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## SA Health Job Pack

<b>Job Title</b>	Operations Lead Electronic Medical Records
<b>Eligibility</b>	Open to Everyone
<b>Job Number</b>	878288
<b>Applications Closing Date</b>	2/10/2024
<b>Region / Division</b>	Barossa Hills Fleurieu Local Health Network
<b>Location</b>	Various locations within region
<b>Classification</b>	AHP3 or RN/M3
<b>Job Status</b>	Temporary Full time position working up to 30 June 2025
<b>Salary</b>	RN/M3: \$121,537 - \$126,970 p.a. AHP3: \$104,180 - \$111,746 p.a.

## Contact Details

<b>Full name</b>	Amy Lee
<b>Phone number</b>	85520505
<b>Email address</b>	<a href="mailto:amy.lee@sa.gov.au">amy.lee@sa.gov.au</a>

## 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 Human Services (DHS) 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 Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - 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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants

# POSITION DESCRIPTION OFFICIAL



<b>Job Title</b>	<b>Operations Lead Electronic Medical Records (EMR)</b>	<b>Classification</b>	<b>Allied Health Professional Level 3 (AHP3)</b>	<b>Position Number</b>	<b>P</b>
<b>Local Health Network</b>	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)	<b>Term</b>		<b>Position Created</b>	08/2024
<b>Area</b>	Clinical Governance Directorate	<b>FTE</b>		<b>Last Updated</b>	08/2024
<b>Criminal History Clearance Requirements:</b> <input checked="" type="checkbox"/> NPC – Unsupervised Contact with Vulnerable Groups <input checked="" type="checkbox"/> DHS Working with Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening					
<b>Immunisation Risk Category:</b> <input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)					

## Broad Purpose of the Position

The Operations Lead Electronic Medical Records (EMR) is an experienced and highly competent allied health professional who provides clinical expertise and clinical leadership to the development, delivery and continuous improvement of the Sunrise Electronic Medical Record (EMR) system. The Operations Lead EMR supports the delivery of high quality care to consumers of the public health service within BHFLHN.

The incumbent is accountable to the Director Clinical Governance and is responsible for strategic and operational oversight of EMR Operations across all acute and sub-acute work streams including pharmacy and medication management, acute medical, allied health and sub-acute care, patient flow and bed management clinical areas.

The Operations Lead EMR provides professional and clinical oversight to a multi-disciplinary team from a range of clinical specialty areas. They will represent the LHN on state-wide governance committees with autonomy to represent the LHN priority perspectives and to inform relevant system wide decision making.

The Operations Lead EMR has responsibility for leading clinician engagement to develop system enhancements, configuration, business workflows and coordination of the acute and sub-acute implementation and business change team to ensure that functionality within the Sunrise EMR is able to support the effective and efficient management of our health services, and support SA Health in achieving its broader strategic objectives.

The Operations Lead EMR will be responsible for developing the Electronic Medical Record solution to ensure processes comply with guidelines, standards and best practice. The incumbent will be accountable for the cost-effective management with the Implementation and Business Change acute and sub-acute stream within the span of control. They will have a high degree of autonomy, requiring independent judgement and decision making.

## Qualifications

Must hold a recognised qualification within the relevant Allied Health profession and be eligible for (full) membership of the [relevant Professional Association]. For those professions requiring Registration all requirements to obtain and maintain current registration must be fulfilled. For self regulated professions it is desirable to participate in the professional associations' accredited continuing professional development program.

## 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.

# POSITION DESCRIPTION **OFFICIAL**

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.

