Position	Senior Manager – Digital Health
Classification	Allied Health Professional Level 4
Division	SALHN Finance and Corporate Division
Department / Section / Unit / Ward	SALHN Finance and Corporate Division
Role reports to	Operationally: > Digital Operations Manager, SALHN Professionally: > Executive Director Allied Health, SALHN
CHRIS 21 Position Number	**Role Created / SALHN 2022-23-0178** 08/02/2023
Criminal History Clearance Requirements ☒ National Police Clearance ☐ Child - Prescribed (Working with Children Check)	**Immunisation Risk Category** Category C (minimal patient contact)

JOB SPECIFICATION

Primary Objective(s) of role:

The Senior Manager – Digital Health will lead and coordinate activities to support achievement of the organisations' strategic and operational priorities and will be required to coordinate and support Sunrise EMR across all staff groups and be a key point of contact for the EMR Program.

Various practice models may be used to enact this role, including but not limited to:

> Providing expert advice with a digital emphasis to wards/units/programs/service.

> Providing support in a specific work portfolio/s;

> Coordinating and managing projects, programs and/or research to achieve improved patient/client outcomes and/or service delivery.

The role will contribute to the planning, consultation, development, implementation, research and evaluation of clinical service plans, programs, and projects. It will also contribute to SALHN integrated service planning through the development and continuous review of strategies to effect service change.

Direct Reports: (List positions reporting directly to this position)

> Nil

Key Relationships / Interactions:

Internal:

> Maintains close collaborative working relationships with all clinical and non-clinical staff within the Network.

> Maintains cooperative and productive working relationships within all members of the Healthcare Team.

> Maintains effective relationships with Executive, Project Management Office, Administrative and Management personnel.

External:

> Maintains relationships with non-government organisations or other government organisations.

Challenges associated with Role:

Major challenges currently associated with the role include:

> Addressing inconsistencies in between practice and policies / procedures

> Monitor and manage unit / divisional resources within scope of role and promote a culture of due diligence

> Keeping up to date with professional standards of practice, relevant research, technological advances, and models of care within the Recovery framework, implementing and monitoring evidence-based practices, technologies, and quality safety initiatives.

> 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, both community and inpatient and across disciplines, to promote communication processes to enable best patient/client outcomes.

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial   N/A
Human Resources   N/A
Procurement   N/A

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 SALHN values and strategic directions.

General Requirements

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

> National Safety and Quality Health Care Service Standards.
> 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 in 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'.
> Public Interest Disclosure Act 2018.
> Disability Discrimination.
> Information Privacy Principles.
> 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.
> Health Practitioner Regulation National Law (South Australia) Act 2010
> Mental Health Act 2009 (SA) and Regulations
> Controlled Substances Act 1984 (SA) and Regulations
> All SA Health/SALHN policies, procedures, guidelines, and standards that relate to the role.

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.

Special Conditions

> It is mandatory that no person, whether 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 and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.

- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must be renewed every 3 years.

- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.

- > 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 2008 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.

- > May be required to assume responsibilities as delegated by the Digital Health Lead, SALHN for specific relevant functions.

- > Some intrastate travel and out of hours work may be required.
- > May be required to work outside of standard office hours.

Key Result Areas	Major Responsibilities

SALHN Digital Optimisation	> Be an initial point of contact for the EMR Program and/or other external key stakeholders.
	
	 > Capture activity data that informs service planning and enables business continuity.
	
	 > Planning, management and coordination of digital optimisation activities to ensure the successful implementation of the solution with support and guidance from the Digital Health Lead, SALHN.
	
	 > Overseeing and coordinating change management activities including key workflow and work process change, ensuring consistency across areas where possible.
	
	 > Working closely with and providing direction and support to Managers and Super Users on EMR related matters.
	
	 > Be an initial point of escalation for the Optimisation Team in relation to:
	   – Staff engagement processes
	   – Workflow impact decisions
	   – Staff training
	
	 > Work closely with internal / external stakeholders to ensure consistency of Digital Health usage across SALHN.
	
	 > In partnership with the Optimisation Team, provide regular status updates to the Systems Implementation Committee (SIC), Digital Health Project Lead, and Divisional Executive.
	
	 > Identifying risk and issues associated with digital optimisation projects and other digital health products to make recommendations on strategies.
	
	 > Ensuring that staff are kept regularly informed about changes in the status of an Optimisation project and provide feedback.
	
	 > Supporting a positive climate around Digital initiatives

Lead the team	> Support the delivery of high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan. > Ensure that service provision and the activities of the Division / Unit / Ward/ Service are person and family centered and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Lead, develop and foster a positive work culture which is based on SA Public Sector and SALHN values and promotes patient / client focussed service, learning and development, safety, and welfare of employees acknowledges differences and encourages creativity and innovation.
Direct/indirect patient/client care	> 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 to provide management activities that contribute to improve and optimise healthcare. > Ensure that service provision and the activities of the organisation are customer focused and professionally and effectively conducted by contributing to the development of an integrated team approach and

