

## Position Description

<b>Position title:</b>	Digital Health Program Officer	<b>Location:</b>	St Leonards
<b>Reports To:</b>	Digital Health Manager	<b>Direct Reports:</b>	Nil
<b>Working Relationships Internal:</b>	<ul style="list-style-type: none"> <li>Digital Health Team</li> <li>Clinical Engagement Team</li> <li>PCA Team</li> <li>All SNPHN Managers</li> <li>Clinical Leads</li> </ul>	<b>Working Relationships External:</b>	<ul style="list-style-type: none"> <li>Local Healthcare Providers</li> <li>Aged Care Providers</li> <li>NGOs</li> <li>Community Organisations</li> <li>Local Councils</li> <li>NSLHD</li> <li>Australian Digital Health Agency (ADHA)</li> <li>Private Hospitals</li> </ul>
<b>PD Approved:</b>	Chief Executive Officer	<b>Approved:</b>	

### Organisation description

The Sydney North Primary Health Network (SNPHN) works on behalf of the Commonwealth to improve health outcomes for patients by increasing the capability and capacity of the primary healthcare workforce to ensure patients receive *the right care, in the right place at the right time*.

### Position purpose

<b>Position purpose:</b>	The Digital Health Program Officer will educate health care providers, aged care providers and community organisations about the benefits of the My Health Record system to build capacity, increase registrations and the usage of the My Health Record. The Digital Health Program Officer will also provide education to health care providers on how to inform consumers of the benefits of My Health Record and of their option to Opt-Out and the process for doing so.
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## Accountabilities

<b>Primary accountabilities:</b>	<p>To ensure that the organisation works as effectively as possible to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These accountabilities and their outcomes are reviewed at least annually formally and on an ongoing basis informally with team members and managers.</p>
<b>Train the Trainer</b>	<ul style="list-style-type: none"> <li>Attend nominated My Health Record Expansion awareness and educational train the trainer sessions provided by The Australian Digital Health Agency.</li> </ul>
<b>Education &amp; training</b>	<ul style="list-style-type: none"> <li>Arrange, coordinate and deliver training to health care providers via different approaches listed within the delivery scope, including classroom style meetings / sessions / webinars, and other relevant methods, across the PHN region, at least monthly.</li> <li>Provide face-to-face training to the health care providers on demand as required.</li> <li>Actively encourage health care providers to register for access to, and use of, My Health Record.</li> </ul>
<b>Training Delivery Scope</b>	<p>Training delivery scope is as follows:</p> <ul style="list-style-type: none"> <li>General practice (GP) awareness, registration and use,</li> <li>Community pharmacy awareness, registration and use,</li> <li>Private specialist awareness, registration and use,</li> <li>Allied health awareness, registration and use,</li> <li>Aged care provider awareness, registration and use,</li> <li>Actively encourage the above health care providers to increase registrations and use of the My Health Record.</li> </ul>
<b>Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>Conduct surveys and interviews to support program delivery as requested</li> <li>Conduct stakeholder engagement forums to create awareness and identify providers who are most interested in becoming connected to My Health Record and to identify potential super-users and clinical champions of the My Health Record system for peer to peer education</li> </ul>
<b>Reporting &amp; Evaluation</b>	<ul style="list-style-type: none"> <li>Report on the percentage or number of GPs, community pharmacies, private specialist practices, allied health and aged care providers educated each month and use of the My Health Record system in</li> </ul>

