Role description

Role title:	**Senior Health Informatics Specialist**
Level of accountability:	Team Member
Mater Ministry:	
Service Stream/Department:	Digital Technology and Information Division
Manager role title:	Manager Digital Health Systems
Date created/Reviewed:	9/07/2021

Role purpose

The Senior Health Informatics Specialist (*Insert Speciality*) is a specialist role that is responsible for understanding the complex design, functionality, clinical data and workflows of the (*Insert Speciality*). In addition, the role will work closely with operational support and project teams to delegate, coordinate and oversee
the build, configuration and optimisation of new and existing/legacy clinical systems, during this period of transformation for Mater.

The role reports directly to Manager Health Informatics and is part of the Clinical Systems and Informatics department of Mater's Digital, Technology and Information division. The role maintains key relationships and accountability in serving the clinical area/speciality for which the role is assigned.
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Behavioural standards

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct, Mater Credo as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

Accountabilities

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy, described in the table below. Each Mater Person is held accountable for his or own behaviour, performance and development, and for contribution to five strategic objectives: Safety, Experience, Quality, Efficiency and Financial Viability. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance and risk, interprofessional leadership and management of performance and accountability.
This role of is responsible for fulfilling the following accountabilities:

In this role	
Role requirements	Is clear on the behaviour, tasks and accountabilities that are associated with the role, fulfils mandatory and professional competency requirements, contributes to own performance development planning, proactively seeks feedback, carries out individual development plan and actively contributes to own team/s
As a Mater person	
Safety	Every decision and every action taken has safety as its guiding principle.
Experience	Consistently seeks to meet or exceed each and every person's service expectations, each and every time through the provision of differentiated customer service.
Quality	Consistently seeks to continuously improve the quality of our service, through contributing to delivering evidence based low variability healthcare
Efficiency	Seeks opportunities to deliver services for more people within existing resources, which means being innovative and focussed, and demonstrating strong stewardship of our finite resources.
Future viability	Consistently seeks to improve, innovate and evolve, through looking for new trends and opportunities which will ensure Mater can meet the challenges of the future by making sensible decisions today.

Role specific expectations

The role will also involve updating, reviewing, and communicating the key components of the digital health program to fellow colleagues, articulate workflows and benefits, helping to drive clinical change management and adoption. The role will also be required to consult with staff to make clinically informed recommendations to enable the solution to be fit for purpose.

Duties also include design, validation and information gathering to support design decisions, workflow creation and evaluating change requests, systems configuration, overseeing testing of the new functionality, and communicating with clinical users.

Product Management
- Coordination lead between the DTI/Project teams and the clinical department for clinical system related matters and provide subject matter expertise on digital workflows, solution utilization and outcomes.
- Coordination lead between DTI/Project teams and the clinicians for Department/service related system improvements, changes, and upgrades
- Provide expert content advice on system design and roadmap to clinical staff in the design and optimization of systems, to ensure workflows meet the needs of the users and enhance patient care
- Provide expert content advice to the Director Clinical Systems & Informatics, Chief Digital Health Officer, Clinical Leadership team, and key stakeholders on issues relating to informatics and digital health.
- Identify and lead improvements to clinical information systems and solutions, to ensure excellence and performance improvement in quality and safety, patient outcomes, patient experience and employee engagement.
- Provide expert content advice on new or emerging functions in the digital space, such as the use of telehealth, mobile apps and the use of informatics and data in monitoring and decision making
- Provide expert content advice on quality and use of clinical data and data products, including use in dashboards, applications and artificial intelligence tools.
- Manage reviews of digitised workflows to maximise benefits of digital solutions, supporting the identification and delivery of benefits that contribute to the achievement of improved quality and safety, financial stewardship.
- Provide expert content advice to and lead key stakeholders to specify, prioritise, assess and document system requests.
- Lead key stakeholders to specify, prioritise, assess and document user requirements and changes in workflows
- Maintain current knowledge all Mater clinical and administrative systems for which Health staff interact with
- Assist in configuration of digital health systems and solutions where required
- Assist in the testing process of relevant clinical solutions, under guidance of Testing Team Leader
- Identify and document reporting and policy document changes as required
- Manages and leads medium to large projects such as new configurations, implementation and digital health research.