	culture which is highly responsive to the needs of business partners and external clients.
	> Lead, develop and foster a positive work culture which is based on SA
	> Health's values and promotes customer service, learning and development, safety, and welfare of employees, acknowledges differences, and encourages creativity and innovation.
	> Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level.
	> Integrate corporate management activities and local service coordination to achieve continuity of patient/client services to improve and optimise Healthcare, and outcomes within their specific setting.
Support of health setting services	> Use available information systems: to inform decision making, to monitor and analyse incidents and accidents, to ensure quality and safety is not compromised,
	> Contribute to the development of, implementation of, and monitoring of corporate policies and processes and lead in their area of expertise.
	> Management of resources with due diligence.
	> Implement and co-ordinate within span of control, processes for quality improvement and continuity within corporate risk management and professional practice frameworks.
	> Identifying hazards, assessing risks, and implementing, monitoring, and maintaining hazard control measures.
	> Maintain productive working relationships and manage conflict resolution.
	> Change local processes and practices in accordance with emerging management needs, evaluation results and imminent systems problems.
	> Support the development and analysis, measurement, and evaluation of management processes.
	> Maintain a safe work environment and provide Digital Support in line with the professional practice framework established by the Executive clinical Leads
Education	> 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.
	> Ensure mechanisms are in place to support ongoing education where work and learning are integrated.
	> Deliver and facilitate training / education to the organisation.
Research	> Contribute specific expertise to monitor and evaluate research activities to improve clinical practice and service delivery.
	> Establishing, implementing, and evaluating systems, which ensure best practice/evidence and patient/client outcomes.
	> Applies evidenced based recommendations to improve practice and service function.
	> Uses metrics and research outcomes to identify the need for future evaluation or research action to improve practice and service delivery.
	> Coordinating and managing projects, programs and/or research to achieve improved patient/client outcomes and/or service delivery

Professional leadership	> Provides leadership and direction, acts as a role model, mentor, consultant, and resource person.
	> Provides advice to key stakeholders on issues relating to professional practice, and workforce legislation.
Contribution to effective operations	> Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.
	> Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).
	> Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.
	> Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.
	> Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications
> Registered or eligible for registration :
> (AHP4) Appropriate Allied Health qualification from a recognised tertiary institution, giving eligibility for registration with relevant professional body and/or membership with the relevant professional association.
> Project/Program management qualification or equivalent experience

Personal Abilities/Aptitudes/Skills

Experience
> Demonstrated effectiveness in management and leadership roles with responsibility for leading stakeholder engagement to influence and support system enhancement.
> High level communication skills with experience in leading and coordinating a project/program and associated change management activities.
> Objective successful outcomes when leading projects.
> Operational knowledge of service delivery models common within healthcare.
> Relevant computing and digital skills.
> Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards.
> Previous exposure to electronic medical records, digital health information systems and or utilisation of data for the purpose of improving health outcomes.

Knowledge
> Digital health fundamentals including but not limited to workflows, user experience, data extraction and utilisation principles.
> Expert clinical and well-developed digital health knowledge and skills to lead and coordinate activities.
> Delegated Safety Roles and Responsibilities.
> Work Health Safety principles and procedures.
> Quality Management principles and procedures.
> Person and family centered care principles and consumer engagement principles and procedures.
> Relevant legislation, industrial agreements, standards, codes, ethics, and competency standards
> Australian National Safety and Quality and Safety Health Service Standards

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

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
> Experience with quality improvement methodologies for clinical activities.
> Experience in evaluating the results of healthcare research and integrating, where relevant, the results into healthcare practice.
> Experience in clinical management and leadership roles.

Knowledge
> Awareness of the Charter of Health and Community Services rights.
> Knowledge of the South Australian Public Health System.

Educational/Vocational Qualifications
> Tertiary qualifications or human services related discipline (Master level)
> Post-graduate qualifications in health or business management.

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.

SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

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.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

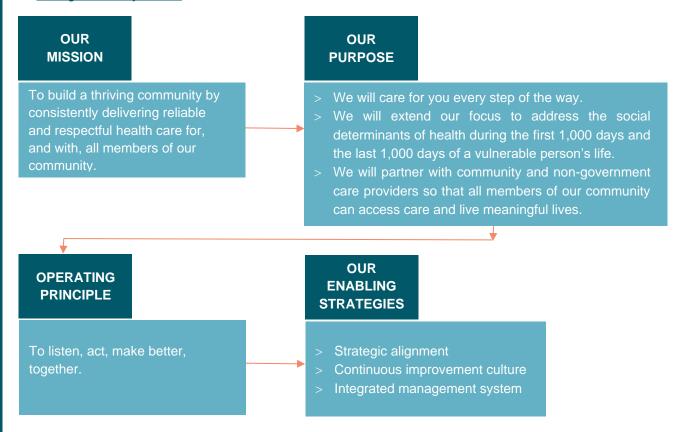|	
Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes
> Flinders Medical Centre
> Noarlunga Hospital

- [GP Plus Health Care Centres and Super Clinics](#)
- [Mental Health Services](#)
- Sub-acute services, including [Repat Health Precinct](#)
- [Jamie Larcombe Centre](#)
- [Aboriginal Family Clinics](#)

OUR MISSION	
To build a thriving community by consistently delivering reliable and respectful health care for, and with, all members of our community.	

OUR PURPOSE

> We will care for you every step of the way.
> We will extend our focus to address the social determinants of health during the first 1,000 days and the last 1,000 days of a vulnerable person's life.
> We will partner with community and non-government care providers so that all members of our community can access care and live meaningful lives.

OPERATING PRINCIPLE

To listen, act, make better, together.

OUR ENABLING STRATEGIES

> Strategic alignment
> Continuous improvement culture
> Integrated management system

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; it sets out the **South Australian Public Sector Values** as:

> **Service** – We proudly serve the community and Government of South Australia.
> **Professionalism** – We strive for excellence.
> **Trust** – We have confidence in the ability of others.
> **Respect** – We value every individual.
> **Collaboration & engagement** – We create solutions together.
> **Honesty & integrity** – We act truthfully, consistently, and fairly.
> **Courage & tenacity** – We never give up.
> **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Role Acceptance

I have read and understand the responsibilities associated with the Senior Manager – Digital Health in the Finance and Corporate Division and organisational context and the values of SA Health as described within this document.

_____

Name

_____   _____

Signature   Date