



## ROLE DESCRIPTION

<b>Role Title:</b>	ePCR Data Architect
<b>Classification Code:</b>	ASO7
<b>LHN/ HN/ SAAS/ DHW:</b>	SA Ambulance Service (SAAS)
<b>Hospital/ Service/ Cluster:</b>	SA Ambulance Service (SAAS)
<b>Division:</b>	Corporate Services
<b>Department/Section / Unit/ Ward:</b>	ePCR Project
<b>Role reports to:</b>	ePCR Data Manager
<b>Role Created/ Reviewed Date:</b>	
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The South Australian Ambulance Service (SAAS) has embarked on a transformational project to design, build and implement an electronic Patient Care Record (ePCR) solution that directly or indirectly impacts nearly all business groups across the service.

Currently SAAS Clinicians record patient care details on hard copy paper case cards and administrative staff then manually enter part of this information into the SAAS billing system

As a member of the ePCR Project Team and the ePCR Data Team, the ePCR Data Architect will:

- > Support the design, planning and implementation of the re-engineering of the SAAS Data Warehouse to support the deployment of the ePCR Solution
- > Advise on the design of the data structure of the ePCR Solution
- > Provide input and consultation into the development of the ePCR Data Migration Strategy

### Key Relationships/ Interactions:

#### Internal

- This role reports to the ePCR Data Manager for all functional, organisational, performance and HR matters.
- As a member of a multidisciplinary team within the broader ePCR Project Team, maintains productive working relationships with colleagues.
- Works closely and collaboratively with the SAAS Business Intelligence Unit in the development of most outputs and deliverables associated with this role.
- Fosters a service driven relationship with SAAS Clinical Services, Rescue Retrieval and Aviation Services, Clinical Hub and Operations Systems.
- Provides reporting and updates as required to the ePCR Management Committee, ePCR Program Board and SAAS ICT Governance Committee.

#### External

- Works closely with the external supplier of the ePCR Solution on a regular basis.
- Consults regularly with the Office of the Chief Medical Information Officer (OCMIO) and Digital Health SA (DHSA).
- Liaises with SA Health, Dept of Health and Wellbeing (DHW), Local Health Networks and the Commission on Excellence and Innovation in Health (CEIH) as required.
- Consults with the Royal Flying Doctors Service (RFDS), SA Police and the South Australian Coroner's Office as external consumers of specific data products.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Designing, planning and implementing structural changes to the architecture of a complex database used for real-time reporting to support 24/7 provision of emergency services.
- > Building strong and collaborative working relationships with a wide group of stakeholders to support development of effective outcomes to meet both current and future needs.
- > Developing dynamic solutions to complex challenges, understanding often complex business rules and changing workflows, to achieve shared goals in defined timeframes.

### Delegations:

No HR or Financial Delegations are associated with this position.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Organisational/Operational support to the ePCR Project	<ul style="list-style-type: none"> <li>&gt; Report to the ePCR Data Manager on matters relating to the design of the ePCR Data Architecture, the SAAS Data Warehousing re-engineering, the Data Migration Strategy.</li> <li>&gt; Represent the ePCR Data Manager at various meetings and project groups as required.</li> <li>&gt; Draft correspondence and briefings on behalf of the ePCR Data Manager as required.</li> <li>&gt; Actively participating and contributing to the ePCR Data Team.</li> <li>&gt; Provide support for the planning and delivery of ePCR Project.</li> <li>&gt; Ensure discretion, tact, diplomacy, and a high level of confidentiality is demonstrated.</li> </ul>
ePCR Data Structure Design	<ul style="list-style-type: none"> <li>&gt; Support and actively participate in consultation processes with relevant stakeholders, including the ePCR Supplier, other system owners, and other teams within the ePCR Project, to develop the data architecture for the ePCR Solution.</li> <li>&gt; Ensure the data architecture for the ePCR Solution developed by the ePCR Supplier meets SA Ambulance Service's functional current and foreseeable future requirements.</li> <li>&gt; Engage with system owners to determine existing integrations and future integration requirements.</li> <li>&gt; Provide expert advice and consultation around the design and structure of the ePCR Solution database.</li> </ul>
SAAS Data Warehouse Re-engineering	<ul style="list-style-type: none"> <li>&gt; Manage discovery activities to map and document the architecture of the SAAS Data Warehouse.</li> <li>&gt; Work collaboratively with SAAS Business Intelligence Unit to design, plan and implement the required re-engineering of the SAAS Data Warehouse.</li> <li>&gt; Lead the development and implementation of testing plans to support re-engineering activities.</li> </ul>
Data Migration Strategy	<ul style="list-style-type: none"> <li>&gt; Manage the development of the ePCR Data Migration strategy, working with the ePCR Data Manager, SAAS Clinical Telephone Assessment Team (CTA) and ePCR Supplier.</li> <li>&gt; Coordinate the implementation of the Data Migration activity with all relevant stakeholders.</li> </ul>
ePCR Data Management	<ul style="list-style-type: none"> <li>&gt; Support the development and update of the data dictionary.</li> <li>&gt; Support the determination of data owners relevant to the ePCR Solution and integrated systems.</li> <li>&gt; Introduce best practice tools, processes, standards, and methodologies.</li> </ul>
Working Relationships	<ul style="list-style-type: none"> <li>&gt; Maintain working relationships with ePCR Data team members, counterparts in other ePCR workgroups, internal and external stakeholders.</li> <li>&gt; Represent ePCR Data team at various forums to assist with the development of strategies for SAAS.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Nil

