



ROLE DESCRIPTION

Role Title:	ePCR Report Developer
Classification Code:	ASO6
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 Data 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:

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, the ePCR Reports Developer will:

- > Work with a broad group of stakeholders within SAAS and external to define and document their reporting and information product requirements.
- > Develop ePCR reporting tools, templates to support the ongoing data analysis and information reporting needs of SA Ambulance Service.
- > Support the implementation of the reporting tools, and the development of training and support materials around the use of the those reporting tools.

Key Relationships/ Interactions:

Internal

- This role reports to the ePCR Data Manager for all functional, organisational, performance and HR matters.
- As a member of a multidisciplinary team within the broader ePCR Project Team, maintains productive working relationships with colleagues, working closely with other ePCR Project Teams in a collaborative manner.
- Maintains a service driven relationship with the SAAS Business Intelligence Unit, Clinical Services, Rescue Retrieval and Aviation Services, Clinical Hub, Operations (Metro and Country) and Executive Leadership to determine reporting and information product requirements.
- Provides reporting and updates as required to the ePCR Management Committee, ePCR Program Board and SAAS ICT Governance Committee.

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:

- > Developing a comprehensive and forward-looking understanding of the information product and data analysis requirements of the varied information consumers of the ePCR Solution.
- > Working collaboratively in a diverse team to develop high quality solutions and data products.
- > Supporting the introduction of information products and data analysis tools into a dynamic and evolving organisation.

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 Data Manager on matters relating to the development of report templates, reporting tools and data analysis products. > Represent the ePCR Data Manager at various meetings and project groups as required. > Draft correspondence and briefings on behalf of the ePCR Data Manager as required. > Actively participating and contributing to the ePCR Data Team. > Provide support for the planning and delivery of ePCR Project. > Ensure discretion, tact, diplomacy, and a high level of confidentiality is demonstrated.
Discovery and Determination of Report Requirements	<ul style="list-style-type: none"> > Engage with both internal and external stakeholders to comprehensively record SAAS' requirements for data reporting and information products relating to the ePCR Solution. > Determine, through consultation with appropriate stakeholders, rules, restrictions, or limitations on access to specific information or fields. > Consult with data consumers and SAAS Managers to identify opportunities for new data reporting products or improved products or processes relating to the ePCR Solution.
Development of Reporting Templates and Tools	<ul style="list-style-type: none"> > Design and develop reporting templates and structures for the ePCR Solution. > Develop reporting tools utilising the native functionality within the ePCR Solution, and processes to support effective use and analysis of data from the ePCR Solution. > Build, implement and test appropriate self-service reporting tools developed utilising the native functionality of the ePCR Solution to enable data consumers to access approved information independently.
Communication and Support	<ul style="list-style-type: none"> > Support the development of communications, publications and updates relating to the development and release of reporting tools and capabilities. > Work collaboratively with other members of the ePCR Project Team to develop relevant training tools to support informing new users and data consumers around the use of the self-service tools and reporting templates.
ePCR Data Management	<ul style="list-style-type: none"> > Support the development and update of the data dictionary. > Support the development and implementation of practices and controls to provide quality assurance around the ePCR Data Set. > Introduce best practice tools, processes, standards, and methodologies.
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. > 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.
- > Demonstrated high level capacity to build collaborative and effective working relationships with key stakeholders from diverse backgrounds.

Experience:

- > 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.
- > Experience in data analysis, development of reporting templates and development of reporting tools and processes in a clinical environment.

Knowledge:

- > Knowledge of contemporary Business Intelligence methodologies and best practise both within and outside of career experience.
- > Knowledge of the principles of data management and techniques for effective presentation of data to support analysis and decision making.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

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

Experience:

- > Experience with SA Health ICT Systems.
- > Experience successfully identifying customer needs, developing, and delivering effective solutions to meet those needs, provide increased efficiencies or improve customer service.

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 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.

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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., Country Health SA 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.

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 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