Stakeholder Engagement
- Collaborate with and facilitate stakeholder groups through formal and informal methods and ensure stakeholder concerns are documented and raised.

- Collaborate and ensure open communication and discussion between stakeholders by developing and maintaining stakeholder engagement strategies
- Work closely with DTI, project teams, change management leads to ensure specific activities are undertaken in accordance with the change management, training and communication strategies
  - Ensure the key digital solutions are well understood by all key stakeholders, educating and informing Leadership and staff about the use of data and technology to improve patient care
- Actively participate in communications activities related to clinical solutions

Change Management
- Support the change management team to complete change management assessments to assist with workflow changes. This includes but not limited to identification of workflow changes, anticipated resistance and the evaluation of user readiness
- Actively participate in the go live and post support of new implementations
- Actively support the adoption post Go live within your solution stream

Key Working Relationships

Internal (Mater)
- Director of Clinical Systems & Informatics
- Manager Clinical Informatics
- Chief Digital Health Officer
- Directors/Assistant Directors of Clinical Services/Unit Managers/Clinical Directors
- Relevant Mater committees/working groups

External
- Queensland Health
- Australian Digital Health Agency
- Mater Digital Partner's (eg. Microsoft)
- Digital solution vendors
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Qualifications

What qualifications does the incumbent need to do the job?
Essential
• Tertiary degree in clinical area of subject matter expertise
Desirable
• Certified Health Informatician Australasia (CHIA) membership and credentials are highly desirable.
• Postgraduate qualifications in business management, information technology, leadership, organisational change, education, or similar field are desirable
• AHPRA Registration
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Clinical / technical competencies

- A clinical background of at least 5 years, with proven experience in digital workflows, best practise, innovation, clinical documentation, and healthcare informatics
- Demonstrated proficiency working in a tertiary hospital environment and understanding of clinical workflows in the acute and/or subacute inpatient settings
- Demonstrated proficiency working with Clinical systems implementations or digital health projects
- Critical thinking, strong analytical and troubleshooting skills to investigate and understand issues along with their clinical implications.
- Proficient experience in dealing effectively with managing multiple tasks and competing priorities, working under pressure and delivering against tight timeframes
- Excellent written and verbal communication skills with an eye for detail
- Demonstrated experience to manage and triage system issues and requests, or demand management frameworks.
- Experience documenting workflows in formal notations such as BPMN
- Aptitude to learn quickly and apply knowledge across different contexts
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Capabilities

Mater's core capabilities	Elements	Required proficiency for role [1]				
		Foundation (Team Member)	Proficient (Team Leader)	Skilled (Manager)	Expert (Director)	Mastery (Executive)
Building high-performance interprofessional teams: Builds high performance interprofessional teams by developing talent and building trust	Vision and direction Implementation of strategy Interprofessional practice and education Team leadership Team development Identifying and nurturing talent Building trust	✔				
Accountability: Role models respectful accountability, effectively holds self and others to account through constructive feedback and dialogue	Holding to account Feedback and dialogue Drive for results	✔				
Learning Agility: Is comfortable with complexity and ambiguity, rapidly learns and applies new skills and is successful in first time challenging situations	Comfort with ambiguity Applies learning to achieve success in challenging first-time situations Critical thinking	✔				
Enacting behavioural change: Skilled at enacting sustainable behavioural change in people (through workflows, habits and clinical practice) to achieve improvements	Influencing perception Generating emotional responses (tempered by rational responses) Shaping behavioural decision making Mobilising and sustaining behaviour change	✔				

[1] **Proficiency descriptors**

- **Foundation:** demonstrates application of capabilities for performing core requirements of the role **and**
- **Proficient:** demonstrates application of capabilities to others in team **and**
- **Skilled:** developed capability in others in a proactive and structured manner **and**
- **Expert:** mobilises collective capability across teams **and**
- **Mastery:** is a role model within and outside the organisation and expertise as a leader in field is sought out

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