



ROLE DESCRIPTION

Role Title:	ePCR Data Manager
Classification Code:	AS08
LHN/ HN/ SAAS/ DHA:	SA Ambulance Service (SAAS)
Hospital/ Service/ Cluster	SAAS
Division:	Corporate Services
Department/Section / Unit/ Ward:	ePCR Project
Role reports to:	ePCR Program Manager
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	<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)
Immunisation Risk Category Requirements:	<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 leader of the ePCR Data Team, the ePCR Data Manager will be responsible for managing three core activities whilst working to support the achievement of broader Project goals:

- > Overseeing and coordinating the re-engineering of the SAAS Data Warehouse, used for both reporting in the traditional sense as well as real-time reporting and production of data products to support live decision making around resourcing of a 24/7 emergency service.
- > Managing the development of the data structure and reporting tools for the new ePCR Solution.
- > Managing the development, planning and implementation of the Data Migration Strategy for the ePCR Solution.

The ePCR Data Manager will manage the ePCR Data Team, fostering a supportive, collaborative and productive team environment.

Direct Reports:

- ePCR Data Analyst
- ePCR Data Architect
- ePCR Report Developer

Key Relationships/ Interactions:Internal

- This position directly reports to ePCR Program Manager for all functional, organisational, performance and HR matters.
- As the leader of a multidisciplinary team, and a member of the broader ePCR Project Team, maintains productive working relationships with colleagues and peers.
- Works collaboratively with the ePCR Project Leadership Team on a daily basis to coordinate activities and achieve Project goals
- Leads the ePCR Data Team to provide a positive, productive and collaborative working environment to support the delivery of outcomes and efficient identification of solutions.
- Works closely and collaboratively with the SAAS Business Intelligence Unit to ensure outputs of the Data Team are fit for purpose and activities of the Data Team are appropriately coordinated.
- Fosters a service driven relationship with SAAS Executive Leadership Team, Clinical Services, Operations (Metro & Country), Corporate Services, Rescue Retrieval and Aviation Services, Clinical Hub and Operations Systems as data consumers and system owners.
- Provides reporting and updates as required to the ePCR Management Committee, ePCR Program Board, SAAS ICT Governance Committee and working groups established to support ePCR Data Structure Design.

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:

- > High level project work in a dynamic environment with outcomes to be delivered within defined timelines.
- > Managing the implementation of changes to the architecture of a complex database used for real-time reporting to support 24/7 provision of emergency services.
- > Maintaining strong working relationships with Senior Managers, Data Consumers and System Owners, both internal and external to the organisation, to support development of effective solutions to meet current and future needs.
- > Designing and executing the Data Migration Strategy to support the deployment of a State-wide patient information solution.

Delegations:

Level 3 HR Delegations as defined in *SPDF-001 Human Resources Delegations and Authorisations*.

Level 5 financial delegations as defined by *SPDF-004 Instrument of Financial Delegation*.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Organisational/Operational support and advice to ePCR Project	<ul style="list-style-type: none">> Report to the ePCR Program Manager on matters relating to Data Team activities, design of the ePCR Data Structure, the SAAS Data Warehousing re-engineering, the Data Migration Strategy and the development of reporting tools and templates.> Represent the ePCR Program Manager at various meetings and project groups as required.> Draft correspondence and briefings on behalf of the ePCR Program Manager as required.> Actively participate and contribute to the ePCR Leadership Team.> Provide support for the planning and delivery of ePCR Project.> Ensure discretion, tact, diplomacy, and a high level of confidentiality is demonstrated.> Engage with other teams within the ePCR Project to effectively manage change impacts and required communications, clinical and technical input into design of data structures and deployment of changes to data structures and reporting processes.

Key Result Areas	Major Responsibilities
ePCR Data Structure Design	<ul style="list-style-type: none"> > Manage the consultation with relevant stakeholders, including the ePCR Supplier, other system owners, and other teams within the ePCR Project to facilitate effective design of the ePCR Solution's data architecture and integrations. > Ensure the development of the data architecture for the ePCR Solution meets SA Ambulance Service's functional current and foreseeable future requirements. > Lead the processes to obtain approval for data structure design in a timely manner to ensure Project deadlines are met. > Coordinate meetings of working groups established to support design of the ePCR Data Structure and manage the monitoring of related actions and outputs.
ePCR Report Development	<ul style="list-style-type: none"> > Determine current and future reporting requirements, working closely with the SAAS Business Intelligence Unit, Clinical Services, Executive Leaders and other data consumers. > Oversee the development of report templates and reporting tools. > Ensure the new tools developed meet SAAS' requirements. > Support training, and development of guides around reporting tools for data consumers.
SAAS Data Warehouse Re-engineering	<ul style="list-style-type: none"> > Oversee and coordinate discovery activities to map and document the architecture of the SAAS Data Warehouse. > Work collaboratively with SAAS Business Intelligence Unit to design, plan and implement the required re-engineering of the SAAS Data Warehouse. > Support the development of testing plans to validate effectiveness of re-engineering implementation.
ePCR Data Migration	<ul style="list-style-type: none"> > Oversee the development of the ePCR Data Migration, working with the SAAS Clinical Telephone Assessment Team (CTA) and ePCR Supplier. > Facilitate the approval of key data migration deliverables including the ePCR Data Migration Strategy and Data Migration Results deliverables through the ePCR Governance Structure. > Oversee the implementation of the Data Migration activity with all relevant stakeholders.
ePCR Data Management	<ul style="list-style-type: none"> > Coordinate the development and update of the SAAS data dictionary with respect to the ePCR Solution. > Facilitate the determination of data owners relevant to the ePCR Solution and integrated systems. > Implement practices and controls with key stakeholders and management groups to provide quality assurance around the ePCR Data Set. > Introduce best practice tools, processes, standards, and methodologies around Business Intelligence and Information Systems to support decision making.

