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## SA Health Job Pack

Job Title	Training Coordinator
Eligibility	Open to Everyone
Job Number	690919
Applications Closing Date	Wednesday, 29 May 2019
Region / Division	Department for Health and Wellbeing
Health Service	Electronic Medical Record (EMR) Project
Location	Adelaide
Classification	ASO6
Job Status	Full Time / Term Contract (up to 27 December 2019)
Salary	\$90,984-\$96,343

## Contact Details

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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:

- ☒ 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Immunisation

### **Risk Category B (indirect contact with blood or body substances)**

- 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 B (indirect contact with blood or body substances). [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

<b>Role Title:</b>	Training Coordinator
<b>Classification Code:</b>	ASO6
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Division:</b>	eHealth Systems
<b>Department/Section / Unit/ Ward:</b>	Electronic Medical Record (EMR) Project
<b>Role reports to:</b>	Implementation and Business Change Manager - Training
<b>Role Created/ Reviewed Date:</b>	Updated March 2019
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Training Coordinator is accountable to the Implementation and Business Change Manager - Training for coordinating the implementation of the EMR Project Training Plan to support sustainable adoption of the EMR solution across SA Health and empower users to understand and integrate the EMR into their day-to-day working life. The position is responsible for supporting the planning and management of training schedules, coordination of training resource requirements and activities for identified SA Health sites or geographical locations.

The Training Coordinator will establish and manage strategic relationships with key program stakeholders across SA Health to deliver user training as part of the overall SA Health EMR training strategy. The position contributes to the development and maintenance of EMR Project training functions and delivery, the coordination of ongoing review and development of a suite of customised training materials, training evaluation and process improvements.

### Direct Reports:

- > Training Support Officers (ASO3)
- > Training Project Officer (ASO4)
- > Training Project Officer - Materials (ASO5)

### Key Relationships/ Interactions:

#### Internal

- > The Training Coordinator reports to the Implementation and Business Change Manager – Training.
- > The position liaises with the other Implementation and Business Change Managers in relation to clinical and administrative change activities, the Allscripts Project Team and key leads at SA Health work sites to ensure end user training is customised and delivered to meet specific site end user requirements.
- > The Training Coordinator will participate in EMR committees and forums relevant to the efficient and effective execution of the role.

#### External

- > The Training Coordinator has working relationships and partnerships with the stakeholders in the LHNs, with providers of agency staff and external education providers including RTO's and Universities.

#### **Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Development and implementation of the EMR Project Training Plan and advising on site specific training requirements and customisation needs.
- > Facilitate change initiatives at the work practice level that supports the adoption of the EMR solution and providing input into training solutions that reflect the particular needs of SA Health end users at specific sites.
- > Initiate training needs analysis to identify the skills and knowledge end users will need to be equipped with to use the EMR solution and provide authoritative advice to determine best fit training solutions.
- > High level of attention to detail to produce reports requiring data review and analysis.

#### **Delegations:**

Nil

### **Key Result Area and Responsibilities**

<b>Key Result Areas</b>	<b>Major Responsibilities</b>
<b>User Training and Needs Analysis</b>	<ul style="list-style-type: none"><li>&gt; Contribute to the development, implementation and evaluation of the EMR Activation Training Plan and transition to an ongoing training model, advising on site specific training requirements and customisation needs.</li><li>&gt; Provide advice and support to internal and external stakeholders on the appropriate learning journeys for end users based on their role and security/access requirements.</li><li>&gt; Facilitate change initiatives in training delivery that supports the adoption of the EMR and provide input into training solutions that reflect the particular needs of SA Health end users.</li><li>&gt; Participate in training needs analysis to identify the skills and knowledge end users will need to use the EMR and provide authoritative advice to determine best fit training solutions.</li><li>&gt; Contribute to the development of the EMR training solution to incorporate a range of delivery methodologies including facilitated classroom setting sessions, group based training and self-paced computer based training and various courseware, tools and materials for end users.</li><li>&gt; Participate in the pilot-testing of courseware and tools and provide feedback on refinements.</li><li>&gt; Source suitable environments for training delivery at sites including assessing training room availability relevant to site / service needs or geographical area and coordinate commissioning and decommissioning of these facilities.</li></ul>

	<ul style="list-style-type: none"> <li>&gt; Coordinate and manage the delivery of the EMR Activation Training Plan including identifying the number / volume of staff to be trained across sites, managing training schedules and resource allocations, and coordinate training administration requirements including participant attendance tracking, competency assessment, course evaluation and retraining.</li> <li>&gt; Liaise with site managers and EMR Project team members to ensure that learners are enrolled in the correct learning journey and course packages based on role requirements.</li> <li>&gt; Liaise with the Implementation and Business Change Manager – Training, in relation to EMR Project schedule dates for training deliverable requirements.</li> <li>&gt; Assist Educators to formulate plans to support learners with additional needs.</li> <li>&gt; Ensure training plans cater for peaks in training activity including regular rotations of site based staff, ensuring dates are planned as far in advance as possible.</li> <li>&gt; Contribute to program and courseware evaluation including monitoring and reporting on Key Performance Indicators for each user type, and identifying continuous improvement requirements for courses, modules, training exercises and system practice exercises.</li> <li>&gt; Support the training team including input of training data to ensure the integrity and accuracy of training related reporting, research and analysis.</li> <li>&gt; Ensure plans for transition to an ongoing training model are in place and work with the EMR Live Site Coordinator and site leadership teams to implement.</li> <li>&gt; Provide ongoing support to live sites in relation to processes and procedures in relation to an ongoing training model including notification of updated training material and content.</li> <li>&gt; Provide expert advice and feedback to EMR Educators and site based ongoing educators in relation to training facilitation, course delivery, development of user support resources and learner specific training plans.</li> <li>&gt; Conduct regular observations and feedback of training delivery to ensure training quality and consistent delivery of course material and content.</li> <li>&gt; Oversee induction of new educators and provide opportunities for educators to improve their skills and knowledge.</li> <li>&gt; Ensure site Managers and EMR Leads are supported and confident to deliver and facilitate EMR training workshops in line with the EMR Project Training Strategy and Training Plans.</li> </ul>
<b>Materials</b>	<ul style="list-style-type: none"> <li>&gt; Support the Training Project Officer - Materials to ensure that the Materials Change Process is maintained and followed by EMR Implementation and Business Change team members.</li> <li>&gt; Ensure that new work requests are reviewed by select Educators and or Course Leads to ensure impacts on end user training courses are assessed and documented in ALM and or MARVAL.</li> <li>&gt; Support the Training Project Officer to ensure that training materials are updated in a timely manner in relation to product build and updates</li> </ul>

