



ROLE DESCRIPTION

Role Title:	ePCR Testing & Technical Content Lead
Classification Code:	ASO7
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 Technical 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.

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

- > Driving communication and liaising between the external supplier and Digital Health SA (DHSA) to ensure technical requirements are met in the ePCR Solution design.
- > Design, management and coordination of all technical testing activities for the ePCR Solution.
- > Developing knowledge base for system support and system administration user guides to support the deployment of the ePCR Solution into the SA Health digital environment.

Key Relationships/ Interactions:

Internal

- This role reports to the ePCR Technical Manager for all functional, organisational, performance and HR matters.
- Works closely with other members of the ePCR Technical Team, the ePCR Data Team and other stakeholders and support teams within SA Ambulance Service in the development of key deliverables associated with this role.
- As a member of a multidisciplinary team within the broader ePCR Project Team, maintains productive working relationships with colleagues and stakeholders.
- Engages with other system owners and stakeholders within SA Ambulance Service as required to understand technical requirements the ePCR Solution will need to meet.

External

- Builds strong relationships with multiple specialist teams within Digital Health SA to ensure ePCR Solution compliance with SA Health policies and practices, and to support coordination of activities associated with deployment of software in a complex environment.
- Maintains a productive professional relationship with the ePCR Solution Supplier to obtain and develop relevant technical information to support the completion of required technical deliverables.
- 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:

- > Building strong and collaborative working relationships with a wide group of stakeholders to support development of effective outcomes to meet both current and future needs.
- > Developing and implementing a comprehensive test plan for a new State-wide critical system with considerable integrations and workflows.
- > Development of a robust technical support model involving multiple key stakeholders across multiple environments
- > Building an extensive knowledge base and support documentation to enable effective provision of support following handover to Business as Usual.

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 Technical Manager on matters relating to the technical design of the ePCR Solution, the development and execution of the testing plan, and the development of support models, documentation and knowledge base articles. > Represent the ePCR Technical Manager at various meetings, forums and working groups as required. > Draft correspondence and briefings on behalf of the ePCR Technical Manager as required. > Actively participating and contributing to the ePCR Technical Team. > Provide expert advice to support the planning and delivery of ePCR Project. > Ensure discretion, tact, diplomacy, and a high level of confidentiality is demonstrated.
ePCR Solution Technical Testing	<ul style="list-style-type: none"> > Engage with other members of the ePCR Project, Digital Health SA, ePCR Supplier and other third-party suppliers to develop and document a comprehensive understanding of technical testing requirements. > Develop a Test Plan and Test Scripts for technical testing of the ePCR Solution and support the activities required to obtain approval for the Test Plan incorporating systems integration testing, penetration testing and performance testing. > Manage and coordinate execution of Test Plan and associated technical testing activities, consulting with all relevant stakeholders, monitoring progress and addressing issues as they arise. > Consult with ePCR Supplier and other members of the ePCR Technical Team to manage the production of comprehensive Defect Lists, System Performance Reports and Test Summary. > Provide expert advice to support the interpretation of the outcomes of testing activities and development of appropriate plans and actions to address deficiencies.
Technical Support Models, Knowledge Management Articles and Support Documentation	<ul style="list-style-type: none"> > Manage engagement with ePCR Supplier, relevant teams within Digital Health SA, other members of the ePCR Project and other relevant suppliers or stakeholders to collate required information for the development of technical support models and documentation for the ePCR Solution. > Manage the development of Knowledge Management System articles, Operational Support Guides and other documentation required under the Digital Health SA Project Management Framework to enable provision of technical support for the ePCR Solution. > Support the development and implementation of the Handover to Support Plans, leveraging effective working relationships to coordinate input and consultation from 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.

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, consultation and application of highly developed critical thinking skills.
- > Demonstrated high level capacity to build collaborative and effective working relationships with key stakeholders from diverse backgrounds.
- > Exceptional written and verbal communication and interpersonal skills, including the ability to articulate and present complex concepts clearly and concisely to a diverse range of technical and non-technical stakeholders.

Experience:

- > Demonstrated experience in the management of complex enterprise-wide software technical testing activities involving multiple system integrations and environments.
- > Demonstrated experience in the development of IT support models and technical support documentation for an enterprise-wide critical system.
- > Experience developing or implementing testing plans and strategies as part of the build of a complex software package.
- > Experience supporting the implementation of a support model and development of support reference material for a new software solution.
- > Demonstrated experience planning, implementing and coordinating programs of work involving contributions from several stakeholders in different teams, monitoring progress, coordinating resourcing and collaborating with relevant parties to deliver defined goals and outcomes.

Knowledge:

- > Proven detailed knowledge of Information Technology Infrastructure Library practices and processes, and SA Government ICT policies and strategies.
- > Comprehensive knowledge of contemporary best practice standards, tools, methods, processes and approaches for the technical testing and ongoing management of information technology systems and services.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Tertiary qualification in Computer Science, Software Engineering or similar.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to obtain and collate input from a variety of stakeholders and influence others to achieve positive outcomes utilising change management principles and communication practices.
- > Proven ability to effectively lead and work with staff from various disciplines across different levels.

Experience:

- > Experience supporting the development and deployment of a complex information system into a diverse digital environment with a broad group of users and stakeholders.
- > Demonstrated experience in providing expert advisory and consultation services at a senior level, including interpretation of requirements, identification of appropriate approaches and solutions, and recommendations around impacts and benefits of proposed options with respect to achievement of strategic and directions.

Knowledge:

- > Knowledge of SA Health digital strategies and Digital Health SA policies and practices.

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.

OFFICIAL

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