





## SA Health Job Pack

<b>Job Title</b>	Clinical Support Analyst, Team Leader
<b>Eligibility</b>	Open to Everyone
<b>Job Number</b>	713463
<b>Applications Closing Date</b>	28 February 2020
<b>Region / Division</b>	Department for Health and Ageing
<b>Health Service</b>	Electronic Medical Record (EMR) Project
<b>Location</b>	Adelaide CBD
<b>Classification</b>	ASO5
<b>Job Status</b>	Full Time / Term Contract (up to 27 June 2020)
<b>Salary</b>	\$80,830-\$89,897

## Contact Details

<b>Full name</b>	Kimberley Brett
<b>Position Title</b>	Manager Clinical Analyst (Acting)
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## 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 Communities and Social Inclusion (DCSI) 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 Screening - <b>DHS</b>	<b>Yes</b>
Vulnerable Person-Related Employment Screening - <b>NPC</b>	<b>No</b>
Aged Care Sector Employment Screening - <b>NPC</b>	<b>Yes</b>
General Employment Probity Check - <b>NPC</b>	<b>No</b>

Further information is available on the SA Health careers website at <https://www.sahealthcareers.com.au/information/>, or by referring to the nominated contact person above.

## Immunisation Risk Category

**Category C (minimal patient contact)**

## Salary

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 C (minimal patient contact).

[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 <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## ROLE DESCRIPTION

<b>Role Title:</b>	Team Leader, Clinical Analyst Level 2 Support
<b>Classification Code:</b>	ASO5
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Ageing
<b>Hospital/ Service/ Cluster:</b>	
<b>Division:</b>	Digital Health SA
<b>Department/Section / Unit/ Ward:</b>	Electronic Medical Record (EMR) Project
<b>Role reports to:</b>	Senior Manager, Building & Support
<b>Role Created/ Reviewed Date:</b>	June 2019
<b>Criminal and Relevant History Screening:</b>	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input 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 Team Leader, EMR Level 2 Support is responsible to the Senior Manager, Build & Support for the delivery of customer oriented service within an efficient application support matrix involving multiple items.

The incumbent will be responsible for the delivery of effective and knowledgeable incident and service request management in accordance with policies, procedures and service level agreements. The incumbent will be a subject matter expert on the functional and operational application support in complex organisations.

The position will provide training of staff as directed in the analysis of technical and operational issues associate with EMR applications. The incumbent will also be required to share experience with more junior staff, monitor of team performance and provision of performance feedback to team members.

### Direct Reports:

- > Clinical Analyst Support Officers – ASO4

### Key Relationships/ Interactions:

#### Internal

- > The position works as part of the EMR Clinical Support Team and reports to the Senior Manager, Build & Support.
- > The position will take some responsibility for team performance, and overseeing the work of team members on a day-to-day basis.
- > Close working relationship with EMR Level 1 Service Desk.

- > Liaises with customers, management and staff within SA Health.

External

- > Liaise with external vendors and suppliers related to the EMR Project

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Provide resource to assist with the configuration and maintenance of the EMR Solution.
- > Participate in EMR system testing to ensure that changes do not affect the performance, integrity and outputs, such as reports, of the EMR Solution
- > Responsible for the users application experience and consistently striving to deliver high quality support services to a diverse user population using the EMR Solution.

**Delegations:**

- > **Staff supervised:** 8
- > **Budget:** Nil
- > **Delegations** Nil

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
Project Support	<ul style="list-style-type: none"> <li>&gt; Take significant responsibility for the users service experience and consistently striving to deliver high quality EMR support.</li> <li>&gt; Manage incoming tickets and emails in a disciplined and structured manner, exceeding minimum service standards defined by the line manager, and ensuring users are regularly informed on the progress of their incident or request.</li> <li>&gt; Support ongoing maintenance and improvement of EMR as directed by clinical analysts</li> <li>&gt; Provide functional advice on issues affecting the team in meeting its collective objectives.</li> <li>&gt; Provide leadership and support to team members in the triage and resolution of complex or major incidents.</li> <li>&gt; Effectively manage the escalation of incidents to other teams of EMR Operations and external service providers, maintaining ownership of the incident until it is resolved and closed. Taking appropriate escalation actions when resolution times fall outside agreed service standards</li> <li>&gt; Ensure complete documentation of each incident or service request in the call management and knowledge management systems.</li> <li>&gt; Provide guidance to internal and external teams/groups on the integration of new services or processes into the EMR Support Service.</li> </ul>

