



ROLE DESCRIPTION

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| Role Title: | ePCR Business Analyst – Corporate Processes |
| Classification Code: | ASO5 |
| 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 Change and Engagement Manager |
| Role Created/ Reviewed Date: | |
| Criminal and Relevant History Screening: | <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:

SA Ambulance Service (SAAS) is currently the only ambulance service in Australia without an electronic Patient Care Record (ePCR) system. 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. 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.

The implementation of the ePCR Solution will have considerable impact on a number of work practices and processes conducted by support teams and corporate staff within SA Ambulance Service. The primary objective of the ePCR Business Analyst is to identify those processes, map the impacts to those processes and support the development and implementation of plans and activities to manage the required changes. The ePCR Business Analyst will be responsible for:

- > Investigating and researching corporate and non-clinical processes to identify those that will be impacted by the introduction of the ePCR Solution and obtain a comprehensive understanding of them through review of documentation and extensive consultation with stakeholders.
- > Determine the impacts of the changes to corporate practices associated with the implementation of the ePCR Solution applying a service wide perspective.
- > Assist the development and implementation of support models, training plans and mitigation strategies to effectively manage the changes to work practices and support the development of business continuity planning for corporate processes.

Key Relationships/ Interactions:

Internal

- This position directly reports to the ePCR Change and Engagement Manager for all functional, organisational, performance and HR matters.
- Fosters strong, welcoming and positive working relationships with all relevant teams and Business Units within SA Ambulance Service, in particular the Billing and Collections Team, to support identification and evaluation of impacted non-clinical and corporate workflows and processes.
- Works closely with all other teams within the ePCR Project and the ePCR Supplier to understand the ePCR Solution and implementation plans in order to identify the impact to Corporate and Non-Clinical processes.

External

- Collaborates with Managers of external corporate systems such as the SA Health Oracle System.
- Informs and engages external corporate stakeholders of non-clinical information such as Shared Services SA and Dept of Health and Wellbeing
- Liaises with SA Health, Dept of Health and Wellbeing and Local Health Networks as required on matters specific to non-clinical and corporate work practices and processes.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Developing solutions and improvements to systems and processes in a complex environment with a broad group of stakeholders.
- > Building effective working relationships with end user teams and business units to facilitate development and implementation of changes to work practices.
- > Designing training packages and support materials for the corporate practices and workflows impacted by the ePCR Solution.

Delegations:

No HR or Financial Delegations are associated with this position.

Key Result Area and Responsibilities

| Key Result Areas | Major Responsibilities |
|--|---|
| Organisational/Operational support to the ePCR Project | <ul style="list-style-type: none"> > Report to the ePCR Change and Engagement Manager on matters relating to the mapping of non-clinical processes and development of change implementation strategies. > Represent the ePCR Change and Engagement Manager at various meetings and project groups as required. > Draft correspondence and briefings on behalf of the ePCR Change and Engagement Manager as required. > Actively participate in and contributing to the ePCR Change and Engagement Team. > Provide support for the planning and delivery of ePCR Project. > Ensure discretion, tact, diplomacy, and a high level of confidentiality is demonstrated. |
| System and Process Analysis | <ul style="list-style-type: none"> > Consult with stakeholders and analyse procedures, work instructions and documentation to develop a comprehensive understanding of all non-clinical and corporate processes that will be impacted by the introduction of the ePCR Solution. > Document assumptions relating to impacted processes and validate with process owners or managers. > Determine magnitude of impact in consultation with process owners, Business Unit Managers and other teams within the ePCR Project. |
| Planning and Change Management | <ul style="list-style-type: none"> > Develop plans for implementation of required changes to non-clinical and corporate processes in consultation with process owners, Business Unit Managers and ePCR Change and Engagement Team. > Support the estimation of resource requirements to implement changes to non-clinical and corporate workflows. > Support planning and scheduling of training and change management activities for corporate teams, facilitating consultation with Business Unit Managers and relevant stakeholders. |
| Oracle Integration & Testing | <ul style="list-style-type: none"> > Consult with the Managers of SAAS Billing and Collections Team and SA Health Oracle Corporate Systems to determine impacts of the introduction of the ePCR Solution on the SAAS Oracle Corporate Billing Solution. > Support the development and execution of testing plans to test any required changes or modifications to the SAAS Oracle Corporate Billing Solution. |

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| Key Result Areas | Major Responsibilities |
|------------------------------|--|
| Deployment Support | <ul style="list-style-type: none"><li data-bbox="576 248 1471 344">> Engage with corporate stakeholders to gather information around processes and volumes of activities to support the development of cutover plans and cutover support requirements.<li data-bbox="576 356 1471 452">> Advise the ePCR Deployment Manager and ePCR Deployment Team to support coordination and implementation of cutover activities within the SAAS Corporate Teams. |
| Training & Support Materials | <ul style="list-style-type: none"><li data-bbox="576 517 1471 577">> Provide input into the development of training packages for corporate and non-clinical users.<li data-bbox="576 589 1471 685">> Support the development of training plans for corporate and non-clinical users by facilitating consultation with relevant team managers and Business Units.<li data-bbox="576 696 1471 792">> Assist the ePCR Change and Engagement Team to develop support material, user guides and quick reference guides for corporate and non-clinical processes and tasks within the ePCR Solution.<li data-bbox="576 804 1471 875">> Assist in the delivery of training sessions as directed by the ePCR Change and Engagement Manager. |
| Working Relationships | <ul style="list-style-type: none"><li data-bbox="576 934 1471 1028">> Maintain working relationships with ePCR Change and Engagement team members, counterparts in other ePCR workgroups, internal and external stakeholders.<li data-bbox="576 1039 1471 1093">> Represent ePCR Change and Engagement team in a professional manner at various forums and meetings as required. |

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Ability to develop and leverage relationships with a broad group of stakeholders to achieve positive outcomes in support of a defined goal.
- > Ability to adapt to changing priorities and update plans, strategies and resource allocations promptly in response to unexpected change.
- > Demonstrated ability to work collaboratively in a diverse team environment, displaying respect for colleagues and fostering supportive professional relationships.
- > Exceptional written and verbal communication and interpersonal skills, including the ability to articulate and present complex concepts clearly and concisely to a diverse audience.

Experience:

- > Experience in business analysis, process analysis and process mapping and documentation of business requirements.
- > Experience supporting the delivery of significant change in corporate or financial processes, or implementation of new software or systems to administrative teams.
- > Experience designing and delivering training packages, and developing support material, for administrative or financial processes in an SA Government agency.

Knowledge:

- > Knowledge of SA Ambulance billing processes and associated legislative requirements that govern SA Ambulance invoicing practices.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Tertiary qualification in Finance, Project Management, Business Analysis or any related fields.

Knowledge:

- > Knowledge of contemporary Change Management approaches and strategies.
- > In depth knowledge of SA Ambulance Service Organisational Structure, SAAS Corporate practices and support processes.

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.
 - > *Work Health and Safety Act 2012 (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act 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 (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 **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



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.

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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 |