

Eastern Health

POSITION DESCRIPTION

Position Title:	iPM Application Support Specialist
Award Classification:	HS3 Grade 3
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement
Position Reports to:	APD, System Standards & Integrity

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



1. POSITION PURPOSE

This position is responsible for assisting with:

- Providing support to Eastern Health (EH) sites with technical and administrative advice regarding the EH Patient Administration System (iPM) database.
- Assist iPM Data Integrity team with resolution of data issues within iPM.
- Providing assistance to staff involved in VAED, VINAH and ESIS Statutory Extract reporting.
- Help desk/service desk management for iPM & assistance with the upgrade processes, defect identification and resolution and enhancement recommendation.
- Translate business requirements into appropriate technical solutions as related to the relevant applications.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Understanding of other Eastern Health information applications and how they interface with the iPM
- Work effectively with all site based teams/staff/structures to ensure the continued use of the iPM is coordinated, effective and meets EH standards and practice guidelines.
- Troubleshoot issues and liaise with clinical users, vendor(s), internal support staff and external parties to resolve iPM issues where required. This will include monitoring the internal Service Desk ticketing system (vFire) and responding to tickets as appropriate.
- Assist in maintenance of system configuration and reference files for the iPM.
- Using SQL Developer scripts, complete regular checks and audits of iPM data to ensure compliance with Statutory extract requirements, and data integrity.
- Assist with iPM upgrades and maintenance releases including testing, communication provision, coordination with EH staff, HTS and application vendor.
- Assessment of iPM functionality and queries to ensure solutions maximise functionality and can be consistently followed across all sites.
- Consider cybersecurity in all aspects of work, documentation and decision making.
- Setting standards that support consistency and achievement of high-quality data.
- Attendance at internal and external committees as required.

3. SAFE PRACTICE AND ENVIRONMENT

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 Compensation (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 centred 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.

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.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing 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

Position Title:	iPM Application Support Specialist
Award Classification:	HS24 Grade 3 Level 4
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement
Position Reports to:	APD, System Standards & Integrity

Essential

- Minimum 3 years' experience supporting and configuring iPM.
- Demonstrated expertise and experience in the management of information services, systems and processes.
- Demonstrated ability to be a subject matter expert in supporting, configuring, maintaining and administering complex integrated applications.
- Knowledge of VAED, ESIS and VINAH statutory reporting requirements.
- Confident, approachable and able to provide clear, concise and sound advice on data quality and data integrity requirements.
- Computer literacy and embracing of health technologies and informatics.
- Proficient in common business applications, including Microsoft 365.

Desirable

- Sound understanding of HL7 messaging and system integration.
- Understanding of the flow and life cycle of patient-related information within a large health organisation.
- Strong written and verbal communication skills.
- Knowledge of Oracle SQL Developer.
- Commitment to ongoing professional development.
- Demonstrated planning and organisational skills.
- Proven ability to set and meet realistic deadlines.
- Current Victorian drivers licence.
- Full-time position, part-time will be considered.

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