Team Support	<ul style="list-style-type: none"> <li>&gt; Ensure that response time and resolution time objectives and standards are met as defined in agreed Key Performance Indicator's (KPI's) including accurate documentation of all activities.</li> <li>&gt; Develop and maintain a comprehensive understanding of service desk processes, procedures and service level agreements as applicable to the EMR Project.</li> <li>&gt; Develop and maintain high levels of competence with the tools used to provide and record the EMR Support service including ticket management, support tools and knowledge management systems.</li> <li>&gt; Develop and maintain appropriate product, services and business knowledge through a proactive approach to learning about new products, systems and developments in the business.</li> <li>&gt; Contribute to the productivity of the Support Desk through collaboration, knowledge sharing, and proactively supporting team members to improve skills, knowledge and service effectiveness.</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>&gt; Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EMR Project.</li> <li>&gt; Demonstrate appropriate behaviours which reflect a commitment to the EMR Project.</li> <li>&gt; Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role.</li> <li>&gt; Support the development of a culture and ethos across the EMR Project which is outcome and performance focused.</li> <li>&gt; Contribute to the generation of ideas for the improvement and review of work practices.</li> <li>&gt; Ensure own training and skills are appropriate and meet team objectives and raising required training and up-skilling requirements with the manager.</li> <li>&gt; Monitor own performance ensure that work is appropriately prioritised and completed on schedule to meet EMR operational requirements.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

- > Nil

#### Personal Abilities/Aptitudes/Skills:

- > Proven ability to communicate effectively, both verbally and in writing.
- > Demonstrated ability to problem solve through investigation, research and consultation.
- > Ability to document procedures to improve response, installations, training and problem solving.
- > Demonstrated ability to consistently meet deadlines, work under pressure with minimal supervision, determine priorities, plan and organise work and maintain accuracy.
- > Proven ability to lead a team, to develop effective communications and establish supportive networks.
- > Ability to exercise judgement and vigilance to ensure the confidentiality of all records within the area of responsibility.

- > Ability to devise training packages and train staff in preparation for providing EMR Level 2 support.

**Experience:**

- > Demonstrated experience in the provision of excellent customer service.
- > Significant experience in working effectively in a technical application support environment.
- > Demonstrated experience in the use of a range of computer systems.
- > Demonstrated experience in working with highly confidential material and ability to maintain confidentiality of sensitive and confidential information.
- >

**Knowledge:**

- > Demonstrated knowledge in standard desk top environment applications.
- > Demonstrated knowledge in SA Health environment and structure.

**DESIRABLE CHARACTERISTICS**

**Educational/Vocational Qualifications**

- > ITIL Foundation Certificate

### Special Conditions:

- > May be required to work a 24/7 roster, may be required to be on-call
- > The incumbent may be required to travel or work across and/or be located at any of the Department for Health and Ageing units/divisions as required
- > A flexible approach to the taking of leave is required.
- > 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 the 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.
- > *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*.
- > 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., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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.

### Health Network/ Division/ Department:

SA Health has committed to implementing a new Electronic Medical Record ("EMR") as the foundation of Australia's first fully integrated state-wide electronic Health Record ("eHR").

The implementation of an EMR will signal significant change throughout SA Health. Most, if not all, medical, nursing, midwifery, allied health and support staff will be affected by the introduction of the new system and in particular the new capabilities and associated ways of working that will result from the introduction of an EMR.

Clinical leadership and engagement will be paramount to drive business change across the health system with particular focus on developing new business models of patient care which the Sunrise EMR will be configured to support. As a result, clinical engagement for the EMR Project will need to commence in the planning phase for the project and continue throughout the implementation and post-implementation phases to ensure effective and efficient delivery of the EMR Project. The SA Health EMR Project is a clinical Project that uses information technology to support clinical practice innovation. Therefore embedding an ethos of innovation and clinical engagement through the course of the project is critical.

The EMR Project brings together SA Health leadership, the clinical community, administration and ICT staff into a single project team responsible for the implementation of the EMR across all South Australia's health care facilities. The Sunrise EMR will play a central role in supporting the South Australian health reform agenda by providing the means of transforming SA Healthcare: A single information system for partnerships in care at all times in all places.

## 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.

### **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.*

## **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:**