## **Cultural Statement**

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

## **Special Conditions**

\*NB Reference to legislation, policies and procedures includes any superseding versions

- A current driver's license is essential, as is a willingness to drive on country roads and travel in light aircraft as required. Intra state travel will be required; interstate travel may be required.
- Flexibility and some out of hours work 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 Background Screening and National Criminal History Clearance.
- Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- National Police Certificates must be renewed every 3 years thereafter from date of issue.
- Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- 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.
- Will be required to comply with the requirements of the BHFLHN Procedure for Credentiailling Allied Health and Scientific Health Professionals.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

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## Key Relationships

- Reports to the Director Clinical Governance.
- Expected to negotiate own formal clinical supervision arrangement, in accordance with the LHN's Allied Health Clinical Support Framework.
- Works within a multi-disciplinary team framework, in collaboration with other health professionals, service providers and the community.
- Maintains cooperative and productive working relationships, including with the relevant Professional Association(s).
- Establishes and maintains positive working relationships with clinical and non-clinical staff within the Local Health Networks.]
- Works closely with the Chief Information Officer, BHFLHN.
- Works closely with the EMR Optimisation Framework Committee.
- Works collaboratively with other teams within the EMR project including Program Delivery and Operations.
- May be required to temporarily fulfill a higher position, appropriate to the skills and capacity of the incumbent.
- Maintains relationships with non-government organisations or other government organisations.
- Liaises with relevant consumers, carers, members of the public, community organisations, external service providers, contractors, and stakeholders across other government and non-government departments.

Key Result Areas	Generic Requirements	Specific or Local Requirements
<b>1. Technical Skills and Application</b>	1.1 Apply specialist professional expertise (including as a <i>Rural Generalist</i> or within a specific discipline specialty) in the provision of complex clinical and / or consultancy services across the BHFLHN and / or within the relevant professional networks. 1.2 Operate with professional independence, clinical competence and highly developed reflective-practice skills, drawing on professional direction in the application of new or sophisticated techniques. 1.3 Apply detailed knowledge of the LHN's strategic directions, health unit operations, service delivery and workforce issues, and very high level professional skills to achieve responsibilities of a complex and varied nature. 1.4 Provide advice to management on professional service development, practice and redesign, in response to demand and client needs.	<ul style="list-style-type: none"> <li>▪ Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level e.g. expert clinical knowledge underpins and informs the ability to support, lead and/or provide expert clinical care; develop and guide appropriate clinical education, and/or provide management activities that contribute to improve and optimise clinical practice.</li> <li>▪ Undertake the role with a significant degree of independent clinical decision making in the area of personal expertise.</li> <li>▪ Leading and overseeing the implementation of key, site based decisions related to Sunrise EMR.</li> <li>▪ Developing systems to support performance development and competency assessment.</li> <li>▪ Active role in decision making regarding an unplanned downtime onsite.</li> </ul>
<b>2. Personal and Professional Development</b>	2.1 Work under limited direction, accepting professional responsibility for a high standard of complex, specialised or strategically significant work, including providing advice to Management / Executive on the effective allocation of resources in the delivery of services across the BHFLHN. 2.2 Display a commitment to continuous personal and professional development by: <ol style="list-style-type: none"> <li>a. Attending all mandatory training and actively pursuing other development as required to maintain currency of clinical knowledge.</li> <li>b. Actively developing the professional skills and competencies in others, by contributing to or facilitation education and training activities and acting as a mentor and / or clinical supervisor to less experienced staff.</li> </ol>	<ul style="list-style-type: none"> <li>▪ Provide expert assessment and advice to local clinical teams to achieve integrated care within a risk management framework.</li> <li>▪ Provides leadership and direction, acts a role model, mentor, consultant and resource person.</li> <li>▪ Provide, coordinate and advise key stakeholders on education services.</li> <li>▪ Contribute to the development of leaders.</li> <li>▪ Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of</li> </ul>

