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SA Health Job Pack

Job Title	Data Tester / Analyst, Outpatients Collections
Eligibility	Open to Everyone
Job Number	716542
Applications Closing Date	21 February 2020
Region / Division	Department for Health and Wellbeing
Health Service	Data and Reporting Services
Location	Adelaide
Classification	ASO6
Job Status	Full Time / Term Contract (up to 26 Jun 2020)
Salary	\$92,784-\$98,143

Contact Details

Full name	Holly Smith
Position Title	A/Associate Director, Data and Reporting Services
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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:

Working with Children Screening - DHS	No
Vulnerable Person-Related Employment Screening - NPC	No
Aged Care Sector Employment Screening - NPC	No
General Employment Probity Check - NPC	Yes

Further information is available on the SA Health careers website at <https://www.sahealthcareers.com.au/information/>, or by referring to the nominated contact person above.

Immunisation Risk Category

Category C (minimal patient contact)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact).

[Please click here for further information on these requirements.](#)

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:	Data Tester/Analyst – Outpatients Collections
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHW:	DHW
Hospital/ Service/ Cluster:	
Division:	Provider Commissioning and Performance
Department/Section / Unit/ Ward:	Data and Reporting Services
Role reports to:	Associate Director, Data and Reporting Services
Role Created/ Reviewed Date:	6 January 2020
Criminal and Relevant History Screening:	<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)
Immunisation Risk Category Requirements:	<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 Data Analyst / Tester is responsible to the Outpatients Collections project for the effective development, implementation, data quality and maintenance of the outpatients' datasets. The aim of the project is to facilitate the provision of high quality data in a timely manner to meet a broad set of information requirements for SA Health, including national, statutory and departmental information requirements.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Reports to the Associate Director, Data and Reporting Services
- > Proactively engages with other members of Data and Reporting Services
- > Liaises with departmental stakeholders to resolve business rules, mappings, data quality issues and technical system support issues

External

- > Liaises frequently with public sites (e.g. hospitals) technical, clinical, and data representatives as well as major stakeholders within the Department regarding business rules, requirements and design specifications

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Developing a central repository and reporting mechanism that is fit for purpose including public reporting
- > Aligning to and contributing to enhancement of key data management processes and systems
- > The management and optimisation of data quality management processes across critical and varied data sources

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Data Stewardship	<ul style="list-style-type: none">> Deliver effective data stewardship for the development of the QIP Hub data set by ensuring that the Data Governance Framework is professionally and effectively implemented and maintained.> Ensure that data quality, including SA Health's Data Quality Management Framework and the Data Governance Framework followed and take responsibility for upholding the principles and requirements when challenged.> Develop, use and promote appropriate methods to quality assure the QIP Hub and implement effective change management to ensure that the data are fit for state and national reporting purposes.> Lead, develop and foster the importance of data quality management with internal and external data partners, including ensuring an understanding of our shared data provider and data stewardship roles.> Align and foster culture within D&RS of enabling efficiencies through ensuring that information on data sources, processing, quality issues and metadata are documented and made available for the benefit of others.> Ensure adequate documentation and knowledge management are in place to improve speed of data quality assurance, processing and production and to minimise duplication and errors.> Develop business continuity strategies that are supported by adequate documentation and knowledge management systems.> Provide guidance on the appropriate use of imperfect or incomplete data so that maximum value is extracted and inappropriate use avoided.
Project Work and Managements	<ul style="list-style-type: none">> Follow the project management approach detailed in the D&RS Project Governance framework.> Apply consistent business rules in accordance with SA Health database and development standards and load data into secure repositories for data quality assurance, reporting and subsequent uses within D&RS.> Working with D&RS and the QIP Hub Project team develop the QIP Hub collection in accordance with the SA Health Data and System Development Lifecycle Standards.> Proactively collaborate with the QIP Hub Project team and the D&RS team technical application developers, data administrators and operational staff who are responsible for other applications.

