

| Job Description Form | Digital Health Officer |
|-----------------------------|---|
| Work Group: | Policy and Public Health |
| Work Unit: | Public Health and CQI |
| Reports To: | Executive Manager – Policy and Public Health |
| Direct Reports: | Nil |
| Award / Agreement: | <i>Aboriginal Community Controlled Health Services Award 2020 (Cth)</i> |
| Classification: | Administrative Grade 4 |
| Approved by CEO: | 4 th August 2020 (Des Martin) |

VISION STATEMENT

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

MISSION STATEMENT

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Services' model of care, empowering Aboriginal people to achieve health equality in their communities.

ORGANISATIONAL VALUES

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.

These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members and assist us in delivering our vision.

Culture | Resilience | Accountability | Collaboration | Passion | Integrity

POSITION PURPOSE

The Digital Health Officer directly reports and is accountable to the Executive Manager - Policy and Public Health. The position is responsible for developing a Digital Health Strategy for Aboriginal Community Controlled Health Services of WA (ACCHS), as well as providing ongoing support and advice to all WA ACCHS on key digital health initiatives including My Health Record and Telehealth.

The duties of this role include but are not limited to, developing a digital health strategy based on a consultation framework and implementation plan in collaboration with WA ACCHS, providing digital health leadership, developing and maintaining working knowledge of the Commonwealth's digital health initiatives, undertaking project reporting, and providing support across a range of digital health initiatives to improve the practices of all member ACCHS by promoting continuous quality improvement.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health & Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

EXTERNAL

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

INTERNAL

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia.

RESPONSIBILITIES OF THIS POSITION

| KEY RESULT AREA | POSITION RESPONSIBILITIES |
|-------------------------------------|---|
| DIGITAL HEALTH STRATEGY DEVELOPMENT | <ul style="list-style-type: none"> – In collaboration with WA ACCHS and other government bodies, articulate a compelling vision, define and implement a digital health strategy plan that incorporates existing patient information and recall systems (PIRS), clinical and administrative systems and applications for AHCWA and its member services. – Understand utilisation and barriers to effective use of digital health initiatives in WA ACCHS and assist in developing solutions to address and overcome these barriers. – Plan, consult and collaborate with all WA ACCHS throughout the development and implementation process and digital health lifespan. – In consultation with the Health Information Officer, provide leadership to Member Services through actively |

| | |
|---------------------------------|---|
| | <p>promoting and driving a digital change agenda to enable continuous quality improvement to patient care.</p> <ul style="list-style-type: none"> – Develop strong clinician engagement through the establishment of digital clinical content leads to drive improved patient outcomes and create long-term value for Member Services. – Anticipate, interpret and proactively respond to local, service wide, state and national technology trends and opportunities in a health environment affecting ACCHS operations and ensure the future impact of these changes are anticipated. – Establish and maintain relationships with Government representatives, as well as other health organisations as required. – Provide support, advice and guidance to all ACCHS across a range of digital health initiatives. – Provide digital health leadership and represent WA ACCHS sector priorities across state-wide and national levels. – Develop and maintain a working knowledge of the Commonwealth's digital initiatives through the Australian Digital Health Agency and undertake quarterly project reporting. – Promote and uphold continuous quality improvement initiatives to ensure there is an ongoing process that evaluates how the clinic operates and identifies ways to improve processes. – Promote a client- focused clinical model based on a multi-disciplinary team for culturally safe and effective care (ACCHS Model of Care). – Provide support and education on Patient Information and Recall Systems (PIRS) to ensure data quality and information is recorded correctly and the recall systems are operating effectively. |
| QUALITY MANAGEMENT SYSTEM (QMS) | <ul style="list-style-type: none"> – Actively participate in the organisation's QMS (LogiQC). – Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed. |
| OTHER | <ul style="list-style-type: none"> – Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values. |

| | |
|--|---|
| | <ul style="list-style-type: none"> – Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture. – Attend and participate in professional development activities including workshops and training as required. – Attend and participate in Employee Development Days. – Participate and comply with all Work Health & Safety responsibilities as per the <i>Occupational Health and Safety Act (WA) 1984</i>. – Identify and assist to reduce Work Health & Safety hazards and risks. – Follow the reasonable direction of Work Health & Safety representatives. |
|--|---|

POSITION KEY PERFORMANCE INDICATORS

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisations performance development framework.

| KEY RESULT AREA | KEY PERFORMANCE INDICATORS |
|-------------------------------------|---|
| DIGITAL HEALTH STRATEGY DEVELOPMENT | <ul style="list-style-type: none"> – Ensure a timely and effective delivery of WA ACCHS Digital Health Strategies in accordance with internal and external stakeholder expectations. |

COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

JOB SPECIFIC COMPETENCIES

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Demonstrated experience in a digital health or a related field in the Not for Profit, Community and/or Health Sector.
- Possession of relevant tertiary qualifications in health, digital health or related discipline.
- Demonstrated knowledge of Aboriginal Community Controlled Health Services (ACCHS) and the service delivery issues facing these organisations.

- Understanding of the social determinants affecting Aboriginal peoples' health status.
- Experience in the development and delivery of digital health strategies.
- Experience with Patient Information and Recall Systems (PIRS) including Communicare, Medical Director, Best Practice Premier and/or MMEx, as well as other eHealth communications software.
- Developing and maintaining a working knowledge of the Commonwealth's digital health initiatives.
- Demonstrated problem solving skills, including the ability to undertake strategic analysis, formulate advice, identify and analyse problems and establish appropriate solutions using analytical and conceptual skills.
- Highly developed written communication skills, with proven ability to prepare a range of documents including reports, quality literature, guidelines and general correspondence with a high level of accuracy and attention to detail.
- Highly developed interpersonal skills including negotiation and consultation skills and the ability to proactively establish and sustain effective working relationships internally and externally.
- Strong organisational skills and the capacity to successfully manage competing priorities and maintain attention to details and meet deadlines.
- Demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

DESIRABLE:

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community

PRACTICAL REQUIREMENTS:

- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty may be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences may also be required.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE

I certify that I have read and understand the responsibilities assigned to this position.

| | |
|----------------|--|
| Employee Name: | |
| Signature: | |
| Date: | |