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	<p>c. Utilising the support of mentors and peers, and fostering strong relationships with Universities, Professional Associations and other key stakeholders.</p> <p>d. Actively participating in the Professional Development and Review (PDR) process, including developing and pursuing a personal / professional development plan in consultation with your line manager; and facilitating this process for staff under your supervision.</p> <p>2.3 Facilitate the development of knowledge of effective practice by encouraging and supporting research, evaluation of services, and information sharing between professionals across the LHN, through relevant Networks and other forums.</p> <p>2.4 May have <i>managerial responsibilities</i>, being responsible for:</p> <p>a. Leadership, guidance and / or line management of a multi-disciplinary or specialist team within BHFLHN, or across the Regional LHNs and / or a professional network.</p> <p>b. Attainment of Team or LHN operational goals &amp; objectives, and the facilitation and application of human resource management principles including performance management and development.</p>	<p>knowledge and skills commensurate with the level and type of practice expected of the role.</p> <ul style="list-style-type: none"> <li>▪ Ensure mechanisms are in place to support ongoing education where work and learning are integrated.</li> <li>▪ Ensure that educators are kept regularly informed about changes and updates in EMR, including training environment.</li> <li>▪ Apply and share expert clinical knowledge to improve patient/client care outcomes in the context of EMR operations.</li> <li>▪ Apply clinical expertise to learning environments, which may include individual/team capability development and/or post registration clinical teaching.</li> <li>▪ Providing ongoing education to ensure staff on duty are aware of responsibilities during a downtime period.</li> </ul>
<p><b>3 Client / Customer Service</b></p>	<p>3.1 Treat all clients with respect, identifying and pursuing opportunities to work in partnership with stakeholders to improve the quality of the Local Health Network's services.</p> <p>3.2 Promote cultural safety by valuing and promoting the cultural needs of local communities and providing advice on service or system-level changes required at the Leadership level to meet these needs.</p> <p>3.3 As a clinical / professional leader, contribute to improvement the patient-journey driven distribution of services and ensuring client-centred practice and community engagement principles are embedded into the planning, delivery and evaluation of services.</p>	<ul style="list-style-type: none"> <li>▪ Effective complex discharge planning / hospital avoidance through the provision of education, equipment, and referral in the context of EMR operations.</li> </ul>
<p><b>4 Administration and Documentation</b></p>	<p>4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</p> <p>4.2 Proactively question existing practices and use of resources and support clinicians to pursue appropriate alternatives where necessary.</p> <p>4.3 Prepare comprehensive, high-level reports and / or presentations to assist management and executive decision making.</p> <p>4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems including Oracle SHARP reporting and EMR.</p> <p>4.5 Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role.</p> <p>4.6 May be required to initiate and manage programs and / or projects which may include management of a multi-professional project team.</p>	<ul style="list-style-type: none"> <li>▪ Assist department heads in the extraction of reports relevant to their area, included outstanding discharge summary reports.</li> <li>▪ Assist portfolio holders in the extraction of reports relevant to their area.</li> <li>▪ Conduct clinical audits relevant to documentation standards and provide feedback to managers as required.</li> <li>▪ Provide assistance with Safety Learning System investigations.</li> <li>▪ Troubleshooting BCP devices if issues arise when attempting to print downtime report and follow up issues post downtime event.</li> </ul>