	prior to any training required.
<b>Reporting and Data Analysis</b>	<ul style="list-style-type: none"> <li>&gt; Ensure the Learning Management System accurately reflects student enrolments to ensure data output accuracy.</li> <li>&gt; Ensure reporting needs are planned and identified to ensure that data repositories capture the correct data elements.</li> <li>&gt; Produce weekly and adhoc reporting in relation to site staff progress through training and staff preparation activities.</li> <li>&gt; Escalate issues and risks in relation to implementation of the EMR Training Strategy and Training Plans to the Implementation and Business Change Manager – Training.</li> <li>&gt; Contribute to the development of site specific Training Approach documents.</li> <li>&gt; Ensure staff requiring access to the Learning Management System are adequately trained to ensure ongoing data integrity.</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>&gt; Build professional working relationships with key stakeholders at sites to ensure a coordinated approach to training delivery across the EMR Project.</li> <li>&gt; Actively participate as a member of the EMR Site Implementation Team meetings and other forums such as directorate or divisional meetings where required.</li> <li>&gt; Be a key point of contact for agency staff providers in relation to training activities to ensure that agency staff requiring training are identified prior to activation training commencement.</li> <li>&gt; Be a key point of contact for University and RTO's in relation to EMR training activities to ensure that systems are in place to support students in preparation activities to be placement ready at live and activating sites.</li> <li>&gt; Ensure policies and procedures in relation to EMR training are understood and managed.</li> <li>&gt; Coordinate the planning and management of training resources and delivery including managing access to equipment that is required for training purposes.</li> <li>&gt; Identify and communicate key gaps in learning experiences of EMR users and provide input into strategies and supporting resources to close the gap.</li> <li>&gt; Model ethical behaviour consistent with the expectations of the Commissioner of Public Employment and the policies and procedures of SA Health.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>&gt; Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EMR Project.</li> <li>&gt; Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role.</li> <li>&gt; Support the development of a culture and ethos across the EMR Project which is outcome and performance focused.</li> <li>&gt; Contribute to the generation of ideas for the improvement and review of work practices.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Nil

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

- > Proven ability to design training courses, materials and tools for a range of user groups.
- > Excellent verbal communication skills and the ability to positively influence and engage a diverse range of participants in site based learning environments.
- > Demonstrated ability to resolve issues and challenges in a training setting and to engage innovative solutions to achieve positive learning outcomes.
- > Demonstrated ability to apply effective interpersonal skills to facilitate team work and foster the cooperation of others using tact, discretion, impartiality and a commitment to excellence in the provision of training services.

#### **Experience:**

- > Extensive knowledge and experience in the coordination, delivery and support of work-practice related training initiatives to a large number of users over multiple locations.
- > Demonstrated experience managing a training team in a climate of continual change.
- > Demonstrated experience negotiating and managing training schedules, training resourcing and equipment requirements.

#### **Knowledge:**

- > Demonstrated knowledge and understanding of contemporary training and adult learning principles.
- > Knowledge of training needs analysis.
- > Demonstrated skills and knowledge in instructional design, including development of classroom based, web and on-line learning tools.
- > Demonstrated knowledge of best practice approaches to support and engage health professionals in learning/training in clinical environments.

### **DESIRABLE CHARACTERISTICS**

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

- > A relevant qualification in health or education.

#### **Experience:**

- > Experience delivering and managing training in a clinical or health related environment.
- > Experience in the use of Learning Management Systems and Student Management Systems.

#### **Knowledge:**

- > Demonstrated knowledge of training delivery methodology.

### Special Conditions:

- > Work outside of normal business hours as part of a roster during specific periods will be required.
- > 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.
- > Some statewide travel may be required.
- > 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 Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (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's Protection Act 1993 (Cth) – '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., Country Health SA 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:

SA Health has committed to implement an Electronic Medical Record (Sunrise EMR and PAS) as the foundation of Australia's first fully integrated state-wide electronic Health Record ("eHR").

The implementation of an EMR 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 EMR.

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 EMR will be configured to support. As a result, clinical engagement for the EMR 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 solution. The SA Health EMR Project 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 EMR Project brings together SA Health leadership, the clinical community, administration and ICT staff into a single Program Team responsible for the implementation of the EMR across all South Australia's health care facilities. The 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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:**

**Signature:**

**Date:**