regarding access control and security of all networked and stand-alone computers and other matters as directed</li></ul>
Administration	<ul style="list-style-type: none"><li>&gt; Ensuring the implementation and application of best practice administrative operations which support the strategic objectives of the Prevention and Population Health Directorate</li></ul>
Quality Assurance	<ul style="list-style-type: none"><li>&gt; Establishing and maintaining Business Intelligence products including the creation of metadata, standard reports and management of user access</li><li>&gt; Problem solving data quality issues with managers, clinicians and project officers</li></ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Communicate effectively both verbally and in writing in a clear, concise, and logical manner with all levels of personnel who may have varying levels of information technology literacy about technical, business and administrative matters.
- > Self-motivated and ability to work under broad direction to manage priorities, and to meet deadlines by using high level organisation, time management and coordination skills.
- > Work positively and accurately under pressure in pressure situations.

#### **Experience:**

- > Experience in
  - Systems analysis and design, systems maintenance and documentation, and change management of complex data systems
  - Extensive experience with Structured Query Language (SQL/T-SQL)
  - Experience in the following technologies –Microsoft SQL Suite (SSRS, SSIS, SSAS, T-SQL) and Microsoft Office
  - Developing data Integration workflows / ETL / ELT
  - Proven experience in the performance monitoring, management and administration of IT including the provision of IT and systems support services ensuring the application of information management principles, practices and applications
  - Administration and support of data warehouses, training and testing environments
  - Database systems and developing data warehouse solutions

#### **Knowledge:**

- > Web application development principles and techniques including the administration of web-based applications that access back-end databases
- > Content management principles and methodologies in respect to a multi-user environment
- > Working knowledge of object-oriented programming principles and business intelligence tools such as Visual Studio (C#, Visual Basic), relational and dimensional data models and architecture, ETL and data integration processes.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications:**

- > Industry Certifications

### **Personal Abilities/Aptitudes/Skills:**

- > Ability to motivate people in the change process

### **Experience:**

- > Experience in a population health registry setting
- > Experience working with Mirth, HL7, XML, and PowerBI

### **Knowledge:**

- > Nil

### Special Conditions:

- > It is mandatory that no person, whether or not already working in Wellbeing SA, may be appointed to a position in Wellbeing SA unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.

### General Requirements:

All Wellbeing SA staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, 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 for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > 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.
- > Valuing and respecting the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all Wellbeing SA practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

### Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and 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 the Public Sector values and strategic directions of Wellbeing SA.

**Handling of Official Information:**

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

Wellbeing SA 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.

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

Wellbeing SA 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.

**White Ribbon:**

Wellbeing SA has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines regarding acceptable workplace behaviour.

**Resilience:**

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

## Organisational Context

### Organisational Overview:

Established as an attached office to the Department for Health and Wellbeing, Wellbeing SA will lead innovative system change to embed prevention across the life course and disease continuum, to improve physical, mental and social wellbeing and reduce the preventable burden of disease. Using a population health approach, Wellbeing SA will lead community-wide action on the determinants and risk factors of good health and wellbeing and models for care in the community.

Wellbeing SA will:

- **Lead** – provide system leadership in prevention, the collection and use of data and evidence to inform practice and out of hospital strategies and services.
- **Commission** – fund approaches and services for prevention, health promotion and hospital avoidance.
- **Partner** – work collaboratively with community and stakeholders to impact health and wellbeing and coordination of care.
- **Deliver** – support the implementation of evidence-based approaches for health promotion and integrated community-based health care.
- **Prioritise** – focus on priority settings and priority population groups who experience poorer health outcomes and are at higher risk of preventable hospital admissions.

### Our Legal Entities:

Wellbeing SA has been proclaimed as an attached office to the Department for Health and Wellbeing, under the *Public Sector Act 2009*. The Chief Executive Wellbeing SA is responsible to the Minister for Health and Wellbeing.

Wellbeing SA works with other legal entities of SA Health including (but not limited to) Local Health Networks and SA Ambulance Service Inc.

### Wellbeing SA Challenges:

South Australians generally experience good health and wellbeing with one of the safest and most advanced health systems in the world. However, like the rest of Australia and many other countries, South Australia is faced with significant challenges with an increasing and changing burden of disease and increasing health system demand, which has resulted in high utilisation of hospital services and rising health care costs.

Wellbeing SA has been established to deliver a renewed focus and action on prevention in South Australia and a broad understanding of wellbeing. The Wellbeing SA Strategic Plan 2020-2025 outlines the long term vision to create a balanced health and wellbeing system that supports improved physical, mental and social wellbeing for all South Australians. The agency goal for the first five years is to lead the system change required to support health and wellbeing and embed prevention across the life course.

### Directorates:

The **Prevention and Population Health** Directorate works to build better health outcomes and avoid or defer the onset of preventable disease and disabilities using population data and best-practice to develop evidence-based prevention and health promotion strategies.

The **Integrated Care Systems** Directorate works across the health system to build innovative, evidence informed and integrated care and partnerships to deliver improved health outcomes for South Australians.

The **Mental Health and Wellbeing** Directorate works to strengthen and support the mental health and wellbeing of South Australians. It also supports the three Mental Health Commissioners in their work to implement the South Australian Mental Health Strategic Plan 2017-2022.



## Values

### South Australian Public Sector Values

The public sector values have been developed to make it easier for us to work together by forming a culture and a vision that we all share.

- > Service – we proudly serve the community and Government of South Australia
- > Professionalism – we strive for excellence
- > Trust – we have confidence in the ability of others
- > Respect – we value every individual
- > Collaboration and engagement – we create solutions together
- > Honesty and Integrity – we act truthfully, consistently and, fairly
- > Courage and tenacity – we never give up
- > Sustainability – we work to get the best results for current and future generations of South Australians

### 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 understood the responsibilities associated with the role, the organisational context and the values as outlined within this document.

Name:

Signature:

Date:

### Version control and change history

Version	Date from	Date to	Amendment
V1			Original DRAFT version