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		<ul style="list-style-type: none"> <li>▪ Checking reconciliation process has occurred correctly post downtime and restocking of downtime box is occurring.</li> <li>▪ Provides support and advice onsite during unplanned downtime within business hours.</li> </ul>	
<p><b>5 Teamwork and Communication</b></p>	<p>5.1 Contribute to Leadership-level strategic workforce planning and service development, to ensure services are effective, efficient, equitably distributed (according to need) and based on evidence.</p> <p>5.2 Promote intra-disciplinary collaboration between clinicians across the LHN and the development of inter-professional and across-sector partnerships to improve the quality, safety and integration of services.</p> <p>5.3 Apply high level interpersonal skills which engender the trust, cooperation and commitment of others to work together to achieve change.</p> <p>5.4 Communicate and negotiate effectively, both verbally and in writing, at all levels within the LHN and with external agencies.</p> <p>5.5 Provide clinical leadership in the application of the LHN's strategic directions, values and priorities within the relevant discipline and / or specialty area(s).</p>	<ul style="list-style-type: none"> <li>▪ Working closely with administrative staff using PAS functionality to ensure coordination of activities across PAS and clinical functions.</li> <li>▪ Supporting and role modelling a positive climate around the Sunrise program as a whole.</li> <li>▪ Providing support and advice on maintenance and ordering of Sunrise equipment and peripherals.</li> <li>▪ Ensuring that staff are kept regularly informed about changes in, and the status of, the Sunrise EMR program and are able to provide feedback.</li> <li>▪ Active involvement in the consultation process regarding a planned downtime.</li> <li>▪ Provides support and advice onsite and liaise with department heads in preparation for planned downtime.</li> </ul>	
<p><b>6 Continuous Improvement</b></p>	<p>6.1 Play a leadership role in the ongoing evaluation and continuous improvement of BHFLHN services, including an emphasis on workforce development, risk management, clinical supervision and support.</p> <p>6.2 Be flexible, adaptable and innovative in a changing workplace, critically examining safety and quality issues, practices and systems, and developing practical and creative solutions.</p> <p>6.3 Where appropriate, contribute to the investigation of client complaints and preparation of Ministerial Briefings related to the scope of the role, with a view to informing systematic improvements to services at a the LHN level.</p> <p>6.4 Contribute to service development through profession-specific, multi-professional and trans-professional research and evaluation, applying high level self-reflective practice skills, assessing and reviewing the standards of work of other professional officers, and producing recommendations to assist Management / Executive decision making.</p> <p>6.5 Complying with the Code of Ethics for Public Sector Employees.</p>	<ul style="list-style-type: none"> <li>▪ Overseeing and coordination change management activities for site including key workflow and work process change, changes to local policies and procedures and impacts on current practice.</li> <li>▪ Identifying risks and issues associated with Sunrise EMR and developing and implementing strategies to help address these at a site level in order to mitigate risks and issues.</li> <li>▪ Contribute to change management processes, risk management and service improvement activities through membership of a range of committees and meetings related to Sunrise EMR.</li> </ul>	
<p><b>Approved by Authorised Officer</b></p>	<p>Name: _____</p> <p>Title: _____</p> <p>Signature: _____ Date: _____</p>	<p style="text-align: center;"><b>Accepted by Incumbent</b></p>	<p>Name: _____</p> <p>Signature: _____ Date: _____</p>

# APPLICANT GUIDELINES

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Health  
Barossa Hills Fleurieu  
Local Health Network

<b>Job Title</b>	<b>Operations Lead Electronic Medical Records</b>	<b>Classification</b>	<b>AHP3</b>
<b>LHN</b>	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)	<b>Term</b>	
<b>Area</b>	Clinical Governance Directorate	<b>FTE</b>	

To apply for the position, you will need to provide:

- (1) A current Curriculum Vitae (CV), outlining your relevant qualifications, work experience and contact details of 3 professional referees
- (2) A cover letter, including:
  - Title of the position and vacancy reference number (from advertisement)
  - Outline of your reasons for applying for the position
  - Brief summary of your ability to fulfil the role:
    - Please address each of the 6 Key Result Areas (KRA) separately, using dot points. Refer to the table below for some suggestions of the type of information you may choose to include.
    - You do not need to address the selection criteria individually in your written application. They may be used to assess your suitability for the role during the merit-based selection process.
    - Keep it brief – no more than 2 pages

Please forward your application by the due date, as per the details outlined in the job advertisement.

