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SA Health Job Pack

Job Title	Training Project Officer
Eligibility	Open to Everyone
Job Number	690931
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:	Training Project Officer
Classification Code:	ASO4
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:	March 2019
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Training Project Officer is accountable to the Implementation and Business Change Manager – Training and will support activation by assisting the Training Coordinators to implement the EMR Activation Training Plan and transition to an ongoing training model.

The Training Project Officer is responsible for the provision of an administrative and support service to the Training Coordinator and Implementation; and Business Change Manager - Training.

The incumbent will assist in the scheduling of end users into training and staff preparation activities and ensure training records are maintained according to required training procedures in the student management system.

The Training Project Officer will assist the Training Coordinators with a range of logistical and reporting tasks to support both activation training and ongoing training models for Activating and Live sites.

Key Relationships/ Interactions:

Internal

- > The Training Project Officer reports to the Implementation and Business Change Manager - Training but takes direction on daily tasks from the Training Coordinators.
- > The incumbent will have a close working relationship with the Training Coordinators, staff in the Implementation and Business Change Team, technical teams and LHN staff.

External

- > The incumbent may be required to participate on EMR Project committees relevant to the efficient and effective execution of the role and works collaboratively with site based staff.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Scheduling and re-scheduling a large amount of people into training and staff preparation activities.
- > Managing multiple work priorities and deliverables within defined project timelines.
- > Generating data extracts and reports to identify staff progress through required training activities.

Delegations:

NIL

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Project Support	<ul style="list-style-type: none">> Liaise with site management and EMR Activation Leads to communicate key activities and requirements that form part of the activation and ongoing training plans.> Assist the Training Coordinators and Support Officers in the scheduling of staff to support the activation training plan and ongoing training schedules.> Assist in coordinating onsite support activities in relation to release specific or targeted training activities.> Assist with extracting reports and data manipulation from various sources including learning management systems and student management systems.> Enrolling students in learning management systems where required.> Updating student records in student management systems where required.> Assist the Training Coordinators to regularly review upcoming training schedules to ensure efficient use of training resources and consolidate where possible.> Assist the Training Coordinators and Technical Teams with the commissioning and decommissioning of training facilities.> Provide administration support for the Training Coordinator in setting up meetings, booking rooms and taking actions/minutes.> Provide training and support to team members and site staff in the use of the student management system where required.> Assist the Training Coordinators in a site transition to an ongoing training model.> Maintain open communication and work with the EMR Live Site Support Officer with regard to Training activities and the ongoing training model.> Provide advice and support to the Training Support Officer – Onsite Coordinator in relation to coordinating requirements for site based training rooms, including organising access to equipment for training purposed, preparing participant learning resources and delivery of participant learning resources to SA Health sites.

Administrative Support	<ul style="list-style-type: none"> > Identify opportunities for training administration process improvement and implement as appropriate. > Support the Training Coordinators and site based training teams and staff by providing practical assistance with day-to-day training related administration and issue management. > Positively responding to, and developing collaborative working partnerships and liaising with relevant key staff and external stakeholders.
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 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 liaise and communicate both verbally and in written form at a high level, and establish positive working relationships with staff at a senior level.
- > Proven ability to sustain high level performance, determine priorities, organise workloads and meet demanding work deadlines in an environment that imposes critical pressure.
- > Ability to analyse problems and demonstrate autonomy, authority and judgement in developing and implementing solutions.
- > Proven ability to use the appropriate software applications, including word processing, PowerPoint and database management, to produce high quality documents and presentation materials.

Experience:

- > Experience in working with a broad range of people, including senior management and external contractors.
- > Experience in coordinating the production of communications collateral such as brochures, event materials, display stands, promotional items, etc.
- > Experience in assisting the coordination of events such as workshops, large organisational meetings, or presentations, etc.
- > Experience in working closely with staff across the organisation to implement activities across various geographic sites.

Knowledge:

- > Knowledge of government communications policies and protocols.
- > Knowledge of principles of marketing and communications.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Degree or equivalent in Training and or Education related subject.

Experience:

- > Experience in the use of learning management systems and student management systems.

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: