

## Position Description

<b>Title:</b>	Digital Health Coordinator
<b>Unit:</b>	Population Health and Sector Development
<b>Reports To:</b>	Executive Manager, Sector Development
<b>Time Fraction:</b>	Full time
<b>Employment Status:</b>	12-month fixed term
<b>Location:</b>	17-23 Sackville Street, Collingwood 3066

### Organisational Overview

The Victorian Aboriginal Community Controlled Health Organisation (VACCHO) is the peak body for Aboriginal health and wellbeing in the State of Victoria. VACCHO provides leadership in community control and health equality for Aboriginal organisations and communities. We are a centre of expertise, policy advice, training and innovation in Aboriginal health. VACCHO advocates for the health equality and optimum health of all Aboriginal people in Victoria.

### Unit Overview

The Population Health and Sector Development Unit provides a strategic, coordinated and evidence-based approach to member services, workforce support and mainstream responsiveness to improve the Aboriginal community's health and wellbeing outcomes

### Role Overview

The Digital Health Coordinator (DHC) will contribute to the adoption of the Victorian Aboriginal Community Controlled Organisation (ACCO) Digital Health Technologies Framework. The Digital Health Coordinator will work closely with all VACCHO Members, Aboriginal Community Controlled Organisations (ACCOs), and all VACCHO staff who have a shared portfolio.

The position will assist members and coordinate activities to adopt the Victorian Aboriginal Digital Health Technologies Framework.

Over the 12-month period, the role will be focused on activities relating to meeting the following:

- Engage with the ACCO primary health care sector to develop strategies aimed at improving patient outcomes through provision of clinical and coordinated care through digital health technologies, such as: - Telehealth, My Health Record, Secure Messaging & ePrescriptions

The Digital Health Technologies position is complementary and has a direct link to the core deliverables as identified in Victorian Aboriginal Digital Health Strategy 2020-2025.

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The role will be the lead contact for queries relating to the Digital Platforms and will ensure support is provided in a timely manner; defects and expected downtime are communicated to ACCHOs and system enhancements requests are identified and communicated to Service Providers.

In addition to the above, the Digital Health Coordinator will work in collaboration with key stakeholders and partners to support the ACCOs with pilot projects to develop best practice models for service delivery via telehealth. This will require consultation with both ACCHOs and other service providers across the sector that currently provide this service.

### Key responsibilities

#### Stakeholders and partnerships

- Support ACCOs in their adoption, facilitation and ongoing monitoring of their Digital Health compliance and implementation.
- Provide independent advice on matters relating to digital health digital health technology to ACCO and VACCHO staff
- Adhere to the Australian Digital Health Agencies funding obligations, priorities and reporting timelines
- Build strong relationships with VACCHO members (ACCOs) and key stakeholders, and seek opportunities for collaboration and capacity building
- Develop a monitoring framework to capture implementation, deliverables and reporting requirements as set by ADHA and DHHS funding agreements
- Provide digital health leadership and represent Victorian ACCO sector priorities across State-wide and National level platforms
- Develop and maintain a working knowledge of the Commonwealth's digital health initiatives through the Australian Digital Health Agency and undertake quarterly project reporting
- Establish and maintain relationships with Government representatives, other health organisations and professional associations as needed
- Provide ongoing updates to Members and other stakeholders regarding digital health initiatives from the Australian Digital Health Agency (ADHA).
- Establish and maintain relationships with the Royal Flying Doctors Service, and other providers that offer service provision via telehealth.

#### Victorian Aboriginal Digital Health Technologies Framework implementation.

- Develop a plan to support ACCOs to adopt and implement the Victorian Digital Health priorities in collaboration with the Aboriginal Community Controlled Sector in Victoria
- Conduct an environmental mapping of all ACCOs digital health capacity and adoption, capturing stages of change, challenges, barriers and enablers across a range of digital health initiatives
- Collaborate with the ACCOs and VACCHO staff with shared portfolios to understand utilisation and barriers to increase the uptake of the digital health initiatives in Victorian ACCOs.
- Identify Digital Health Champions within each ACCHO with the aim to build a relationships, continuous support and development of digital health knowledge of each champion
- Establish a Digital Health Champions Networking Group with representation from each ACCHO.

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- Ensure equal access and ongoing support to Members around digital health initiatives
- Participate and contribute in the Practice Managers Networking Group and dedicated GP Networking Group discussions
- Contribute to ACCO staff skills enhancement and source complimentary training and resources made available from external training providers.
- Maintaining an accurate record of all ACCO engagement throughout the contract period.
- Develop a sound understanding of the relationship between data entry and My Health Record use and integration with their Patient Information and Recall System (PIRS).
- Lead and contribute to the development of a Digital Health monitoring framework to ensure ACCO uptake is monitored and supported.

### Compliance with VACCHO Standards

- VACCHO is an equal opportunity employer and strongly encourages Aboriginal and Torres Strait to apply for all positions advertised (Equal Opportunity Act 2010)
- Everyone is welcome at VACCHO and candidates regardless of age, cultural background, ethnicity, gender, sexual orientation or religious affiliation are encouraged to apply.
- VACCHO requires all employees to comply with all work health and safety rules, regulations and relevant Codes of Practice (Victorian Occupational Health and Safety Act 2004)
- VACCHO requires employees to participate in and promote our quality control, risk management, safety and compliance systems. This includes participating in the development and application of VACCHO's policies and procedures, as well as the identification, reporting and management of risks.
- VACCHO requires employees to adhere to a Code of Conduct, including commitment to confidentiality and conflict of interest declarations.

### Other Employment Related Information

- A National Police Records Check is required as a condition of employment
- A working with children check is required
- A Victorian Drivers Licence is required. The position will require travel throughout the state of Victoria and occasional interstate travel.
- VACCHO is a Smoke Free workplace

### Key Selection Criteria

#### Essential

- Experience in the development and delivery of digital health initiatives
- Experience with Patient Information and Recall Systems (PIRS) including Communicare, Medical Director, Best Practice Premier and/or MMEx, as well as other eHealth communications software
- Demonstrated problem solving skills; including the ability to undertake strategic analysis, formulate advice, identify and analyse problems, and establish appropriate solutions and recommendations using analytical and conceptual skills

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- Highly developed written communication skills, with proven ability to prepare a range of documents including reports, quality literature and guidelines and general correspondence with a high level of accuracy and attention to detail
- Excellent interpersonal and communication skills to liaise effectively with a wide range of people at all levels. An ability to develop and maintain effective working relationships, characterised by co-operation, trust and mutual respect
- Self-motivated and demonstrated ability to work independently with minimal supervision, and as an effective team member, promoting cooperation and commitment to achieve goals and deliverables
- A flexible approach, with strong organisational and planning skills, including the ability to effectively manage time and workload, prioritise tasks, and meet changing circumstances, competing demands, interruptions and deadlines

### Desirable

- Demonstrated understanding and commitment to Victorian Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control
- Knowledge and understanding of the issues affecting the health of Aboriginal Australians
- Tertiary qualification/s in health and/or digital health, and/or equivalent experience working in a similar role
- Identifies as Aboriginal and/or Torres Strait Islander

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