<b>Key Result Area</b>	<b>Selection Criteria</b> <i>(suggestions of information to include in your application)</i>
1. Technical Skills and Application	a) Your professional qualifications, professional association membership and registration status (if relevant) – <i>refer to page 1 for minimum qualification requirements</i> b) Extensive professional experience, across a broad range of clinical practice areas: <ul style="list-style-type: none"> <li>▪ [Outline scope and nature of previous professional practice experiences, including rural / remote experience and any specialty areas</li> <li>▪ Experience in providing advice, clinical supervision and clinical education to less experienced professional staff and students</li> <li>▪ Previous leadership experience in service development, research &amp; evaluation</li> <li>▪ Project management skills and experience</li> <li>▪ Examples of how you have applied primary health care principles to the development and reorientation of services ]</li> </ul> c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role, such as: <ul style="list-style-type: none"> <li>▪ [Creativity, resourcefulness, flexibility, adaptability, problem solving skills]</li> </ul>
2. Personal & professional development	a) [Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others (eg: additional post-graduate qualifications). b) Detail your leadership and management style and experience, including examples of problem solving through difficult situations.
3. Client / Customer Service	a) [Detailed knowledge of and commitment to SA Health / Barossa Hills Fleurieu Local Health Network Inc's values, strategic directions & priorities. b) Extensive experience & skills in community engagement, client/family-centred practice and cultural competency – and examples of how you have supported others to develop and apply these skills.
4. Administration & Documentation	a) [Highlight relevant skills, experience, and training – including those related to data management, budget management, competent use of technology, post-graduate/professional development qualifications.
5. Teamwork and Communication	a) [Outline your communication and teamwork skills, with examples that demonstrate your ability to lead an effective team of diverse membership. b) Previous contribution to service planning and development at local, cluster, regional or state level
6. Continuous Improvement	a) [Examples of how you have contributed previously to quality improvement, evaluation and/or research of relevance to your profession and professional leadership.

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## ROLE DESCRIPTION

<b>Role Title</b>	<b>Operations Lead Electronic Medical record (EMR)</b>
<b>Classification</b>	<b>Registered Nurse/Midwife Level 3 (RN3A)</b>
<b>Position Number</b>	<b>TBC</b>
<b>Local Health Network</b>	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
<b>Hospital/Service/Cluster/RSS</b>	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
<b>Department/Section/Unit/Ward</b>	Clinical Governance Directorate
<b>Role reports to</b>	Director Clinical Governance
<b>Role Created/Reviewed Date</b>	August 2024
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening <a href="#">Please click here for further information on these requirements</a>
<b>Immunisation Risk Category</b>	Category B (Indirect contact with blood or body substances) <a href="#">Please click here for further information on these requirements</a>

## ROLE CONTEXT

### Primary Objective(s) of role:

The Operations Lead Electronic Medical Records (EMR) is an experienced and highly competent Nursing/Midwifery professional who provides clinical expertise and clinical leadership to the development, delivery and continuous improvement of the Sunrise Electronic Medical Record (EMR) system. The Operations Lead EMR supports the delivery of high quality care to consumers of the public health service within BHFLHN.

The incumbent is accountable to the Director Clinical Governance and is responsible for strategic and operational oversight of EMR Operations across all acute and sub-acute work streams including pharmacy and medication management, acute medical, allied health and sub-acute care, patient flow and bed management clinical areas.

The Operations Lead EMR provides professional and clinical oversight to a multi-disciplinary team from a range of clinical specialty areas. They will represent BHF LHN on state-wide governance committees with autonomy to represent the LHN priority perspectives and to inform relevant system wide decision making.

The Operations Lead EMR has responsibility for leading clinician engagement to develop system enhancements, configuration, business workflows and coordination of the acute and sub-acute implementation and business change team to ensure that functionality within the Sunrise Electronic Medical Record (Sunrise EMR) is able to support the effective and efficient management of our health services, and support SA Health in achieving its broader strategic objectives.

The Operations Lead EMR will be responsible for developing the Electronic Medical Record (EMR) solution to ensure processes comply with guidelines, standards and best practice. The incumbent will be accountable for the cost-effective management with the Implementation and Business Change acute and sub-acute stream within the span of control. They will have a high degree of autonomy, requiring independent judgement and decision making.

### Direct Reports:

> Nil

### Key Relationships/ Interactions:

#### Internal

- > Operationally reports to the Director Clinical Governance.
- > Works closely with the Chief Information Officer, BHFLHN.
- > Works closely with the EMR Optimisation Framework Committee.

- > Maintains close collaborative working relationships with all level 3 and level 4 Nurses/ Midwives.
- > Maintains cooperative and productive working relationships within all members of the health care team.
- > Supports and works collaboratively with less experienced members of the nursing/ midwifery team.
- > Works collaboratively with other teams within the EMR project including Program Delivery and Operations.

