



POSITION DESCRIPTION

HEALTH INFORMATION AND SYSTEMS OFFICER

Location:	Melton/ Parkville
Division:	Clinical Services (Primary Care Services)
Salary range	\$65,000 - \$80,000 per annum per annum pro rata (commensurate with skills and experience) plus superannuation and access to salary packaging
Employment Type:	Full-time / Fixed Term contract until 30 June 2021
Position reports to:	Manager – Clinical Quality and Safety

1. POSITION SUMMARY

This position will work across a range of primary care settings, including the ENRICH program, Orygen led headspace centres and the Parkville Hub to implement and integrate health information, data collection and other digital systems that support and enhance both young people's experience of accessing mental health services and clinicians efficiency in delivering services.

Primarily, this position will be responsible for the implementation of a new Electronic Medical Record System, (Mastercare) including the data collection and reporting systems and also any additional digital applications (eg. online booking and information collection systems, integration with headspace Application Platform Interface (HAPI), My Health Records, new Front End systems & eOrygen etc). The position will be required to consider existing pathways, systems and processes in implementation of these system to ensure all essential elements of clinical information and data management is considered.

The successful applicant will be a change facilitator with a focus on engaging staff in new processes and systems. The position will need to have strong interpersonal skills, be able to negotiate with multiple stakeholders, with awareness of the youth mental health system preferable. Subject to broad direction and working with a considerable degree of autonomy, the Health Information and Systems Officer will have proven project management responsibility for diverse activities involving health information and data collection.

2. POSITION CONTEXT

The Orygen Strategic Plan identifies developing, delivering and rolling-out best service models as a Strategic Priority, namely 'developing, implementing and evaluating an exemplar seamless integrated clinical service model for young people in the north and west region of Melbourne.'

This role will be central in the achievement of enhanced health information, data and digital systems across the clinical services, predominately the primary care services. With the initial focus being through

demonstration in headspace Melton & the ENRICH program, this role is central to plans to implement new health systems and pathways across northern and western Melbourne, as part of our new Regional Model.

3. ABOUT ORYGEN

VISION: Young people to enjoy optimal mental health as they grow into adulthood.

MISSION: Reduce the impact of mental ill-health on young people, their families and society.

Orygen is the world's leading research and knowledge translation organisation focusing on mental ill-health in young people. Working side-by-side with young people, our partners and one another, we're redefining what's possible in global research, policy, education and clinical care. Find out more on our [website](#).

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. Find our more on the headspace [website](#).

4. KEY RESPONSIBILITIES/OUTCOMES

The Health Information and Systems Officer will:

- Implement health information systems to support clinical primary care services, namely through the use of the Electronic Medical Record System – Mastercare (EMR).
- Facilitate the adaption and implementation of the EMR to improve clinician efficiency and data management, therefore improving the experience for young people accessing clinical services. This also includes the training and support of primary care teams in the use of these systems.
- High level understanding and utility of the other health information systems (including other types of EMR) that are used with our clinical programs, such as the headspace Application Platform Interface (HAPI), eOrygen, and systems used within Orygen Specialist programs, to enable consideration of improved interface or integration of these systems to reduce duplication, and improve the experience of young people seeking service and staff working in the health system.
- Plan, Implement and review the data collection and reporting systems including HAPI, Mastercare and the Primary Health Care Minimum Data Set required by the funding bodies.
- Scope and pilot the use of new features for the health and data systems, including online booking, online screening, pre attendance electronic data collection (via patient portal), My Health Record and new apps and web based interfaces to reduce duplication, and improve the experience of young people seeking service and staff working in the health system.
- Engage and manage internal and external stakeholders to understand and respond to existing limitations and opportunities within the digital systems. In particular, work with the Orygen IT & Innovation team and external providers support teams to understand challenges and solutions.
- Inform system design and implementation planning to ensure clinical and outcome data is recorded and analysed in a way that drives continuous improvement in quality and safety.
- Perform complex, significant and high level creative planning, program and managerial functions with clear accountability for program performance.
- Responsible for significant mid-level creative, planning and management functions related to health information and data collection
- Conceptualise, develop and review major policies, objectives and strategies involving high level liaison with internal and external client areas.
- Hold responsibility for programs involving major change which are likely to impact on other areas of the organisation's operations.
- Any other duties as reasonably requested by the Manager – Clinical Quality and Safety.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

Essential

- Bachelor/Master's degree in Health Information Management or an equivalent combination of relevant experience and/or education/training.

- A demonstrated ability to implement and maintain health based information systems and software.
- Experience in training a range of stakeholders in new systems or processes.
- Demonstrated ability to problem solve issues with health software in conjunction with IT teams and vendors.
- Demonstrated capacity to conceptualise, develop and review major professional, management or administrative policies related to health information and data collection
- Understanding of current issues in digital healthcare, including privacy, interoperability, and regulation.
- Ability to learn new systems and programs quickly.
- Demonstrated ability to engage and collaborate with relevant stakeholders within a multidisciplinary team including clinicians and IT teams.
- Well developed liaison and written and verbal communication skills. Including a thorough understanding of Microsoft Office and its relevant programs, use of email, and the internet and general understanding of other information technology and software packages.
- Independence in setting priorities, monitoring work flows and developing best practice work standards.
- Capacity to manage different project elements at the one time whilst ensuring deliverables are met

Desirable

- Experience and knowledge of youth mental services.
- Completion of clinical coding course (where applicable).

6. PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Duties at or above this level typically require a skill level which requires knowledge or training equivalent to:

- Proven experience in managing the needs of young people engaged in a variety of activities across the organisation
- Generate and use a level of theoretical and applied knowledge related to health information and data collection
- Expected to bring a multi-perspective understanding to the development and implementation of new projects.

7. SPECIAL REQUIREMENTS

- A current Victorian driver's licence.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Orygen's Occupational Health and Safety policy.
- All Orygen employees are required to familiarise themselves with the organisation's policies and procedures and to adhere to them at all times.
- Unrestricted right to live and work in Australia.
- A current full unrestricted work permit / visa for Australia.
- A current National Police Check will be required.
- A current valid Working with Children Check is required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- This role will initially commence work remotely from home. The successful incumbent must have confidential home office space and reliable internet connection. (In reponse and subject to COVID-19 pandemic responsive change to working space).