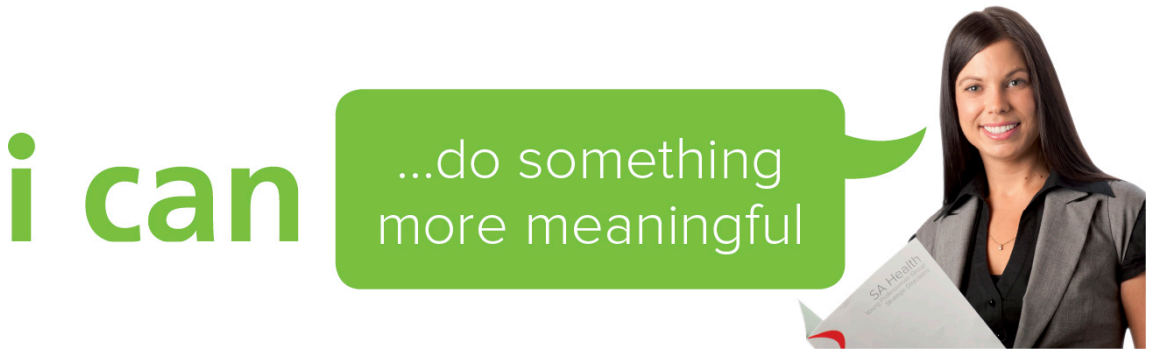


SA Health Job Pack

Job Title	Clinical Educator, Allied Health - Multiple Vacancies
Eligibility	Open to Everyone
Job Number	691307
Applications Closing Date	Wednesday, 29 May 2019
Region / Division	Department for Health and Wellbeing
Health Service	Electronic Medical Record (EMR) Project
Location	Adelaide
Classification	AHP3
Job Status	Full Time / Term Contract (up to 27 December 2019)
Salary	$96,357-$103,485

Contact Details

Full name	Rebecca Dew
Phone number	0477701816
Email address	rebecca.dew@sa.gov.au

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

Government of South Australia
SA Health

ROLE DESCRIPTION

Role Title:	Clinical Educator
Classification Code:	AHP3
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Division:	eHealth Systems
Department/Section / Unit/ Ward:	Electronic Medical Record (EMR) Project
Role reports to:	Manager, Implementation and Business Change
Role Created/ Reviewed Date:	March 2018 | Reviewed 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 Clinical Educator uses specific subject matter expertise and knowledge to actively engage stakeholders and ensure successful adoption of the EMR solution.

The Clinical Educator works as part of a team with a number of other Adoption Managers and Educators with particular subject matter expertise and is accountable for taking a clinical leadership role in the EMR project and within this context liaising closely and regularly with staff working in clinical environments across SA Health in relation to the EMR project. The incumbent is a conduit for promotion and communication of information and key decisions related to EMR system design, build and roll out to stakeholders and also a conduit for information and feedback from key stakeholders to the EMR project executive.

The Clinical Educator is a change champion for the EMR project within their particular area of professional expertise and has current experience in a mid to senior level role. Their role is to apply expert clinical knowledge in a particular discipline or topic area to assist in driving successful adoption of the EMR project through enabling users of the system to understand and integrate the EMR into their day to day working life. They will be responsible for the provision of training and other staff preparation activities including review of existing practice and workflows to assist with implementation of the EMR system. The Clinical Educator will have a key role in the ongoing review and development of courseware and training documentation ensuring alignment with the AQTF where possible.

The Clinical Educator facilitates and reinforces clear and early communication of relevant timeframes and expectations in relation to adoption across their particular clinical or non-clinical professional community. The position is also responsible for providing advice regarding the development or amendment of SA Health operational policies to support new EMR related processes and work practices.

Direct Reports:

Nil

Key Relationships/ Interactions:
> Works closely with various EMR governance committees and groups including those involved in driving successful adoption of the EMR project. > Is an active member of the EMR Implementation and Business Change team. > Works collaboratively with other teams within the EMR project including Program Delivery and Operations. > Establishes and maintains positive working relationships with clinical and non-clinical staff within the Local Health Networks.

