Government of South Australia
SA Health

ROLE DESCRIPTION

Role Title:	ePCR Technical Manager
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHW:	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 and Relevant History Screening:	☐ Aged (NPC) ☐ Working With Children's Check (WWCC) (DHS) ☐ Vulnerable (NPC) ☒ General Probity (NPC)
Immunisation Risk Category Requirements:	☐ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☒ 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.

An external software supplier has been engaged to build and deliver a tailored ePCR Solution to suit SA Ambulance Service's requirements, clinical practices and workflows. As the leader of the ePCR Technical Team within the SAAS ePCR Project Team, the ePCR Technical Manager will be responsible for:

> Managing the design, development and implementation of the support structure for the ePCR Solution.

> Coordinating and driving consultation with all relevant stakeholders to ensure the technical design of the ePCR Solution meets requirements and is accurately documented to facilitate ongoing management and support.

> Overseeing the design and development of integrations between the ePCR Solution and a number of other systems hosted in a variety of environments.

> Manage all technical testing activity and ensure the solution meets all required SA Health security requirements

Direct Reports:

> ePCR Solution Readiness Lead

> ePCR Testing & Technical Content Lead

> ePCR Integration Developers x 3

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 specialised team of skilled professionals, and a member of the broader ePCR Project Team, maintains a productive relationship with colleagues and peers.

- Works collaboratively with the ePCR Leadership Team on a daily basis to coordinate activities and achieve Project goals.

- Leads the ePCR Technical Team to provide a positive, productive and collaborative working environment to support the delivery of outcomes and efficient identification of solutions.

- Engages closely with other system owners and stakeholders within SA Ambulance Service to understand technical requirements of the ePCR Solution and associated integrations.

- Provides reporting and updates as required to the ePCR Management Committee, ePCR Program Board and working groups established to support design and management of deployment activities.

External

- Maintains strong relationships with the Sunrise EMR Project, various teams within Digital Health SA, and several external suppliers to develop and understand the technical requirements for the ePCR Solution, and to design the appropriate support model.

- Builds strong, collaborative relationships with the Digital Health SA (DHSA) Security Services Team and SA Ambulance Service Records Management Team to ensure the ePCR Solution complies completely with SA Health security and information protection requirements.

- Works closely with the Digital Health SA Integration Team and other SA Health System Owners to oversee design and development of integrations for the ePCR Solution.

- Leverages positive relationships with counterparts from other projects and initiatives to receive and share key learnings to support achievement of Project goals.

Challenges associated with Role:

Major challenges currently associated with the role include:

> Supporting the deployment of a significant software solution into a workforce with historically low use of information communication technologies, systems and hardware
> Coordinating high level project work with innovative outcomes expected within tight timeframes
> Planning and operating in an environment with very high-level goals and broad directions defined.

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	> Report to the ePCR Program Manager on matters relating to activities and deliverables of the ePCR Technical Team. > 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 and coordination of resources.
ePCR Solution Technical Design	> Manage consultation with relevant stakeholders, including Digital Health SA (DHSA) teams, system owners, external suppliers and support providers to inform technical design decisions relating to the ePCR Solution, its configuration and implementation. > Manage the production and development of technical design documentation, system configuration records and other Digital Health SA deliverables to facilitate effective ongoing administration, management and support of the ePCR Solution.

Key Result Areas	Major Responsibilities
ePCR Solution Integration Design, Development and Documentation	> Oversee and coordinate consultations necessary to identify and document integration requirements and specifications for the ePCR Solution. > Manage Integration Developers, monitor progress of the development of integrations, and apply resources as required. > Coordinate development activities and tasks with the Manager – Health Information Broker, ePCR Supplier and other relevant stakeholders and system owners. > Manage the development and execution of testing plans to validate functionality of developed integrations. > Ensure required documentation around design and specification of developed integrations is developed and supplied to the relevant stakeholders.
ePCR Solution Security and Privacy Compliance	> Oversee and support consultations necessary to identify security and privacy requirements applicable to the ePCR Solution. > Manage the development of solutions and approaches to ensure the functional security and privacy requirements are provided in the design and configuration of the ePCR Solution. > Oversee the development and implementation of testing plans to validate compliance of the ePCR Solution with security and privacy requirements. > Ensure required documentation and deliverables relating to risk assessments, information assets and security controls are prepared and supplied to the relevant stakeholders.
ePCR Solution Technical Testing	> Oversee the development of a Test Plan and Test Scripts for the technical testing of the ePCR Solution, including allocating resources to support plan development and monitoring progress. > Support the coordination of activities required to execute the Test Plan and associated technical testing activities. > Oversee the production of Defect Lists and Test Summaries following testing activities.