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

- > Demonstrated ability to work both independently and collaboratively as part of a team, under broad direction, to exercise judgement and delegated authority to identify performance outcomes, determine priorities and review operations to determine their effectiveness in an environment of competing priorities and expectations.
- > Ability to analyse, troubleshoot and solve complex problems through investigation, research, and consultation, and to influence others to achieve positive outcomes utilising change management principles and communication practices.
- > Demonstrated high level capacity to build collaborative and effective working relationships with key stakeholders from diverse backgrounds.

#### **Experience:**

- > Experience in an enterprise environment using SQL Server, SSIS, SSRS and one or more of the following Business Intelligence tools: Tableau, Qlik, Power BI, Cognos, SSRS.
- > Experience in data warehouse re-modelling and data migration within a large and complex organisation.
- > Experience in the design and implementation of Data Warehouse structures and tools.

#### **Knowledge:**

- > Knowledge of contemporary clinical information systems, data architectures standards and best practise both within and outside of career experience.

## **DESIRABLE CHARACTERISTICS**

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

- > Tertiary qualification in Data Science, Information Systems, Computer Science, Information Technology or equivalent related field

### **Experience:**

- > Experience with SA Health ICT Systems.
- > Experience successfully identifying customer needs, developing, and delivering consultation and service strategies, researching, analysing, and resolving complex problems and providing clear, concise, and comprehensive reports and advice to senior levels.

### **Knowledge:**

- > Knowledge of SA Health or SA Ambulance Service organisational structure, systems, policies and practices around Information Communication Technology and Information Management.
- > Knowledge of enterprise ICT infrastructure, systems and implementation approaches and ICT system life cycles.

### Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act 2016*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act 2016*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

### General Requirements:

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

- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
  - > *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.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive* (Aug 2017).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA).
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

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

**Performance Development:**

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**Handling of Official Information:**

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

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

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

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

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

**Resilience:**

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

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., 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.

### SA Ambulance Service:

#### SA AMBULANCE SERVICE VISION

An innovative, patient focussed, technology enabled, evidence driven, emergency response and health care ambulance service; achieved by exceptional people.

#### PURPOSE

To ensure South Australia thrives by enabling access to emergency and non-emergency ambulance health care and alternative patient pathways while contributing to our State's emergency preparedness and health response capability.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect patient focused, integrity and honesty, community collaboration, teamwork, respect and courtesy, change ready and authentic leadership. These values drive how we conduct our business and how we behave. We aim to uphold our values every day and recruit to those values. We will ensure we have a culture that is **Respectful, Inclusive, Supportive and Equitable (RISE)**.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

### Division/ Department:

SAAS has embarked on a transformation project to deploy a purpose-built electronic Patient Care Record (ePCR) Solution across all ambulance services State-wide. The ePCR Project Team will comprise of motivated members who each bring specialist skills from their respective backgrounds to a collaborative goal focussed



work environment. The Project Team will work closely with key stakeholders including SAAS, Digital Health SA, Local Health Networks, External Suppliers and other Government Bodies to ensure the design, build and deployment of the ePCR Solution meets the needs of end users and delivers high quality outcomes to benefit the provision of healthcare in South Australia.

## 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.

### SA Ambulance Service Values

**OUR EXCEPTIONAL PEOPLE | VALUES**

<b>PATIENT FOCUSED</b> We will put our patients and the safe and quality care we provide them first, in everything we do.	<b>TEAMWORK</b> We will work across SAAS, our health system, our partners, stakeholders and the community to achieve our goals.
<b>INTEGRITY AND HONESTY</b> We accept and uphold the standards and expectations of our organisation and communities.	<b>RESPECT AND COURTESY</b> We will always be respectful and courteous toward our patients, each other, and all those we work with.
<b>COMMUNITY COLLABORATION</b> We value our role in the community, and we value the communities we serve.	<b>CHANGE READY</b> We know our communities' needs will evolve and we must adapt to meet them.
	<b>AUTHENTIC LEADERSHIP</b> We will support leadership development for our people at every level.

### 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 sector 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.

## Approvals

### Role Description Approval

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

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

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

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V8	12/02/2020	07/01/2021	Updated the Paramedic Registration clause in the essential minimum requirements
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	02/02/2021	14/03/2024	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements
V11	14/03/2024	Current	Updated template with WHS requirements, SAAS Values, Vision and Purpose