#### External

- > Maintains relationships with non-government organisations or other government organisations.
- > Liaises with relevant consumers, carers, members of the public, community organisations, external service providers, contractors, and stakeholders across other government and non-government departments.
- > Establishes and maintains positive working relationships with clinical and non-clinical staff within the Local Health Networks.

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

Major challenges currently associated with the role include:

- > Keeping professionally up to date with relevant research, technological advances and models of care.
- > Working appropriately and in a culturally respectful way with children, youth, women and their families where there are multiple complexities, diverse cultural backgrounds and expectations of clients.
- > Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practices.
- > Working collaboratively within the multidisciplinary team and across organisational Divisions/sites and promotes communication processes to enable best patient/client outcomes.

#### **Delegations:**

- > Nil

#### **Resilience**

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

#### **Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

#### **General Requirements**

NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- > *Work Health and Safety Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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.
- > 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)*
- > *SA Information Privacy Principles*
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > *Health Practitioner Regulation National Law (South Australia) Act 2010*
- > *Mental Health Act 2009 (SA)* and Regulations
- > *Controlled Substances Act 1984 (SA)* and Regulations
- > The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- > The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health/ BHFLHN policies, procedures and standards.

#### 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.

#### Cultural Statement:

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

#### Special Conditions:

\*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- > 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.
- > Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.
- > **Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.**

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Direct/indirect patient/client care</b>	<ul style="list-style-type: none"> <li>&gt; Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level e.g.               <ul style="list-style-type: none"> <li>○ expert clinical knowledge underpins and informs the ability to support, lead and/or provide expert clinical care.</li> <li>○ develop and guide appropriate clinical education, and/or provide management activities that contribute to improve and optimise nursing/midwifery practice.</li> </ul> </li> <li>&gt; Provide expert nursing/midwifery assessment and advice to local clinical teams to achieve integrated nursing/midwifery care within a risk management framework</li> <li>&gt; Undertake the nursing/midwifery role with a significant degree of independent clinical decision making in the area of personal expertise.</li> <li>&gt; Effective complex discharge planning / hospital avoidance through the provision of education, equipment, and referral in the context of EMR operations.</li> </ul>
<b>Professional leadership</b>	<ul style="list-style-type: none"> <li>&gt; Leading and overseeing the implementation of key, site based decisions related to Sunrise EMR.</li> <li>&gt; Overseeing and coordination change management activities for site including key workflow and work process change, changes to local policies and procedures and impacts on current practice.</li> <li>&gt; Identifying risks and issues associated with Sunrise EMR and developing and implementing strategies to help address these at a site level in order to mitigate risks and issues.</li> <li>&gt; Working closely with administrative staff using PAS functionality to ensure coordination of activities across PAS and clinical functions.</li> <li>&gt; Supporting and role modelling a positive climate around the Sunrise program as a whole.</li> <li>&gt; Providing support and advice on maintenance and ordering of Sunrise equipment and peripherals.</li> <li>&gt; Ensuring that staff are kept regularly informed about changes in, and the status of, the Sunrise EMR program and are able to provide feedback.</li> <li>&gt; Provides leadership and direction, acts a role model, mentor, consultant and resource person.</li> <li>&gt; Provide, coordinate and advise key stakeholders on education services.</li> <li>&gt; Contribute to the development of leaders.</li> <li>&gt; Responsible for ensuring that the principles of contemporary research are used in the evaluation of nursing/midwifery education programs throughout the health network for which the educator is responsible.</li> <li>&gt; Developing systems to support performance development and competency assessment.</li> <li>&gt; Contribute to change management processes, risk management and service improvement activities through membership of a range of committees and meetings related to Sunrise EMR.</li> </ul>
<b>Reporting and Audits</b>	<ul style="list-style-type: none"> <li>&gt; Assist department heads in the extraction of reports relevant to their area, included outstanding discharge summary reports.</li> <li>&gt; Assist portfolio holders in the extraction of reports relevant to their area.</li> <li>&gt; Conduct clinical audits relevant to documentation standards and provide feedback to managers as required.</li> <li>&gt; Provide assistance with Safety Learning System investigations.</li> </ul>
<b>Business Continuity Planning</b>	<ul style="list-style-type: none"> <li>&gt; Active involvement in the consultation process regarding a planned downtime.</li> <li>&gt; Provides support and advice onsite and liaise with department heads in preparation for planned downtime.</li> <li>&gt; Providing ongoing education to ensure staff on duty are aware of responsibilities during a downtime period.</li> <li>&gt; Troubleshooting BCP devices if issues arise when attempting to print downtime report and follow up issues post downtime event.</li> <li>&gt; Checking reconciliation process has occurred correctly post downtime and restocking of downtime box is occurring.</li> <li>&gt; Active role in decision making regarding an unplanned downtime onsite.</li> <li>&gt; Provides support and advice onsite during unplanned downtime within business hours.</li> </ul>

