

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	eHealth Technical Team Lead
<b>Award Classification:</b>	HS4 (+ over award payment)
<b>Award / Agreement Name:</b>	Administrative Officers (Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025)
<b>Position Reports to:</b>	Associate Director – eHealth Program Controller

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



## **eHealth Team Principles**

The eHealth Team supports the Electronic Medical Record (EMR) as part of the Eastern Health ICT Strategy entitled “Great Digital Information – Transforming Health Care into Great Health and Wellbeing”. As well as living the Eastern Health values the team will add value to the organisation by:

- Putting yourself “in the patient’s shoes” aiming to develop and imbed systems that will improve patient care;
- Ensuring eHealth Optimization activities are documented and are efficient to support clinical workflows and processes
- Escalating risks and issues and providing input to their mitigation
- Being an advocate for the EMR and promoting the EMR benefits to all stakeholders
- Offering EMR improvement / benefit suggestions; and
- Positively supporting fellow team members.

## **eHealth Team Purpose**

The eHealth Purpose is through technology, we support and enable clinicians to provide high quality care with a patient first focus.

The eHealth Team is responsible for the management and delivery of all aspects associated with the Oracle Health Millennium solution including;

- PowerChart
- Clinical Documentation
- SurgiNet and Anaesthetics
- Intensive Care
- FirstNet - Emergency
- Device Integration
- Medications Management and PharmNet
- PowerInsight and Reporting
- Interfaces
- Acute Specialist Clinics
- Mobility Applications

### **1. POSITION PURPOSE**

The role of eHealth Technical Team Lead is to manage a team of Clinical Analysts and Developers and participate in design and optimisation clinical documentation, devices and reporting to ensure the accuracy, integrity, and compliance of electronic medical record. This role also involves analysing, designing, building and implementing documentation processes that support patient care. The Team Lead will collaborate with clinical staff, ICT, program team and other stakeholders to implement changes to workflows and ensure the effective use of the EMR.

In addition to routine duties, the Team Lead will play a pivotal role in program initiatives, particularly in rolling out EMR to paper-based areas, ensuring smooth integration and effective adoption by transitioning departments.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

### Core Team Duties / and or Responsibilities

- Provide specialist technical and application support for the Eastern Health EMR [Oracle Health Millennium Solutions: PowerChart, FirstNet, SurgiNet, SurgiNet Anaesthesia, Device Integration, ICU, Care Delivery, Medications Management and Mobility Solutions.
- Lead Technical troubleshooting across applications and infrastructure as required
- Lead/participate in the management of vendor relationships, ensuring designs, deliverables and technical commitments are met
- Participate in technical decisions on architecture, application development and integration
- Stay up-to-date with the latest industry trends, tools, and best practices. Continuously enhance technical skills and share knowledge with the team.
- Be a point of escalation for issues relating to core, identity, device integration, digital communications and mobility, reporting and development.
- Provide evidence based analysis to resolve accountability between vendors, internal teams, and system components.
- Ensure alignment of tasks and activities across the team
- Participate in Program of Work development planning as required
- Participate in the review and analysis of reporting and development requests as required
- Review and analysis of Help Desk support tickets with a view to reducing ticket numbers via technical improvements in the environment, automation, application updates and end user training
- Overall team management for the human resources component of the team including leave approvals and Achieve conversations
- Participate in the delivery of EMR optimisation projects and associated tasks
- Execution of testing for EMR projects as required
- Build and troubleshooting associated to clinical documentation
- Incident management and resolution with the business and 3rd party vendors as required
- Ensuring that all change management processes are followed for clinical documentation build i.e. development or updating of specifications, test scripts, workflows, training material and communications
- Ensuring active and consistent use of ALMQC to support and govern all testing activity
- Liaising as required with Eastern Health ICT Department, HTS and Oracle Health on software problems and assisting with software changes, upgrades and testing as required.
- Providing solution advice to support enhancement requests required by EH users
- Participation in Eastern Health committees and meetings as required to advise and support EMR activities
- Undertaking training as required for EMR build tools and using these skills to perform maintenance and change works as required
- Escalating issues and risks to management and where possible provide support for their mitigation
- Ensuring that organisational priorities are supported through the development and use of the EMR to a high standard
- Supporting EMR activities which will require some after-hours availability
- Working closely as required with other external stakeholders in Victoria and nationally to facilitate information sharing and reduce duplication of effort
- Reporting as required utilising project tools and controls including status reports and risk and issue logs
- Attending scheduled meetings and endeavouring to complete assigned tasks by the due date
- Participating in the eHealth team on call roster
- Meet Annual Performance Goals and Development Plans as agreed with manager
- Travelling between Eastern Health campuses as required (A current licence and vehicle is essential which complies with Eastern Health policies and procedures)
- Participating in the delivery of medium to large scale EMR Optimisation projects and associated tasks
- Other duties agreed by mutual consent

### **3. SAFE PRACTICE AND ENVIRONMENT**

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

#### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

### **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## 7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

### **Our commitment to Diversity, Equity & Inclusion**

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

## 8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

**11. NOTE**

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

**INCUMBENT STATEMENT**

*I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

<b>Position Title:</b>	eHealth Technical Team Lead
<b>Award Classification:</b>	HS4 (+ over award payment)
<b>Award / Agreement Name:</b>	Administrative Officers (Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025)
<b>Position Reports to:</b>	Associate Director – eHealth Program Controller

#### Essential

- A demonstrated record of achievement in supporting clinical information systems or experience in working in complex healthcare or hospital setting.
- At least 1 year experience in management of direct reports
- At least 3-5 years experience using Oracle Health Millennium Solutions (PowerChart, FirstNet, SurgiNet, SAA Anaesthesia, Device Integration, ICU, Care Delivery, Medications Management & Mobility Applications) or another Electronic Medical Record application.
- Experience in back-end build tools to support a clinical information system.
- A good understanding of clinical and clerical workflows
- Relevant tertiary qualifications in a Health discipline, Information Technology or Information Management or equivalent work experience.
- Understanding of Victorian Department of Health Reporting standards and systems.
- Staff supervision experience, proven ability to coach staff on professional improvement.
- Elevated level of computer literacy, especially with Microsoft Word, Excel, PowerPoint, Visio and Project to produce professional documentation and presentations.
- Proven ability to communicate, both verbally and in writing, in a clear, concise, logical and effective manner.
- Demonstrated ability to manage several concurrent tasks and adapt to changes in the work environment.
- Calm, analytical, and evidence driven problem solver.
- Ability to seek advice and direction from technical experts.
- Excellent Team player.
- Self-motivated and able to work without supervision.
- Current valid Driver's License.

**Desirable**

- Expertise in using software to manage test plans and execution
- Experience and use of report writing tools (eg Oracle Health Command Language, SQL, PowerInsight & Discern Analytics 2.0).
- Recent experience and understanding interoperability between Patient Administration Systems (HOMER, IPM) and downstream systems
- Understanding of Victorian Department of Health Reporting standards and systems
- Understanding of Health Service management systems and reporting
- Health Informatics qualification

**Aboriginal & Torres Strait Islander Candidates**

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.*

*An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)*