SA Health Job Pack

Job Title	Educator, Patient Administration System
Eligibility	Open to Everyone
Job Number	691312
Applications Closing Date	Wednesday, 29 May 2019
Region / Division	Department for Health and Wellbeing
Health Service	Electronic Medical Record (EMR) Project
Location	Adelaide
Classification	ASO4
Job Status	Full Time / Term Contract (up to 27 December 2019)
Salary	$70,635- $74,116

Contact Details

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Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category B (indirect contact with blood or body substances)
    · This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). Please click here for further information on these requirements.

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -
- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to http://www.sahealthcareers.com.au/information/ for further information regarding
- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

ROLE DESCRIPTION

Role Title:	Educator - Patient Administration System
Classification Code:	ASO 4
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Division:	eHealth Systems
Department/Section / Unit/ Ward:	Electronic Medical Record (EMR) Project
Role reports to:	Implementation and Business Change Manager - Training
Role Created/ Reviewed Date:	Created April 2015 | Revised October 2016 | Revised March 2019
Criminal History Clearance Requirements:	☒ Aged (NPC) ☒ Child- Prescribed (DCSI) ☐ 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 Educator - Patient Administration System (PAS) is a member of the Implementation and Business Change team and works with a number of other Educators and Adoption Managers to provide specific subject matter expertise and knowledge to actively engage stakeholders and ensure successful adoption of the EMR solution. The Educator PAS is a change champion for the EMR Project and will support staff working in both clinical and non-clinical settings in EMR preparation activities, primarily through the provision high quality, site based education and training activities delivered in flexible formats. Their role is to apply their knowledge in a particular discipline or topic area to assist in driving successful adoption of the EMR solution through enabling users of the system to understand and integrate the EMR into their day to day working life. The Educator PAS will be familiar with agreed business rules and work process decisions in order to provide training and preparation activities that support development of proficiency in the use of the EMR across SA Health.

The Educator will also be involved in the maintenance and creation of end user support materials including course material and reference guides.

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal
> The Educator - PAS reports to the Implementation and Business Change Manager – Training however takes direction on day to day business matters from the Training Coordinator.
> The Educator - PAS will establish and maintain positive working relationships with Clinicians, employees and other key stakeholders within the LHN, and across SA Health.
> The Educator will establish and have close working relationships with EMR Site Leads, and site based Implementation Leads to communicate information related to end user training and staff preparation activities.
> Is an active member of the EMR Implementation and Business Change team
> Works collaboratively with other teams within the EMR Project including Project Delivery and Operations

External
> Establishes and maintains positive working relationships with clinical and non-clinical staff within the LHNs.

Challenges associated with Role:

Major challenges currently associated with the role include:
> Deliver staff preparation activities for system users, including high quality training and assessment.
> Identify opportunities to improve staff preparation, training and assessment activities.
> Develop learning materials that support the needs of system users.
> Communication of change management strategies.

Delegations:

Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Deliver Training	> Deliver high quality training to EMR users. > Ensure that end-user attendance, competency assessment and or course evaluations are completed for training sessions. > Create positive learning environments and proactively facilitate end-user learning. > Identify and communicate key gaps in learning experiences of system users and provide input into strategies and supporting resources to close the gap. > Feedback information from training design, training delivery and end users to the Training Coordinator/s.
Develop Training Resources	> Contribute to the design and development of EMR training plans to incorporate a range of delivery methodologies including facilitated classroom setting sessions, workshops, online learning and various courseware, tools and materials for system users. > Develop learning materials that support the needs of EMR users. > Provide input into the data used in the EMR Training Environment to support system user training. > Contribute to Project and courseware evaluation including monitoring and reporting on Key Performance Indicators for each user type, and identifying continuous improvement requirements for courses, modules, training exercises and system practice exercises.
Stakeholder Engagement	> Build professional working relationships with key stakeholders at sites to ensure a coordinated approach to training delivery across the EMR Project. > Ensure policies and procedures in relation to EMR training are understood and managed. > Coordinate the planning and management of training resources and delivery including managing access to equipment that is required for training purposes. > Identify and communicate key gaps in learning experiences of EMR users and providing input into strategies and supporting resources to close the gap. > Model ethical behaviour consistent with the expectations of the Commissioner of Public Employment and the policies and procedures of SA Health.
Continuous Improvement and Training Quality	> Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EMR Project. > Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role. > Support the development of a culture and ethos across the EMR Project which is outcome and performance focused. > Contribute to the generation of ideas for the improvement and review of work practices.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

> Formal qualifications are not mandatory; however relevant qualifications would be highly regarded.

Personal Abilities/Aptitudes/Skills:

> Demonstrated application of adult learning principles in the facilitation and development of training solutions.
> Excellent verbal and written communication skills and the ability to positively influence and engage a diverse range of participants in site based learning environments.
> Ability to relate training scenarios to practical workplace situations in the SA Health context and to resolve issues and challenges in a training setting to engage innovative solutions to achieve positive learning outcomes.
> Demonstrated ability to apply effective interpersonal skills to facilitate team work and foster the cooperation of others using tact, discretion, impartiality and a commitment to excellence in the provision of training services.
> Proven drive, initiative, energy and self-motivation with the ability to allocate and manage diverse workloads with competing priorities and deadlines.

Experience:

> Experience in providing a confidential and administrative support service.
> Knowledge and experience in the delivery and support of work-practice related training.

Knowledge:

> Knowledge and understanding of contemporary training and adult learning principles.
> Knowledge of SA Health Hospital or Health Service administrative and clerical processes and procedures.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

> A relevant qualification in vocational education and training.

Personal Abilities/Aptitudes/Skills:

> Ability to make decisions autonomously and to recognise when issues require escalation to a more senior level.

Experience:

> Experience in providing a confidential and administrative support service within a SA Health Hospital or Health Service.

Knowledge:

> Working knowledge of EMR Solution in an administrative setting.
> Knowledge of contemporary professional Administrative and Clerical issues.

Special Conditions:

> Work outside of normal business hours as part of a roster during specific periods will be required.

> The incumbent may be required to travel or work across and/or be located at any of the Department of Health units/divisions as required.

> Some statewide travel may be required.

> It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.

> *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.

> Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (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.*
> *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.*
> *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
> *Children's Protection Act 1993 (Cth) – '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 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.

Health Network/ Division/ Department:

SA Health has committed to implement an Electronic Medical Record (Sunrise EMR and PAS) as the foundation of Australia's first fully integrated state-wide electronic Health Record ("eHR").

The implementation of an EMR will signal significant change throughout SA Health. Most, if not all, medical, nursing, midwifery, allied health and support staff will be affected by the introduction of the new system and in particular the new capabilities and associated ways of working that will result from the introduction of an EMR. Clinical leadership and engagement will be paramount to drive business change across the health system with particular focus on developing new business models of patient care which the EMR will be configured to support. As a result, clinical engagement for the EMR will need to commence in the planning phase for the Program and continue throughout the implementation and post-implementation phases to ensure effective and efficient delivery of the solution. The SA Health EMR Project is a clinical Program that uses information technology to support clinical practice innovation. Therefore embedding an ethos of innovation and clinical engagement through the course of the Program is critical.

The EMR Project brings together SA Health leadership, the clinical community, administration and ICT staff into a single Program Team responsible for the implementation of the EMR across all South Australia's health care facilities. The solution will play a central role in supporting the South Australian health reform agenda by providing the means of transforming SA Healthcare: A single information system for partnerships in care at all times in all places.

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.

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 service 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.

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:**