

Position Title: Digital Health Training Officer

Campus: Ballarat

Directorate: Finance and Corporate Services

Department: Information Technology

Reporting to: **Digital Health Skills and Capability Lead**

Indirect Reports: Manager, Digital Capability & Change Enablement

Appointment Terms/Conditions:

Classification and Code: Admin Grade 3 (HS3)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Digital Health Training Officer will identify learning needs, design and deliver contemporary training and support resources, and provide coaching and end-user assistance to enable Grampians Health employees to confidently and safely use digital health systems, applications and devices required for their roles. The position supports organisation-wide digital skills uplift and contributes to cyber security awareness by embedding safe digital practices into training, onboarding and ongoing capability programs.

KEY ACCOUNTABILITIES

Digital Capability Uplift (Training Program)

- Support the adoption of new and updated digital technologies, systems and applications across Grampians Health.
- Facilitate foundational digital skills sessions (e.g., log on access, VDI, Microsoft 365 and email/calendar tools).
- Facilitate collaboration and communication tool training (e.g., online meetings, intranet/SharePoint navigation and editing).
- Support staff to build capability using Service Desk processes and self-service support channels.
- Support training for common corporate applications to support safe and efficient workflows.
- Apply evidence-based adult learning approaches to deliver practical, accessible training in both online and face-to-face environments.

Digital Learning Design & Delivery

- Support the planning, and delivery of digital training programs (face-to-face and online).
- Contribute to needs analysis with stakeholders to define learning objectives, audiences, and success measures.
- Develop and maintain user-friendly learning resources (guides, quick reference materials, and job aids).
- Facilitate the development of reusable training plans and resources to enable consistent delivery by other trainers.
- Assist with evaluation and continuous improvement by collecting feedback and incorporating learnings into future sessions and resources.
- Support ICT projects by contributing to change enablement activities, ensuring training is embedded as per the implementation plans.
- Ensure the learning environment and resources support learner needs.
- Contribute to the annual digital skills gap analysis.
- Support ICT projects as directed.

Digital Enablement (Advice, Support & Knowledge)

- Support onboarding and ongoing uplift so staff can confidently use core Grampians Health technologies and processes.
- Provide day-to-day guidance to staff, translating technical information into practical, role-based instructions.
- Contribute to the maintenance and continuous improvement of the GH knowledge base and user documentation to keep content accurate and accessible.
- Contribute to continuous improvement by identifying user needs, recurring issues and opportunities for simpler, safer digital workflows.

Organisational

- Compliance with all GH Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- Participation in the GH integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague
- You must ensure that the affairs of Grampians Health – Grampians Rural Health Alliance, its patients, clients, and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- At GH we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst GH employees.
- GH is committed to a patient/client centred approach in the provision of health care and services, consistent with the GH values, mission, and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers, and colleagues.

KEY SELECTION CRITERIA

Qualifications and experience

- Holds a current Cert IV in Training and Assessment, currently working towards or a willingness to work towards the same (Desirable)
- Demonstrated experience in training or coaching of others e.g., use of product, equipment, process etc.
- Demonstrated experience in the design, coordination deliver & evaluate training programs including face-to-face, webinars and online would be an advantage.
- Proven experience in developing user manuals, instruction guides and learning tools.
- Experience in using software and hardware within a healthcare setting would be an advantage.

Technical/Professional Knowledge and Skills

- Sound understanding of the key principles of adult learning.
- **Formal Presentation:** Presenting ideas effectively to individuals or groups when given time to prepare; delivering presentations suited to the characteristics and needs of the audience.
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.
- **Developing others:** Planning and supporting the development of individuals' skills and abilities so that they can fulfill current or future job/role responsibilities more effectively.

Work Environment

- Work on site with the ability to work remotely if required
- Ability to travel and perform training at other Grampians Health Sites

Personal attributes

- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Initiating action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.

Interpersonal skills

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing, and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing, and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- 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.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.