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SA Health Job Pack

Job Title	Senior Reporting Analyst / Developer - Multiple Vacancies
Eligibility	Open to Everyone
Job Number	690714
Applications Closing Date	29 May 2019
Region / Division	Department for Health and Wellbeing
Health Service	EMR Project
Location	Adelaide
Classification	ASO6
Job Status	Full Time / Term Contract (up to 27 December 2019)
Salary	\$90,984-\$96,343

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 C (minimal patient contact)

- 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 C (minimal patient contact). [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:	Senior Reporting Analyst / Developer
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Division:	eHealth Systems
Department/Section / Unit/ Ward:	EMR Project
Role reports to:	Technical Manager Operational Reporting
Role Created/ Reviewed Date:	Reviewed February 2019
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged <input checked="" type="checkbox"/> Child- Prescribed <input type="checkbox"/> Vulnerable <input type="checkbox"/> General Probity
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 Senior Reporting Analyst / Developer is accountable to the Technical Manager, Operational Reporting for the provision of expert analysis, technical and advisory services in relation to the delivery of Electronic Medical Record (EMR) Reporting Services to satisfy Local Health Networks and Hospital Operational Reporting Requirements. EMR Reporting Services primary clients are clinical and administrative staff providing services at the health units and facilities of Local Health Networks where the Sunrise EMR & PAS application has been implemented.

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal

- > Primary working relationship with all streams of the EMR Project; Project Delivery, Implementation and Business Change and Operations and designated reporting staff within Local Health Networks.
- > Works closely with eHS Technical Applications
- > Liaises extensively with clinical and business informants
- > Liaises with external service providers, vendors and partners

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Ensuring that data extraction and statistical tools/methodologies are applied appropriately (or accurately) to data sets to prevent performance related impacts.
- > Managing changing and competing priorities due to the concurrent new site activation and current site improvement requirements
- > Interpreting clinical requirements into accurate and timely reports.

>

Delegations:

> NIL

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Report Generation	<ul style="list-style-type: none">> Analyse, design, develop, test, deploy and provide ongoing support of accurate and timely reports to meet clinical and administrative staff reporting requirements from information contained or produced by the EMR Solution.> Attain and maintain expert knowledge of the EMR Solution, EMR Reporting data sources and data interrogation tools and applications.> Apply appropriate data extraction, statistical tools/methodologies for the specific data set and report complexity.> Design and deploy ETL, stored procedures, reports and queries using database administration knowledge and skills.> Comply with EMR Governance processes for the creation and/or modification of reports and their distribution to end users.> Ensure that report specifications are comprehensive to enable efficient and appropriate report development to meet organisational requirements.> Ensure that the reporting SDLC is fully documented to underpin quality assurance processes to enable report output verification.> Contribute to a sustainable reporting service by the reuse or modification of existing reports and/or functions where appropriate, to expedite report delivery to end users and support consistency of report outputs.> Ensure that externally generated reporting artefacts and procedures are constructed and implemented using EMR Application & Infrastructure supported best practice.> Adhere to a rigorous Quality Assurance program to ensure the delivery of accurate and usable reports verified by the report requestor.
Data Quality	<ul style="list-style-type: none">> Liaise with other operations team members to ensure code sets for data items are designed to meet mandatory state and national data provision and reporting requirements.> Ensure validation reports are developed for checking by staff undertaking data entry.> Ensure that appropriate data validation rules are applied to data when extracted from EMR.
Risk Management	<ul style="list-style-type: none">> Comply with a rigorous, quality focused clinical report production and distribution lifecycle process to ensure that information management is accurate and appropriate to support clinical and administrative service delivery for patients within the Local Health Network.> Comply with the EMR change management processes.> Adhere to quality assurance processes for testing and sign off regimes for reports to ensure end user reporting requirements are met.> Participate in EMR system testing to ensure that EMR Solution changes do not affect the integrity and validity of EMR reports.

	<ul style="list-style-type: none"> > Contribute to the EMR Project Risk Management process, ensuring that risks are documented with plausible elimination or mitigation strategies. Ensure that appropriate solutions or mitigations are constructed, approved and implemented and that uncontrolled risks are escalated to EMR Project leadership team as required.
Team Work and Communication	<ul style="list-style-type: none"> > Work as part of a collaborative team of report writing resources to satisfy reporting requirements using EMR data sets. > Participate in a culture within the EMR Reporting Team where there is an expectation of excellence in the analysis, design, creation, maintenance and support of reports. > Participate in a culture that values extensive communication within the EMR Reporting Team, across all EMR Program streams, appropriate SA Health eHealth systems and health facility staff. > Participate in a culture that understands the value of comprehensive documentation and record keeping so that an audit trail is maintained of all facets in the report development life cycle. > Monitor own performance within the EMR Reporting Team to ensure that work is appropriately prioritised and completed on schedule to meet EMR operational requirements both at time of transition to EMR and on an ongoing basis. > Ensure own, training and skills are appropriate and meet EMR Reporting Team objectives and raising required training and upskilling requirements with Technical Manager, Operational Reporting.
Continuous Improvement	<ul style="list-style-type: none"> > Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EMR Program. > Demonstrate appropriate behaviours which reflect a commitment to the EMR Program. > 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:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Proven ability to work at a detailed level in a self-directed manner.
- > Proven ability to manage competing work priorities to meet agreed work schedules and outcomes.
- > Proven ability to communicate effectively both verbally and in writing with a diverse group of end users and colleagues.
- > Demonstrated ability to perform as a collaborative member of a multi-disciplinary team.

Experience:

- > Proven expertise and experience in the translation and progression of end user requirements through the SDLC process into reports that support the end users' needs.
- > Proven expertise and experience in the development of SQL Queries, Stored Procedures and other artefacts within Microsoft SQL Server databases.
- > Proven experience in the development and maintenance of reports using SSRS (SQL Server Reporting Services).
- > Proven experience in the development of ETL and transformation routines, preferably using SSIS (SQL Server Integration Services).
- > Proven extensive experience in applying quality assurance techniques to verify data contained in the reports to assure data quality

Knowledge:

- > Demonstrated comprehensive knowledge of Microsoft SQL and data interrogation/manipulation tools and methodologies used for report and extracts generation from Microsoft SQL databases.
- > Demonstrated comprehensive knowledge of various industry standard data warehouse/repository architectures.
- > Demonstrated high level capacity to translate reporting and extract requirements into appropriate database queries in a resourceful and innovative manner.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Tertiary qualification in Information Technology or a related field.

Experience:

- > Extensive experience in the delivery of clinical or administrative reports for the specific discipline/organisational department/service.

Knowledge:

- > Microsoft Visual Studio .NET.
- > Demonstrated comprehensive knowledge of health key performance indicators, health service agreements and benchmarking initiatives, national and state based, and the data/information management required to meet these reporting obligations.

Special Conditions:

- > Will be required to work outside of normal business hours or as part of a 24/7 roster.
- > Will be required to participate in an on call roster
- > 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
- > A flexible approach to the taking of leave is required.
- > Some intrastate 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 implementing a new Electronic Medical Record System ("EMR") 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 solution will be configured to support. As a result, clinical engagement for the EMR Project 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 EMR Project. The SA Health EMR Project is a clinical project that uses information technology to support clinical practice innovation. Therefore embedding an ethos of innovation and clinical engagement through the course of the project is critical.

The EMR Project brings together SA Health leadership, the clinical community, administration and ICT staff into a single Project Team responsible for the implementation of EMR across all South Australia's health care facilities. The EMR 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: