

Position Title: Digital Health Skills and Capability Officer

Campus: Ballarat or Horsham

Directorate: Finance and Corporate Services

Department: Information Technology

Reporting to: **Digital Skills & Capability Lead**

Indirect Reports: **Manager, Digital Capability & Change Enablement**

Appointment Terms/Conditions:

Classification and Code: Admin Grade 4 (HS4)

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 Capability & Skills Officer role encompasses managing and supporting the ongoing adoption of new technologies, specifically Microsoft 365 (M365), while coordinating organisation-wide training and change initiatives. The role develops, delivers and reviews training solutions and learning pathways that support a digital-first, increasingly self-directed learning model, and ensures learning is integrated with operational practice and role-based workflows. The role also provides support for digital skills uplift and cyber security awareness programs, helping to build capability and promote safe, compliant use of digital systems across Grampians Health.

KEY ACCOUNTABILITIES

Training Program Delivery

- Design, coordinate and deliver blended learning programs (face-to-face, virtual and self-paced) to support adoption of M365 and other digital health technologies, including positive practical learning environments that reflect real-world scenarios.
- Develop training schedules, session plans and facilitator guides, ensuring sessions are accessible, timely and aligned to operational requirements.
- Provide training and support to executive, clinical and non-clinical staff, managers, directors, and team leaders across Grampians Health, with an emphasis on driving adoption across multiple service areas.
- Partner with subject matter experts and system owners to ensure training content reflects current processes, role-based workflows and governance requirements.
- Evaluate training effectiveness using attendance, completion and feedback measures and report outcomes and insights to the Digital Skills & Capability Lead.
- Conduct learner assessment and provide responsive support (including additional coaching for users requiring assistance) during live sessions and post-training follow-up.
- Provide consultancy on training needs analysis to inform training plans, prioritisation and the tailoring of training options by cohort/role.
- Analyse training feedback and adoption barriers, identify workflow or system issues impacting users, and provide recommendations to relevant forums/owners to support resolution and continuous improvement.
- Identify and report training delivery issues, hazards and risks (e.g., access, environment, scheduling constraints) and ensure mitigation actions are documented and monitored.
- Support onboarding and orientation by delivering guided sessions that build confidence in core Grampians Health technologies and digital ways of working.
- Support delivery of Cyber Security Awareness initiatives and Digital Health Skills programs as directed, embedding key messages into learning activities.

Content Development

- Lead annual digital/IT skills gap analysis to identify capability needs and prioritise training and resources.
- Develop and maintain role-based learning pathways, quick reference guides, job aids, user instructions and assessments to support consistent practice.

- Curate and publish learning resources through the Grampians Learning Hub, ensuring content is current, discoverable and aligned to standards.
- Collaborate with stakeholders to convert business changes, system updates and policy requirements into clear learning and communications materials.
- Maintain content governance and change control, ensuring new and updated materials are impact-assessed, appropriately approved, version-controlled and archived.
- Coordinate and maintain training environments (e.g., sandboxes/simulation materials) and online learning resource channels so learning content remains accessible, current and fit for purpose.

Engagement and Advice

- Provide advice and coaching to staff and leaders on digital learning options, training pathways and safe, compliant use of M365 and related tools.
- Build and maintain relationships with key stakeholders to coordinate learning initiatives, promote adoption and ensure local needs are understood.
- Support organisational change activities by contributing to readiness planning, communications and targeted support for impacted teams, ensuring system enhancements and changes are reflected in learning materials.
- Provide support to project teams for digital enhancement initiatives, including contributing to user acceptance testing and translating outcomes into training updates.
- Represent the learning and capability function in relevant meetings/working groups, providing advice to support resolution of user issues, risks and training impacts.
- Identify, support and grow local learning champions/super users to strengthen on-the-ground capability and peer-to-peer support.

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.
- Demonstrated proven experience in training or coaching of others e.g., use of product, equipment, process etc.
- Demonstrated proven 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.