Key Result Areas	Major Responsibilities
ePCR Solution Support Model	> Manage the design of the ePCR Support model through extensive consultation with the ePCR Supplier, DHSA Helpdesk, DHSA Application Services Team, SAAS System Owners and other relevant stakeholders. > Oversee the development of support documentation, Knowledge Management System Articles, Helpdesk User Guides, System Administration Manuals and other relevant support documentation. > Develop and execute the Handover to Support Plan, supporting the process to obtain approval for the plan and coordinating with all relevant stakeholders. > Provide expert input and consultation with relevant stakeholders to support the development of the Incident Response Plan, Service Resumption Plan and other technical support policies and agreements.
Leadership & Management	> Line Manage, lead, direct, guide and support the members of the ePCR Technical Team, coordinating activities with other relevant managers. > 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 Technical Team and relevant or associated working groups established to support technical design activities. > Plan and prioritise workloads and provide guidance and direction to the ePCR Technical Team and develop, manage and evaluate resource plans and ensure activities are delivered in accordance with agreed Project schedules and work practices. > 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.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

> Nil

Personal Abilities/Aptitudes/Skills:

> Demonstrated ability to analyse and conceptualise problems, formulate, plan and execute appropriate solutions and negotiate successful outcomes in an innovative and resourceful manner and at senior levels of government and private industry

> Proven exceptional interpersonal, communication and leadership skills to motivate and inspire others to work together collaboratively as a team, build, develop and maintain collaborative working relationships, resolve sensitive issues and manage conflict, and effectively lead others in the achievement of organisational objectives.

> High level interpersonal, written and verbal communication skills to articulate and present complex concepts clearly and concisely suitable to the audience, negotiate and influence stakeholders to achieve successful outcomes, and handle complex and sensitive issues with tact and diplomacy.

Experience:

> Extensive experience in project and team management and all aspects of the systems development and support lifecycle, including release and change management in a large and complex organisation.

> Experience in the planning, scheduling, controlling, managing and implementing a diverse range of ICT projects using a range of project management methodologies.

> Experience supporting the implementation of a new information system involving integrations with multiple other systems and the establishment of a new support structure or process.

Knowledge:

> Strong knowledge and grasp of modern ICT customer support models, methodologies and practices, including principles and practices of Service Level Agreement management.

> A very high level of subject matter expertise in relevant technical disciplines with a strong understanding of current and emerging directions within information communication technology services provision and knowledge management.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

> An appropriate Degree in Business Management, Information Systems, Computer Science and/or a related discipline.
> Qualification in Project Management such as Agile, Prince2 or equivalent.
> Information Technology Infrastructure Library (ITIL) Foundation course or equivalent.

Personal Abilities/Aptitudes/Skills:

> Ability to remain calm in stressful or high-pressure situations where deadlines are critical, and directions may not be well defined or may change with little warning.

Experience:

> Experience in vendor and stakeholder engagement including managing suppliers of third-party software and hardware services and negotiating and managing contracts and service level agreements.

Knowledge:

> Knowledge of SA Health Digital Strategy, and Digital Health SA Organisation Structure, Operating Practices and Digital Foundations

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.

>> *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 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 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 **R**espectful, **I**nclusive, **S**upportive and **E**quitable **(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.
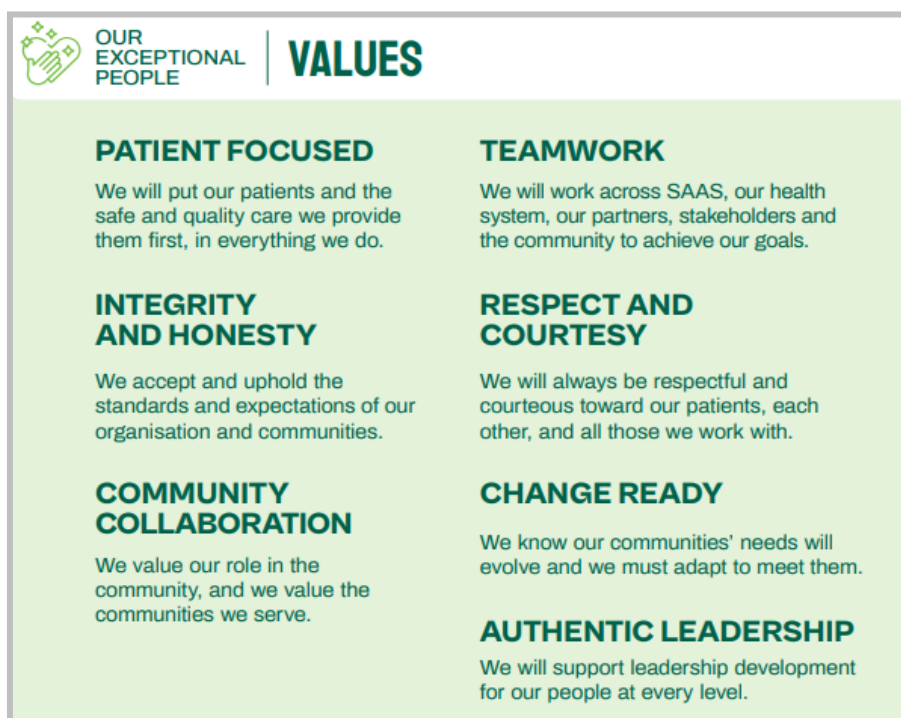
Values

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

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