	<p>accordance with the Provider Readiness Activity Performance Indicators to meet agreed reporting timeframes;</p> <ul style="list-style-type: none"> <li>Identify barriers to program implementation and contribute to the development of enablers to facilitate successful implementation.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>Contribute towards the SNPHN’s overall strategic direction including the implementation of the organisation’s values and mission statement.</li> <li>Demonstrate a commitment to SNPHN’s vision and values: <ul style="list-style-type: none"> <li>~ SNPHN Vision – Achieving together – better health, better care</li> <li>~ SNPHN Values – iCare <ul style="list-style-type: none"> <li>Innovation – We Create, We Initiate, We Inspire</li> <li>Collaboration – We Listen, We Understand, We Respond</li> <li>Accountability – We Define, We Adapt, We Deliver</li> <li>Respect – We Inspire Trust, We Are Open, We Act Ethically</li> <li>Excellence – We Own It, We Commit to It, We Achieve It.</li> </ul> </li> </ul> </li> <li>Understand and cascade understanding of contractual obligations and deliverables as contained in the various approved Department of Health Annual Plans and other funding agency agreements.</li> <li>Respect the confidentiality of patients and general practice in line with the organisation’s related policies, procedures and the Privacy Act.</li> <li>Comply with the organisation’s policies and procedures.</li> <li>Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary, any untoward accident, incident or potentially hazardous environment.</li> <li>Fulfil other duties commensurate with the role as directed.</li> </ul>

### Organisational expertise

<b>Subject Matter Expertise</b>	In deliveriing on accountabilities above it is expected that you will build expertise (be the organisational SME) in the following key organisational policies, processes and documents:-
<b>SNPHN Policies / Procedures</b>	modality
<b>SNPHN DoH Contracts:</b>	
<b>SNPHN Supplier Contracts</b>	

### Scope of authority

<b>Direct employees work priorities/schedules:</b>	Not authorised	<b>Approve employee expenditure:</b>	Not authorised
<b>Recruit/ terminate employees:</b>	Not authorised	<b>Have Media contact:</b>	Not authorised
<b>Enter into Contracts:</b>	Not authorised	<b>Other (Detail here)</b>	Not authorised

## Key selection criteria - qualifications and experience

<p><b>Required experience, capabilities and qualifications</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Ability to deliver training to a broad range of health professionals both in a face-to-face and digital training environment.</li> <li>• Formal qualifications in a digital health technology or health related field or significant demonstrated experience within these fields.</li> <li>• Knowledge and understanding of the Australian Primary Health care system.</li> <li>• Demonstrated high level of communication skills, both written and oral</li> <li>• Demonstrated ability to develop and maintain effective partnerships with relevant internal and external stakeholders.</li> <li>• An understanding of behaviour change/change management principles and or demonstrated ability to influence change.</li> <li>• Demonstrated ability to work autonomously, set project goals, prioritise tasks and troubleshoot, in order to achieve key objectives within designated timeframes.</li> <li>• Commitment, adaptability and ability to persevere in challenging environments.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of national digital health strategies and the ability to apply these at the local level.</li> <li>• Demonstrated knowledge and skills in the area of information and communication technology within the primary health sector including secure messaging, clinical information systems, data extraction and analysis tools and the national My Health Record.</li> <li>• Working knowledge of common primary care clinical software systems such as Medical Director &amp; Best Practice.</li> <li>• Understanding of relevant Australian State and Federal Government Digital Health agencies including the Australian Digital Health Agency, Healthcare Identifier Service, eBusiness, Department of Human Services, and eHealth NSW.</li> </ul>
<p><b>Certifications required</b></p>	<ul style="list-style-type: none"> <li>• Certification of required tertiary qualifications and professional memberships</li> <li>• Current NSW drivers licence and access to a comprehensively insured motor vehicle – if a requirement of the role</li> <li>• National Police Clearance Check.</li> <li>• Working with Children Check (or willing for a check to be performed, if required).</li> </ul>

	<ul style="list-style-type: none"> <li>Reference Checks (2) from past employers.</li> </ul>
<b>Special conditions</b>	<ul style="list-style-type: none"> <li>From time to time work on weekends or evenings may be required, for example, attendance at forums or meetings.</li> <li>Intrastate, interstate and/ or international travel may be required.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>Adhere to organisation policies and procedures relating to Workplace Health and Safety and, at all times, take responsibility for own and colleagues wellbeing.</li> </ul>

### Position Description Acceptance/Agreement

I declare that I have read and understand this position description. I understand that the tasks and accountabilities included may vary from time to time by the organisation in response to changing priorities.

**Name** \_\_\_\_\_ **Signature** \_\_\_\_\_ **Date** \_\_\_\_\_