Challenges associated with Role:
Major challenges currently associated with the role include: > Lead, influence and support the ongoing design and build of the EMR project to ensure the EMR solution is fit for multi-disciplinary and multi-site/service application. > Lead preparation activities for system users including the delivery of high quality training/workshops > Identify, communicate and manage risks for the successful adoption of the EMR solution. > Identify system changes or modifications to support clinical and non-clinical workflows and communicate issues and challenges to the relevant EMR Program group or committee. > Identify and lead engagement with other enterprise systems to ensure data integration requirements for downstream activity are identified. > Development of educational content that supports the needs of end users whilst ensuring ongoing system changes and enhancements within the EMR are incorporated in a timely manner.

Delegations:
NIL

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Training and Assessment	> Deliver a range of training and workflow activities to prepare staff to use the EMR in the context of the local service environment, single service multi-site model. > Create positive learning environments for staff to facilitate the education of staff and promote the adoption of the system. > Provide education and training support across all clinically based courses delivered by the EMR project across SA Health. > Ensure that learners attendance, assessment outcomes and evaluations are completed where required for training sessions > Identify and communicate key gaps in learning experiences of learners and provide input into strategies to close the gap. > Develop learning plans for learners who require specific strategies to achieve the required learning outcomes. > Provide feedback to the Training Coordinator where improvements can be made in courseware design and training delivery. > Oversee teaching and assessment processes for new educators and provide constructive feedback. > Review learner evaluations of their own training sessions and utilising reflective practice, make improvements to improve the learning experience. > Collaborate with Allied Health Managers and Directors to coordinate teaching and learning processes to integrate EMR Training activities and learning outcomes within existing teaching programs. > Conduct assessments making reasonable adjustments where required to assessment methodologies for learners with specific needs. > Lead and or participate in reviews of courseware packages including reviewing learning outcomes, session plans, course content and assessment methods and mapping tools. > Ensure ongoing enhancements and changes in the EMR are incorporated into existing courseware.
Adoption Leadership	> Provide clinical leadership, influence and support in the ongoing design to ensure the EMR solution is fit for multi-disciplinary and multi- site/service application and across the SA Health enterprise. > Using expert clinical knowledge, actively participate in and contribute to design and build review activities including those related to EMR functionality, mapping and validating current practices and identifying adaptations to support the delivery of safe, efficient clinical care in their area of knowledge and experience. > Using contemporary information and evidence make recommendations in relation to EMR design, build, implementation and operationalisation including contributing to early identification of workflow issues and potential risks as well as communicating key messages associated with the Program across key stakeholder and user groups effectively, efficiently, consistently and in a timely fashion. > Provide recommendations to the EMR Executive, relevant committees and Clinical Working Parties about key elements required to ensure successful adoption of the solution, taking into

