Position Description

Position title:	Digital Health Innovations Lead	Location:	Chatswood NSW
Reports To:	Executive Manager, Health Workforce and Systems Improvement	**Direct Reports:**	• NIL
Working Relationships Internal:	• Primary Care and Clinical and Community Engagement team • Commissioning & Partnerships Team • Corporate Services • Business Development team	**Working Relationships External:**	• Local Healthcare Providers • Aged Care Providers • NGOs • Community Members • Community Organisations Digital Health vendors • Local Councils • Ambulance NSW • Northern Sydney LHD • Australian Digital Health Agency • Private Hospitals
SNHN Role Level	Level 10	**Role Level Requirements**	Refer to Attachment One
PD Approved by:	General Manager, Primary Health Care & Community Engagement	**Approval Date:**	October 2021

Organisation description

SNPHN Ltd t/a Sydney North Health Network (SNHN) 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

Position purpose:	The Digital Health Lead works closely with stakeholders with relevant stakeholders, driving adoption of digital health connectivity, deemed beneficial for improvement of community health outcomes. They are responsible for implementation of the SNHN Digital Health Strategy and are responsible for overseeing the co-design, delivery and evaluation of programs that support primary health care services.

Accountabilities and Outcomes

Primary accountabilities:	To ensure the organisation works as effectively as possible to achieve its annual operational 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.
Key outcomes:	• Promote the uptake of digital health initiatives amongst local primary care health providers and organisations. • Work with relevant stakeholders such as NSLHD, private hospitals and other relevant providers to strengthen networks and influence adoption and use of digital technology to improve connectivity. • Support work to achieve the aims of SNHN's Digital Health Strategy and support local providers to embrace new technologies and systems. • Co-ordination and integration of care is enhanced through use of digital health technology, by primary and secondary healthcare providers, and Aged Care providers. • Internal stakeholders have increased capability to promote the uptake of digital health initiatives. • Relevant stakeholders and providers are identified, and their profiles accurately managed via the client relationship management (CRM) database. • Productive working relationships with stakeholders are cultivated to support implementation of the SNHN and Digital Health strategies.
Accountabilities:	• Support the co-design, implementation and evaluation of a range of digital health program initiatives to meet the organisation's strategic and operational objectives and national and local performance indicators. • Support primary care providers, including PHN commissioned services, to streamline the flow of relevant patient information across the local health provider community. • Promote and support the implementation of the Climate and Health Strategy across the region. • Deliver training to both internal and external stakeholders to increase digital health literacy. • Oversee collection of data to assist with monitoring program uptake and evaluation. • Manage barriers to program implementation and contribute to the development of enablers to facilitate successful implementation. • Participate on collaborative project teams with internal and external stakeholders as required. • Prepare and provide reports as required.
General	• Contribute towards the SNHN's overall strategic direction including the implementation of the organisation's values and mission statement. • Demonstrate a commitment to SNHN's vision and values: ~ SNHN Vision – Achieving together – better health, better care ~ SNHN Values – iCare o Innovation – We Create, We Initiate, We Inspire

	- o Collaboration – We Listen, We Understand, We Respond - o Accountability – We Define, We Adapt, We Deliver - o Respect – We Inspire Trust, We Are Open, We Act Ethically - o Excellence – We Own It, We Commit to It, We Achieve It. - 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. - Respect the confidentiality of patients and general practice in line with the organisation's related policies, procedures and the Privacy Act. - Comply with the organisation's policies and procedures. - 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. - Fulfil other duties commensurate with the role as directed.

Organisational expertise

Subject Matter Expertise	• In delivering on accountabilities above it is expected that you will build expertise (be the organisational SME) in the following key organisational policies, processes and documents: -
SNHN Policies / Procedures	• Digital health Policies and Procedures
SNHN DoH Contracts:	• Allocated DoH contracts as they relate to Digital Health • Contracts related to digital health vendors
SNHN Supplier Contracts	• Nil

Scope of authority

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

Key selection criteria - qualifications and experience

Required experience, capabilities and qualifications	**Essential:** • Formal qualifications in a digital health technology or health related field or significant demonstrated experience within these fields. • Ability to deliver training to a broad range of health professionals both in a face-to-face and digital training environment. • Knowledge and understanding of the Australian Primary Health care system. • Demonstrated high level of communication skills, both written and oral • Demonstrated ability to develop and maintain effective partnerships with relevant internal and external stakeholders. • An understanding of behaviour change/change management principles and or demonstrated ability to influence change. • Demonstrated ability to work autonomously, set project goals, prioritise tasks and troubleshoot, in order to achieve key objectives within designated timeframes. • Commitment, adaptability and ability to persevere in challenging environments. **Desirable:** • Demonstrated understanding of national digital health strategies and the ability to apply these at the local level. • Formal qualifications in health informatics, eHealth or digital health technology or demonstrated experience within these fields • Project Management Cert IV • Understand Principles of Quality and Risk Management within project management • Knowledge and understanding of health service commissioning • Experience working for a Not for Profit or government funded organisation. • Knowledge of Australian Health Care Reform • Demonstrated ability to learn new systems and adapt as systems integrate or as new systems are launched. • Working knowledge of common primary care clinical software systems such as Medical Director & Best Practice. • 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
Certifications required	• Evidence of tertiary qualifications and/or professional memberships, as applicable to the role. • Current NSW drivers' licence and access to a comprehensively insured motor vehicle – if a requirement of the role. • National Police Clearance Check. • Working with Children Check - if a requirement of the role • Reference Checks (2) from past employers.
Special conditions	• Some out of hours work on weekends or evenings may be required, for example, attendance at community forums or meetings, for which time off in lieu may be taken.