	<ul style="list-style-type: none"> > Analyse and report on the data from various sources, support the project team to develop business rules and quality standards that result in a high quality fit for purpose data management standards and procedures for the QIP Hub collection. > Develop test scripts and plans in accordance with best practice and with agreed functional specifications, undertake testing, establish issue logs, feedback mechanisms and reporting tools to facilitate discussions with sites and the project team. > Review system requirements for the QIP Hub and consult with data administrators and technical staff in order to establish effective change management approaches and monitor work priorities. > Collaborate with data administrators and technical staff to prepare and proactively manage a shared schedule of activities required for effective system maintenance, risk mitigation and change management for designated corporate data collections. > Proactively collaborate with data administrators to develop and foster the importance of data quality management with our internal and external data partners, including ensuring an understanding of our shared data provider and data stewardship roles.
Engagement	<ul style="list-style-type: none"> > Work with integrity and confidence, building trust and maintaining a reputation with SA Health and private sector stakeholders and with external colleagues for professional advice about the QIP Hub. > Engages with existing data management team within D&RS to ensure alignment or enhancement of desired processes to support smooth handover at the completion of the project. > Advocates basing discussions with stakeholders and colleagues on the data analysis, to discuss findings, to account for data limitations, to present evidence and strengthen trust in the evidence base. > Ensure work plans align with the Units strategic direction and vision statement.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Ability to identify and analyse problems of a complex nature and formulate and document practical solutions with recommendations
- > Ability to work independently, as well as collaboratively in a team, under limited direction, make well informed and timely decisions, be flexible and operate effectively in an environment of complexity, pressure and change and ensure that the required standards of accuracy and quality are met within tight timeframes
- > Proven ability to communicate effectively both verbally and in writing in a clear, concise and logical manner with all levels of personnel, especially clinicians, who may have varying levels of information technology literacy with regard to clinical reporting
- > Proven interpersonal skills: develops and uses a wide range of strategies to influence and persuade others; gains acceptance and commitment from others
- > Participation in source data analysis and understanding of data model and data loading processes

Experience:

- > Proven experience working with data quality management, complex systems and business processes in an enterprise environment under a governance model and with external stakeholders
- > Extensive experience in the development and maintenance of large and complex data sets/collections and associated processes for system review and developing materials such as training materials and process instructions for internal and external clients
- > Proven experience in working on large data development projects including developing project plans, test plans, issue logs and test scripts, undertaking testing and reporting on test results to a variety of stakeholders

Knowledge:

- > Extensive knowledge of the data management life cycle, metadata management, data quality management, business analysis, and information management practices and protocols including system security functions, change management and project management principles and practices

DESIRABLE CHARACTERISTICS**Educational/Vocational Qualifications**

- > Undergraduate degree in business, management information systems, data management, business intelligence or equivalent

Personal Abilities/Aptitudes/Skills:

- > Ability to assess the benefits of collecting data in relation to the utility of the information obtained
- > Ability to analyse data collection processes and identify inefficiencies or weaknesses and formulate strategies to overcome these

Experience

- > Experience working with, managing, developing and/or using funding models (e.g. Activity Based Funding) and classification systems (e.g. International Classification of Disease, Diagnosis Related Groups, etc.)

Knowledge

- > Knowledge of data in relation to hospital based systems

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the 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.
- > 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.

General Requirements:

Managers and 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.
- > 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.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

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 SA Health values and strategic directions.

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.

White Ribbon:

SA Health 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 issued by SA Health regarding acceptable workplace behaviour.

Resilience:

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

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 Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

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:

The role of the Data & Reporting Services is to provide timely, accurate and complete data to the Department, State and the Commonwealth to enable accurate reporting of health data primarily for performance and funding related activities. Our vision is to that data should be 'captured once, used by many and meaningful to all.'

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

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	03/11/2017	Minor formatting with order of information amended.
V4	03/11/2017		Updated to align better with the Data Governance Framework
V5	17/04/2018		OPD WL Project – Data Analyst/ Tester
V6	11/12/2018		QIP Hub Project – Data Analyst / Tester
New	6/1/2020		Data Analyst/Tester – Outpatients Collections