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## SA Health Job Pack

Job Title	Clinical Analyst Support Officer - Multiple Vacancies
Eligibility	Open to Everyone
Job Number	690603
Applications Closing Date	Wednesday, 29 May 2019
Region / Division	Department for Health and Wellbeing
Health Service	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](http://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

<b>Role Title:</b>	Clinical Analyst Support Officer
<b>Classification Code:</b>	ASO4
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Division:</b>	EMR Project
<b>Department/Section / Unit/ Ward:</b>	eHealth Systems
<b>Role reports to:</b>	Team Leader, Level 2 Support
<b>Role Created/ Reviewed Date:</b>	December 2014
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<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 Clinical Analyst Support Officer is accountable to the Team Leader Level 2 Support for assisting the Clinical Analysts with the planning, design, build, configuration, maintenance and ongoing operational support of the EMR modules which provide the foundation for the SA Health Sunrise EMR. The incumbent is required to work under limited direction within the EMR Operations Team to provide support to Clinical Analysts and end users of the Sunrise EMR, throughout the EMR Project.

### Direct Reports:

> Nil

### Key Relationships/ Interactions:

#### Internal

- > Primary working relationship with Clinical Analysts, Reporting Analyst / Developers and Medical Logic Module (MLM) Programmers.
- > Working relationships with the EMR Project technical, implementation, business change, and training streams.
- > Liaises with internal service providers – eHealth Systems.

#### External

- > Supports clinicians, management and other SA Health staff using the Sunrise EMR.
- > Liaises with external service providers, vendors and partners.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Provide resources to assist with the configuration and maintenance of the Sunrise EMR.
- > Participate in Sunrise EMR system testing to ensure that changes to the Sunrise EMR solution patient administration modules do not affect the performance or integrity of the Sunrise EMR, including outputs such as reports when required.
- > Responsible for the user's application experience and consistently striving to deliver high quality support services to a diverse user population using the Sunrise EMR.

**Delegations:**

- > Nil

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<b>Program Support</b>	<ul style="list-style-type: none"><li>&gt; Prioritise and ensure that assigned work is completed on schedule in accordance with agreed timelines and work practices.</li><li>&gt; Support ongoing maintenance and improvement of the Sunrise EMR as directed by Clinical Analysts.</li><li>&gt; Provide functional advice on issues affecting the team in meeting its collective objectives.</li><li>&gt; Consult with current domain specific information systems owners, relevant ICT staff and key business stakeholders in relation to discrete areas of Sunrise EMR functionality to inform the EMR Project.</li><li>&gt; Develop and maintain procedures relevant to the position.</li><li>&gt; Capture and document clinical and business requirements.</li></ul>
<b>Testing and Training</b>	<ul style="list-style-type: none"><li>&gt; Undertake Sunrise EMR system testing throughout the build cycle to facilitate system stability, useability and conformance with agreed functional specifications.</li><li>&gt; Support end user training throughout the implementation and operationalisation phases by assisting the build and maintenance of the Sunrise EMR training environment.</li></ul>
<b>User Support</b>	<ul style="list-style-type: none"><li>&gt; Provide direct support ensuring that response time and resolution time objectives and standards are met, as defined in agreed Key Performance Indicator's (KPI's) including accurate documentation of all activities.</li><li>&gt; Develop and maintain competency with the tools used to provide and record the support service including call management, support tools and knowledge management systems.</li><li>&gt; Develop and maintain appropriate product, services and business knowledge through a proactive approach to learning about the Sunrise EMR modules to provide quality support to end users.</li><li>&gt; Contribute to the productivity of the team through collaboration, knowledge sharing, and supporting team members to improve skills, knowledge and service effectiveness.</li><li>&gt; Provide application advice in relation to the EMR Project to support clinical care delivery to patients.</li></ul>

<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>&gt; Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EMR Project.</li> <li>&gt; Demonstrate appropriate behaviours which reflect a commitment to the EMR Project.</li> <li>&gt; Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role.</li> <li>&gt; Support the development of the culture and ethos across the EMR Project which is outcome and performance focused.</li> <li>&gt; Contribute to the generation of ideas for the improvement and review of work practices.</li> <li>&gt; Ensure own training and skills are appropriate and meet team objectives and raising required training and up-skilling requirements with the manager.</li> <li>&gt; Monitor own performance ensure that work is appropriately prioritised and completed on schedule to meet the EMR Project operational requirements.</li> </ul>
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## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Ability to manage competing work priorities to meet agreed work schedules and outcomes.
- > Demonstrated effective interpersonal analytical, written and verbal, communication skills with a capacity to present complex concepts clearly and concisely.
- > Demonstrated ability to understand, interpret and apply business process and policy requirements to practical situations, and provide solutions.
- > Ability to consistently meet deadlines, work under pressure with limited supervision, determine priorities, plan and organise work and maintain accuracy.
- > Proven ability to perform as a collaborative member of a multi-disciplinary team and to develop effective communications and establish supportive networks.
- > Ability to exercise judgement and vigilance to ensure the confidentiality of all records within the area of responsibility.
- > Proven ability to work at a detailed level with general direction.

#### **Experience:**

- > Experience in the use of clinical information systems to support clinical service delivery, clinical quality improvement and clinical work flow.
- > Experience in configuring and maintaining information systems to meet evolving information management needs in large, complex and dynamic organisations.
- > Demonstrated experience in the provision of excellent customer service.
- > Demonstrated experience in the use of a range of computer systems, including Microsoft Office Suite

#### **Knowledge:**

- > Demonstrated knowledge of clinical workflow, clinical terminology, application support, advanced reporting with SQL reporting services and/or patient registration.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications:**

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

### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated experience of clinical workflow in a hospital or clinical setting.

#### **Special Conditions:**

- > May be required to work outside of normal business hours or as part of a roster during specific periods.
- > 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.
- > May be required to work 24/7 rosters during activation or similar periods where additional out of hours support is 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 ("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 Sunrise EMR will be configured to support. As a result, clinical engagement for the EMR Project will need to commence in the planning phase for the project 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 program 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 the EMR across all South Australia's health care facilities. The Sunrise EMR 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:**