	account the SA Health system and the way it operates. > Ensure that all contributions to decision making for the EMR take a whole of system perspective and support the EMR solution being a fully integrated system wide solution which maximises the opportunity for the consolidation and standardisation of work practices and work flows. > Identify, communicate and manage risks to successful adoption of the EMR solution, and liaise with relevant key stake holders and clinical experts as necessary. > Support and facilitate the successful adoption of the EMR solution by managing and overseeing change management and communication activities on a day to day basis. > Apply experience of the health system and expertise of working in particular specialities/areas to enable the EMR solution to best suit the SA Health environment. > Facilitate the identification of system changes or modifications required to support clinical and non-clinical workflows and communicating issues and challenges to the relevant EMR project group or committee. > Communicate key solution design and change management messages in relation to the EMR project to relevant EMR project groups or committees in an efficient, effective and timely manner. > Lead and facilitate problem resolution around issues and barriers that arise around the implementation and adoption of the EMR solution at workflow and work site levels. > Lead specific projects where required. > Escalate to the appropriate EMR project group or committee as agreed, any risks or issues associated with adoption activities including design decisions, change management and communication based activities. > Provide at the elbow support during activation phases of the project, over a 24 hour period, to assist staff using the EMR and identify workflows that may require modification in addition to highlighting trends in user issues that require escalation to program and site management.
Develop Staff Resources	> Conduct training needs analysis to inform existing courseware content and creation of new courses. > Using expert clinical knowledge, experience, data and information from clinical standards and policy, contribute to the design and development of the EMR training solution to incorporate a range of delivery methodologies including facilitated classroom setting sessions, online learning and various courseware, tools, materials for end users. > Contribute to the development and implementation of the EMR Training Strategy and advise specific training requirements and customisation needs. > Develop site specific learning materials that incorporate enterprise specific policies and procedures and specific end user learning requirements. > Participate in the pilot-testing of courseware and tools and providing feedback on refinements. > Contribute to program 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. > Support business areas to develop specific end user support material where required. > Work with site leadership to ensure that Business Rules and documentation standards are consistent with Allied Health professional practice frameworks. > Utilise the EMR Training Environment and simulation activities to enhance the learning experience for end users. > Develop and write curriculums that align and articulate with the Australian Quality Training Framework.
Relationship Management	> Facilitate change initiatives at the work practice level that support the adoption of the EMR solution, and provide input into solutions that reflect the particular needs of SA Health end users at specific sites. > Build professional working relationships with key stakeholders and site based implementation leads to influence and ensure a coordinated approach across the EMR project. > Maintain regular contact with Clinical Analysts to ensure identified solutions are appropriately managed through the lifecycle of design and build.
Continuous Improvement	> 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. > Ensure ongoing evaluation is built into systems of work. > Use data from EMR to guide system and enterprise improvements. > Analyse trends in data reported through call logging systems to ensure issues and risks are identified and escalated appropriately to ensure quality and safety is maintained. > Identify issues, hazards and risks within the context of EMR Implementation and ensure mitigation strategies are documented.
Professional Practice	> Within a defined portfolio, apply updates from SA Health policy, clinical guidelines and or protocols and legislation into the design and content of EMR functionality. > Within a defined portfolio, maintain professional relationships with multiple clinical teams across a LHN or State-wide Service. > Collaborate with external agencies to provide expert advice or consultation such as VET Sector Training Providers, Universities and or providers of agency staff. > Contribute to the development of clinical content to support Allied Health education. > Contribute to activities that share knowledge gained within the EMR project such as development of abstracts, conference presentations and submission of journal articles. > Contributes to a safe and positive work culture to foster positive patient/client outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Appropriate Allied health qualification from a recognised tertiary institution, giving eligibility for registration with relevant professional body and/or membership with the relevant professional association.

Personal Abilities/Aptitudes/Skills:

- Strong and effective leadership skills, including highly developed skills in communication, problem solving, conflict resolution and negotiation including the ability to bring a positive perspective to change and work with a broad range of stakeholders.
- Demonstrated flexibility, innovation and creativity including analysing and conceptualising problems, formulating and executing appropriate solutions and negotiating successful outcomes in an innovative and resourceful manner.
- An ability to work with a high level of autonomy, perform effectively under pressure and prioritise workloads, as both a leader and as a member of a team contributing to the spirit of team cooperation.
- Ability to contribute to the achievement of best practice by facilitating the development and application of relevant research findings.
- An ability to establish excellent working relationships with a wide range of stakeholders.
- Ability to provide leadership and direction, and work as a role model, mentor and resource person.

Experience:

- Significant experience and credibility in a nominated area or discipline.
- Must be currently working in a mid to senior level clinical or non-clinical role Experience as a leader or manager in the health care industry.
- Experience in the implementation of complex health care projects, especially in relation to information systems.

Knowledge:

- Understanding of contemporary practices in healthcare including health information and using it to drive strategy as well as fiscal and clinical practice accountability.
- Expert knowledge of workflows in the nominated area of expertise and practical experience.
- Knowledge and understanding of contemporary training and adult learning principles.
- Knowledge and experience in the delivery and support of work practice related training.
- Established clinical networks within SA Health including both metropolitan and regional centres.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- A relevant qualification in vocational education and training.
- Holds a tertiary qualification or post graduate award at diploma level or higher, relevant to education, clinical and/or management areas.

Personal Abilities/Aptitudes/Skills:

- Demonstrated application of adult learning principles in the facilitation and development of training solutions.
- Demonstrated ability to design training courses, materials and tools for a range of user groups.

Experience:

- Experience in leading services or organisations through times of extensive change.
- Experience in the provision of advice and consultancy services relevant to health care professions.
- Professional experience in the public sector (whether in South Australia or elsewhere) and an appreciation of the different elements that operate in such an environment.

Knowledge:

- Working knowledge of the EMR Solution in a clinical and/or administrative setting.

Special Conditions:

- Work outside of normal business hours as part of a roster during specific periods will be required.
- The incumbent 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.
- Some statewide travel may be required.
- A flexible approach to the taking of leave is required.
- Will be required to work 24/7 rosters during site activation periods.
- 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:**