

Position Description

Position title:	Digital Health Program Officer	Location:	Chatswood
Reports To:	Digital Health Manager	Direct Reports:	Nil
Working Relationships Internal: <ul style="list-style-type: none"> • Primary Care Advancement and Integration Team • Clinical Engagement Team • Commissioning & Partnerships Team • Digital Health Team • Corporate Services 		Working Relationships External: <ul style="list-style-type: none"> • Local Healthcare Providers • Aged Care Providers • NGOs • Community • Community Organisations • Digital Health vendors • Local Councils • Ambulance NSW • Northern Sydney LHD • Australian Digital Health Agency • Private Hospitals 	
SNHN Role Level:	Level 8	Role Level Requirements:	Refer to Attachment One
PD Approved:	Chief Executive Officer	Approved:	

Organisation description

SNHN 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 Program Officer is responsible for the delivery and evaluation of projects within the Digital Health Team, with the aim of supporting better integration and co-ordination of care in line with SNHN's digital health strategy.
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Accountabilities

Primary accountabilities:	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.
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	These accountabilities and their outcomes are reviewed at least annually formally and on an ongoing basis informally with team members and managers.
Train the Trainer	Attend nominated educational train the trainer sessions provided by The Australian Digital Health Agency and other educational institutions as required.
Education & training	<ul style="list-style-type: none"> • Arrange, coordinate and deliver training to health care providers listed within the delivery scope via different approaches, including classroom style meetings / sessions / webinars, and other relevant methods, across the PHN region, at least monthly. • Provide face-to-face training to health care providers on demand as required. • Actively encourage health care providers to register for, get access to, and use My Health Record, Secure Messaging Delivery and other Digital Health Systems being promoted by the SNHN.
Training Delivery Scope	<p>The scope of training delivery is as follows:</p> <ul style="list-style-type: none"> • General practice (GP) • Community Pharmacy • Private Specialists • AHPRA registered Allied Health • Aged Care Providers
Stakeholder engagement	<ul style="list-style-type: none"> • Conduct surveys and interviews to support program delivery as requested • Conduct stakeholder engagement forums to create awareness and identify providers who are potential super-users and clinical champions of Digital Health Systems for peer to peer education
Reporting & Evaluation	Report on the percentage or number of health professionals within the delivery scope educated and using Digital Health Systems, to identify barriers to program implementation and contribute to the development of enablers to facilitate successful implementation.
General	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ~ SNPHN Vision – Achieving together – better health, better care ~ SNPHN Values – iCare <ul style="list-style-type: none"> ○ Innovation – We Create, We Initiate, We Inspire ○ Collaboration – We Listen, We Understand, We Respond ○ Accountability – We Define, We Adapt, We Deliver ○ Respect – We Inspire Trust, We Are Open, We Act Ethically ○ Excellence – We Own It, We Commit to It, We Achieve It.

	<ul style="list-style-type: none"> • 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.
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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:	<ul style="list-style-type: none"> • 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:	Not 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: <ul style="list-style-type: none"> • Ability to deliver training to a broad range of health professionals both in a face-to-face and digital training environment. • Formal qualifications in a digital health technology or health related field or significant demonstrated experience within these fields. • 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.
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	<ul style="list-style-type: none"> • 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. <p>Desirable:</p> <ul style="list-style-type: none"> • Demonstrated understanding of national digital health strategies and the ability to apply these at the local level. • 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. • 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	<ul style="list-style-type: none"> • Certification of required tertiary qualifications and professional memberships • 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 (or willing for a check to be performed, if required). • Reference Checks (2) from past employers.
Special conditions	<ul style="list-style-type: none"> • From time to time work on weekends or evenings may be required, for example, attendance at forums, meetings or education events. • Intrastate, interstate and/ or international travel may be required.
Workplace Health and Safety	<p>Adhere to organisation policies and procedures relating to Workplace Health and Safety and, at all times, take responsibility for own and colleagues wellbeing.</p>