Key Result Areas	Major Responsibilities
Leadership & Management	<ul style="list-style-type: none"> > Line Manage, lead, direct and guide ePCR Data Team. > Lead, model and encourage a culture of cross-team and cross-department collaboration. > Effectively communicate the vision, objectives and relevant information to team members and encourage and model a team approach to work, problem solving and the attainment and maintenance of a work ethos that focuses on the achievement of high-quality outcomes. > Facilitate team meetings of the ePCR Data Team, and working groups established to support data team activities. > Coordinate and support ePCR Data team, and develop, manage and evaluate resource plans and ensure activities are delivered in accordance with agreed Project schedules and work practices. > Plan and prioritise workloads and provide guidance and direction to the ePCR Data team. > Manage, monitor and ensure registers and information systems are maintained, lessons learned are documented and findings are incorporated into practice improvements and strategic plans to address issues and risks. > 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.
Working Relationships	<ul style="list-style-type: none"> > Maintain working relationships with ePCR Data team members, counterparts in other ePCR workgroups, internal and external stakeholders. > Establish effective relationships with the Department of Health, the Commission for Excellence and Innovation in Health (CEIH) and the Office of the Chief Medical Information Officer (OCMIO) and other external stakeholders. > Represent ePCR Data team at various forums to assist with the development of strategies for SAAS.

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.
- > Exceptional written and verbal communication and interpersonal skills, including the ability to articulate and present complex concepts clearly and concisely to a diverse range of technical and non-technical stakeholders.
- > Demonstrated high level capacity to build collaborative and effective working relationships with key stakeholders from diverse backgrounds, identify and resolve conflict and successfully negotiate issues in a professional, competent and ethical manner.

Experience

- > Leadership and management experience, with proven ability to effectively lead and work with staff from various disciplines across different levels.
- > 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.
- > Proven experience in data warehouse re-modelling and data migration within a large and complex organisation.
- > Extensive experience successfully identifying customer needs, researching, strategically analysing and consulting with stakeholders to determine resolutions to complex problems, and developing and implementing delivery strategies to implement chosen solutions.

Knowledge

- > Demonstrated extensive knowledge of contemporary business intelligence approaches and data structure design best practice.
- > Demonstrated detailed knowledge of planning and coordinating system or process change management processes and practices.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

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

Experience

- > Experience with SA Health or South Australian Government ICT Systems.
- > Experience in project management.

Knowledge

- > Knowledge of SA Health or SA Ambulance Service organisational structure, systems, policies and practices around Information Communication Technology and Information Management.

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening Assessment clearance.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening Assessment must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- > 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.
 - > *Officer WHS Duties: As an WHS defined Officer you must exercise due diligence as per the Work Health and Safety Act 2012 (SA).*
 - > *As a WHS defined Officer for SA Health, exercise due diligence to ensure SA Health compliance with Section 27 of the Work Health and Safety Act 2012 (SA), and take reasonably practicable steps to support health and safety culture, accountability, the allocation of resources and ensure compliance with legislative 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 Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*
- > *The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.*

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & 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 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, Country Health SA Local Health Network and SA Ambulance Service.

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

PATIENT FOCUSED We will put our patients and the safe and quality care we provide them first, in everything we do.	TEAMWORK We will work across SAAS, our health system, our partners, stakeholders and the community to achieve our goals.
INTEGRITY AND HONESTY We accept and uphold the standards and expectations of our organisation and communities.	RESPECT AND COURTESY We will always be respectful and courteous toward our patients, each other, and all those we work with.
COMMUNITY COLLABORATION We value our role in the community, and we value the communities we serve.	CHANGE READY We know our communities' needs will evolve and we must adapt to meet them.
	AUTHENTIC LEADERSHIP 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 understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described 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