

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	eHealth Systems Support Manager
<b>Position Number:</b>	519580, 519581, 519582
<b>Classification:</b>	General Stream Band 6
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Health ICT – Business RM and eHealth Systems Support
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Director - eHealth
<b>Effective Date:</b>	October 2019
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Current Driver's Licence Certificate IV in Workplace Training and Assessment

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

## Primary Purpose:

The eHealth Systems Support Manager will:

- Provide leadership and direction to the eHealth systems support teams. This includes human resource management and the day to day management and coordination of operational demands; and training and support for end users of Agency electronic information systems.
- Work with statewide Agency staff to ensure an inclusive approach to the management of current Agency electronic information systems and all eHealth initiatives.
- Contribute expertise to the development, planning, implementation and evaluation of policies and procedures in relation to Agency electronic information systems.
- Participate in change management relating to system upgrades and implementation.

## Duties:

1. Manage and mentor the eHealth systems support teams including building and sustaining high level team performance.
2. Foster an integrated client focussed approach to service delivery and support for electronic information systems within the Agency.
3. Ensure high quality support for operational users of Agency electronic information systems, including:
  - Application support
  - Business process support
  - Assisting with the development of report specifications
  - Assisting with business continuity during planned and unplanned downtime
  - Registering requests for enhancements.
4. Assist in the management of data integrity within Agency electronic information systems.
5. Work closely with and assist stakeholder groups to undertake analysis of system and/or business process issues. Work with these groups to develop and implement solutions.
6. Coordinate Agency electronic information systems training.
7. Work collaboratively with Health ICT and eHealth systems support teams in providing improvements to the systems.
8. Ensure Agency electronic information systems project change control processes are applied and adhered to including support, business review and development of change request documentation.
9. Maintain effective working relationships with staff, Agency colleagues and Health ICT.
10. Participate in statewide activities including Agency electronic information systems testing and version enhancement/upgrade projects.
11. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.
12. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

The eHealth Systems Support Manager will lead and manage a team and will receive broad direction from the Director - eHealth. The occupant is responsible for:

- The successful provision of Agency electronic information systems support.
- Providing support, direction and advice for non-routine issues to eHealth systems support team members.
- Unsupervised critical decision making.
- Providing guidance and supervision to other staff within the Agency as required.

- Where applicable, exercising delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Complying at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Sound working knowledge of electronic information systems in a health environment and how they are used to support both the business of the Department of Health , together with good understanding of health information management issues and principles.
2. Well-developed leadership qualities and experience in effectively managing a team of support officers, including coaching and up-skilling team members whilst always fostering a performance based and customer focussed work culture.
3. Demonstrated ability to successfully lead complex electronic information system projects, with a demonstrated ability to identify opportunities for process innovation, consider and develop options and recommend effective solutions.
4. High level communication and interpersonal skills, including the ability to lead consultative processes, negotiate, resolve conflict and solve problems with a wide range of stakeholders.
5. Proven strategic, conceptual, analytical and creative skills, including the ability to resolve relevant business issues and the capacity to exercise discretion and judgement in an environment of perpetual change.
6. Demonstrated experience in developing procedures and operational documentation to support the implementation of eHealth technology into an administrative and clinical service delivery environment.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).