

## Position Description

|                                 |                                      |                                |     |
|---------------------------------|--------------------------------------|--------------------------------|-----|
| <b>Position Title:</b>          | Project Officer – Digital Health     |                                |     |
| <b>Reports to</b>               | Manager Integration & Digital Health |                                |     |
| <b>Directorate</b>              | Strategy and Outcomes                |                                |     |
| <b>Business Unit</b>            | Digital Health                       |                                |     |
| <b>Number of Direct Reports</b> | Nil                                  | <b>Budget Responsibilities</b> | Nil |
| <b>EMPHN Classification</b>     | Band 3                               |                                |     |

|                     |   |              |                          |
|---------------------|---|--------------|--------------------------|
| <b>Reviewed by:</b> | <i>Kirsty MacDougall (Lead Digital Health)</i>        | <b>Date:</b> | 8 <sup>th</sup> Feb 2019 |
| <b>Approved by:</b> | <i>Harry Patsamanis Exec director integrated care</i> | <b>Date:</b> | 8 <sup>th</sup> Feb 2019 |

### About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities will be:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



|                      |   |
|----------------------|---|
| <b>Leadership</b>    | <i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>  |
| <b>Understanding</b> | <i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>   |
| <b>Outcomes</b>      | <i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i> |
| <b>Collaboration</b> | <i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>  |

### Purpose of Position

The Digital Health Team has responsibility for supporting our general practices, pharmacies and other primary care providers, to increase their understanding and implementation of digital health initiatives such as POLAR, e-referral, HealthPathways and My Health Record.

The aim of digital health is to improve technology so that it is more useful for healthcare providers and patients.

The Project Officer – Digital Health supports and educates a range of internal teams and external organisations by providing practice support and education to understand the process and systems that underpin the delivery of digital health services in Australia.

In particular, the Project Officer - Digital Health officer would work closely with general practices, pharmacies, medical specialists and other primary care providers to promote understanding, adoption and clinical useability of the My Health Record.

Promotion and engagement with key national infrastructure and service providers will be critical to enable the effective deployment and expansion of Digital Health/eHealth initiatives across the EMPHN region.

## Key Relationships and Stakeholders

- General Practitioners
- Pharmacists
- Allied Health Providers
- Medical Specialist
- Aged Care Facilities
- Northern Health
- Austin Health
- Eastern Health
- Monash Health
- Community based health services
- Private Hospitals
- Eastern Melbourne Primary Health Network (PHN) partners
- Eastern Melbourne PHN employees as required.

## Accountabilities

### Key Accountabilities

#### *Stakeholder & Relationship Management*

- Proactively seek and build continuous, meaningful engagement with all relevant stakeholders.
- Work collaboratively and in a positive way with others and in the work of EMPHN.
- Keep accurate records in Sharepoint, CRM other organizational tools and utilise stakeholder data to actively build relationships, inform strategy, shape service and improve health outcomes,
- Provide up-skilling/education for health providers in relation to the meaningful use of digital health solutions
- 

#### *Communications & Interpersonal*

- Clearly communicate the benefits of digital health initiatives to primary care providers.
- Work collaboratively with internal and external stakeholders to champion the role of primary care and the benefits of digital health initiatives.
- Work with other EMPHN staff and external stakeholders to explore, identify, prioritise, implement and evaluate other digital health solutions such as the eReferral, secure messaging, data analysis, and population health initiatives
- Develop and disseminate information and resources that will support a greater understanding and use of the My Health Record and secure message delivery for health providers
- Engage with primary health care providers in the implementation of digital health initiatives.
- Engage with internal EMPHN employees to assist them in promoting the benefits and implementation of digital health initiatives in the primary care sector.
- Work collaboratively within their team, wider organisation and stakeholders to inform, champion and optimise digital health initiatives.
- Ensure initiatives for which you are responsible are communicated and integrated across all parts of the business

#### *Improvement & Innovation*

- Plan and deliver key projects and activities to advance digital health solutions in primary and secondary sectors to improve system integration across the health sector
- Promote continuous improvements in quality and outcomes.

# Position Description

- Develop and implement beginning to end projects that promote and implement digital health initiatives within our catchment.

## *Analytical*

- Manage systems, processes, and data to deliver system integration projects and activities
- Analyse and evaluate outcomes of initiatives implemented to identify areas of improvement.
- Undertake appropriate research and analysis of issues to identify suitable solutions
- Undertake robust and regular diagnostics to establish full understanding of health needs relevant to digital health initiatives.
- Comply with all internal and funder reporting requirements.
- Collect, collate, analyse and report relevant data and program outcomes to contribute to measuring against national and local performance indicators
- Contribute to regional and local population health planning

## *Team*

- To support the manager and staff within or engaged to work with the Digital Health team.
- Provide administrative and technical support to the Digital Health Integration team to manage project plans and prepare reports for efficient and effective program outcomes
- Other duties as reasonably required.
- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

## *Organisational*

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures
- Work in a manner that upholds EMPHN Values of **Leadership, Collaboration, Outcomes** and **Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

## *Health and Safety*

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

## Qualifications

To be considered for this role, candidates must have:

- Relevant experience in health care, education or related health field
- Hold a current Victorian Driver's License

Desirable:

- Capacity to integrate any skills knowledge that complements the deployment of digital health initiatives.
- Project Management qualification/certification and / or relevant comparable experience

## Knowledge, Skills & Experience

### Core Competencies/Key Selection Criteria

#### *Sector Knowledge*

- Demonstrated understanding of the key national Digital Health/eHealth infrastructure and services and their function.
- Demonstrated understanding of the Victorian health system and current health policy challenges and reform directions is desirable.
- An understanding of the privacy requirements and the sensitivities of working with health information and dealing with confidential and sensitive information in a professional manner.

#### *Communication & Interpersonal Skills*

- Well-developed interpersonal skills with the ability to impart eHealth / Digital Health knowledge to a range of stakeholders, including consumers and health care professionals.
- Evidence of delivering successful group education / training events
- Excellent written and verbal communication ability, attention to detail, and high level presentation skills
- Demonstrated experience in building and maintaining relationships with external partners and key stakeholders at an operational level.
- Demonstrated experience in working in and contributing to a team environment.
- Ability to work independently using professional judgment to manage complex matters.
- Capacity to be a self-starter and identify new opportunities within the teams' scope.
- Capacity to adapt work output that is impacted by an agile and changing environment.

#### *Analytical*

- Demonstrated analytical and problem solving skills in order to develop ideas and opportunities.
- Demonstrated ability to report on activities undertaken.
- Demonstrated problem solving activities.

#### *Technical Expertise*

- Demonstrated experience and understanding of primary health provider software.
- Intermediate computer skills, specifically the use and management of digital credentials
- Demonstrated project management skills with the ability to undertake a variety of planning, improvement, audit and quality related projects.
- Ability to work across multiple projects.
- High level skills in Microsoft Office.