

Position Title: Clinical Applications Support Officer – Patient Administration Systems

Campus: Ballarat or a Grampians Regional Health Alliance Campus (by negotiation)

Directorate: Digital Health

Department: **Grampians Rural Health Alliance (GRHA)**

Reporting to: Business Analyst – Patient Administration Systems – iPM (Direct)
Applications Manager (Indirect)
Director Digital Health Applications (Indirect)

Direct Reports: N/A

Appointment Terms/Conditions:

Classification and Code: HS4

Enterprise Agreement: Victorian Public Sector – Health Professions, Health & Allied Services, Managers & Administrative Officers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

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 Clinical Application Support Team provide primary and secondary support for a range of applications including the Patient Administration Systems (webPAS and iPM), Cyberscience (Cyberquery report writing) Digital Medical Record (Opal) and Referral Management System (RMS), across Grampians Health and the Grampians Rural Health Alliance (GRHA).

The incumbent will work closely with the Applications team, stakeholders, and application vendors in assisting with the configuration and testing of functionality (new or existing) to help maximise organisational and user needs are met.

The primary elements of this role are to:

- Provide support, training and troubleshooting for the Patient Administration System application
- Assist with system upgrades, bug fix testing and deployment
- Review and management of tickets raised by agencies via the Application Support Ticketing Portal
- Assist with development work as directed and in line with organisational/regional priorities and the wider GRHA Strategy (for example My Health Record, CareSync Exchange Health Information Exchange)

This role will report to the Business Analyst – Patient Administration Systems (iPM) and work collaboratively with and support other staff within the Clinical Applications team.

KEY ACCOUNTABILITIES

Application Support

- Responsible for the investigation of cause(s) of reported issues, including identification of potential solutions or escalation to the vendor for resolution if required.
- Assist in supporting the regional report writing tool (Cyberquery) in identification of issues and raising end user requests with the vendor.
- Support other regional applications (e.g., RIMS), as required.
- Consistently provide a high level of customer care to maximise customer satisfaction.
- Keep customers informed on the progress of incidents and requests.

Testing, Analysis and Quality Activities

- Assist with the coordination of application upgrades and patches including testing, configuration and key user training as required.
- Assist with development, configuration and roll out of new functionality.
- Analyse issues identified by users to determine the:
 - Full extent of the issue
 - Processes that replicate the problem where possible
 - Identification of potential solutions
 - Need for corrective action by vendor

Training

- Provide specific/targeted key user training as required to support specific user groups and roll out of new functionality.
- Maintain up to date training material to support end user training (this includes face to face and development of on-line modules)

Other Responsibilities

- Assist in supporting other key applications as required.
- Attendance as required at relevant GRHA committees and other meetings as directed.
- Secretarial support including minute taking, preparing agendas, coordination of venues for meetings as directed and required.
- Actively support the effective collaborative partnerships and advocacy for improved ICT system capability and performance, with all stakeholders.
- Develop and maintain relationships with internal functional and technical stakeholders, application vendors and external application users.
- Ability to travel into the Grampians Region where required (on occasion may involve an overnight stay)
- Conduct other duties as required within Digital Health.

KEY SELECTION CRITERIA

Qualifications

- Relevant qualifications in Health Informatics, Information Technology or similar would be preferred OR five (5) years' practical experience in a similar role

Technical/Professional Knowledge and Skills

- Experience in supporting, updating, and configuring the backend of health applications and modules, ideally Patient Administration Systems.eg iPM, webPAS.
- Experience in supporting front end users in health applications and modules ideally Patient Administration Systems e.g. iPM, webPAS.
- Experience with supporting report writing tools e.g. Cyberquery
- Current Drivers Licence.

Personal attributes

- **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.
- **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.
- **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.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.
- Current Drivers Licence

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 an 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.