	• Intrastate, interstate and/ or international travel may be required.	
Workplace Health and Safety	• Adhere to organisation policies and procedures relating to Workplace Health and Safety and, at all times, take responsibility for own and colleagues wellbeing.	

Position Description Acceptance/Agreement

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

Name_____   **Signature**_____   **Date** _____

Attachment One

PRIMARY CARE ADVANCEMENT & INTEGRATION - Role Level 10	
STRATEGIC CORE COMPETENCIES	
Strategy, Priorities & Organisational Context	Comprehensive understanding of the role, vision, mission, and values of SNHN. Demonstrates behaviour consistent with the values. Working knowledge of the strategy and plans: Objectives of SNHN and financial imperatives; Department of Health (DoH) objectives; Regional health and medical services requirements; Various environments in which SNHN operates, e.g. social, financial, political. A broad knowledge of related organisations.
Leadership & Teamwork	Provides professional supervision of 1 to 4 professional staff involved in the delivery of a diverse range of complex services and/or medium sized project work. OR is a sole operator specialist advanced practitioner in a professional discipline. Develops plans and schedules for projects and/or service offerings. Sets objectives, shares information and recommends budgets. Ensures projects and service offerings meet delivery expectations and/or agreements. Provides day-to-day advice and support to others. Consults on issues associated with the successful delivery of projects/services
Communications & Collaboration	Uses varied communication techniques across all levels internally and externally to engender positive engaging relationships. Manages relationships constructively and consistently, exercising judgement; applying and modelling culturally appropriate communication. Exercises a range of effective influencing skills. Uses a broad network of contacts to resolve functional issues; refers where appropriate. Participates in complex internal and externally focused negotiations.
Personal Accountability	Understands the impact of legislation and standards on work practices. Recommends changes to policies & procedures to accommodate changes in external requirements. Ensures changes do not compromise quality or standards of service. Evaluates processes and makes or recommends changes. Applies SNHN risk management processes. Participates in policy and procedure development. Demonstrates and ensures safety, financial and general accountabilities in team. Promotes organisation service offerings and brand.
Stakeholder Relationships & Partnerships	Effectively utilises complex external stakeholder/partner relationships. Proactively identifies opportunities to strengthen and improve relationships. Applies relevant regional knowledge and understanding. Able to develop appropriate working relationships with diverse regional organisations and communities. Models application of relevant regional knowledge and understanding to achieve shared goals, guiding the interactions of less experienced staff. Promotes SNHN's services and brand with stakeholders and partners.
Problem Solving & Innovation	Models a resourceful and adaptable approach. Applies organisation improvement and innovation principles and approaches. Uses creative and well developed techniques and resources, typically within a defined area and following precedents. Identifies requirements for improvement and potential

	resource implications. Recognises the potential impact of solutions on service provision programs/projects and other areas and externally.
Professional Learning	A relevant tertiary qualification plus significant and substantial experience in a discipline. May have post graduate qualifications in a related specialist area. Good knowledge of discipline standards required by legislation and professional bodies
FUNCTIONAL COMPETENCIES	
Professional Practice	Uses innovative, advanced professional practices and specialist technical knowledge to solve issues and achieve significant practical improvements in functional-specific outcomes. Consulted by others on complex matters, provides advice and training to others. Follows up complex technical/professional issues. Undertakes research, analyses issues and recommends options based on contemporary business practices. Identifies problems that could adversely impact on major functional projects. Provides leadership through facilitating and influencing change processes in the organisation and in own area. Contributes to change planning/scheduling. Demonstrates sound commercial acumen.
Operational Planning	Integrates the relevant components of legislation, policies and programs with specific organisation plans, programs/projects and services. Undertakes complex mapping, planning and development of policy, programs and/or projects/services. Assists with strategic planning and development work. Implements complex service/program/project delivery plans that are limited in scope. Performs ongoing day-to-day operations and monitors progress to ensure target delivery agreements are met. Assists with implementation of available technologies and ongoing day-to-day operations of major services/programs. Monitors the outcomes and cost effectiveness of contracts that are being delivered by the organisation/service.
Projects / Programs Management	Applies the project management process. Coordinates internal and external project resources, allocating resources to meet plan. Projects typically require a limited implementation of the process. Manages multiple smaller projects and/or leads components of larger projects. Implements programs and projects and liaises with external contractors.
Primary Care Advancement & Integration	Uses innovative, advanced professional primary care and integration processes and specialist technical knowledge to solve issues and achieve significant improvements in outcomes. Consulted by others on complex matters, providing advice and training. Follows up complex primary care and integration issues. Undertakes research, analyses issues and recommends options based on contemporary sector practices. Identifies problems that could adversely impact on major projects/programs/services.
Quality, Risk, and Compliance Systems	Understands the impact of legislation and standards on work practices. Recommends changes to policies & procedures to accommodate changes in external requirements e.g. compliance. Ensures changes do not compromise quality or standards, governance or projects/programs/services. Evaluates processes and makes or recommends changes. Participates in policy and

	procedure development. Applies and utilises SNHN risk management systems, policies and processes.