<b>Education</b>	<ul style="list-style-type: none"><li>&gt; Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role.</li><li>&gt; Ensure mechanisms are in place to support ongoing education where work and learning are integrated.</li><li>&gt; Ensure that educators are kept regularly informed about changes and updates in EMR, including training environment.</li><li>&gt; Apply and share expert clinical knowledge to improve patient/client care outcomes in the context of EMR operations.</li><li>&gt; Apply clinical expertise to learning environments, which may include individual/team capability development and/or post registration clinical teaching.</li></ul>
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## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

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

- > Registered or eligible for registration as a Nurse/Midwife with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate.

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

- > Ability to engage appropriately with Aboriginal consumers and community members to improve health outcomes.
- > Ability to engage and influence others to improve Aboriginal Health services provided to the local community.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.
- > Effective leadership skills including highly developed skills in problem solving, conflict resolution and negotiation skills.
- > Ability to review and improve models of care to be person and family centred.
- > Ability for flexibility, innovation and creativity within the healthcare setting.
- > Demonstrated ability in leading and promoting consumer engagement initiatives.
- > Demonstrated ability in the leadership and facilitation of change management.
- > Ability to prioritise workload and meet set timelines.

#### **Experience**

- > Registered Nurse and or Midwife with at least 3 years post registration experience.
- > Demonstrated competence in the use of Sunrise EMR System.
- > Experience working with Aboriginal consumers and communities to provide culturally appropriate health services.
- > Demonstrated competence in the relevant area of nursing and/or midwifery practice in accordance with the relevant standards.
- > Experience in management and leadership roles.
- > Experience in the supervision of students, enrolled nurses and less experienced registered nurses and or midwives.
- > Experience in the use of computer software such as Microsoft Office Suite – Outlook, Word, Excel etc.
- > Experience in the management of budgets including goods, services and staffing levels.
- > Experience in preparing for and participating in accreditation or certification processes.

#### **Knowledge**

- > Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- > Can show evidence of a working knowledge of health issues and service barriers facing Aboriginal consumers.
- > Can show evidence of attending training in Aboriginal cultural issues and has the willingness and the ability to develop this knowledge within the team you manage and across the health service generally.
- > Knowledge of Australian National Safety and Quality and Safety Health Service Standards.
- > Knowledge of contemporary professional nursing and or midwifery and health care issues.
- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Where applicable, qualifications relevant to practice setting.
- > Tertiary qualifications in nursing and or midwifery or human services related discipline (Graduate Diploma or Master level).

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

- > Skills in using computers and software relevant to the area of practice.
- > Ability to analyse complex clinical data.
- > Ability to undertake presentations to community and professional groups.

### **Experience**

- > Registered Nurse and or Midwife with at least 5 years post registration experience.
- > Experience with quality improvement methodologies for clinical activities.
- > Experience in evaluating the results of nursing and or Midwifery research and integrating, where relevant, the results into nursing and or midwifery practice.
- > Experience in clinical management and leadership roles.

### **Knowledge**

- > Knowledge of the South Australian Public Health System.

## 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 Ageing and the Minister for Mental Health and Substance Abuse.

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

### Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

## Values

### BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration and kindness.
- > 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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Date:**

**Signature:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Date:**

**Signature:**