

<b>Position title</b>	Data Systems & Quality Officer Mental Health	<b>Reference</b>	Mental Health
<b>Reporting to</b>	Corporate Operations Manager	<b>Location</b>	Darwin & Palmerston
<b>Division</b>	Mental Health	<b>Section</b>	headspace
<b>Approved</b>	Director Mental Health	<b>Date</b>	MAY 2024
<b>Comments:</b>			

## Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

## Purpose of the Position

You will be responsible for guiding and implementing data systems and continuous quality improvement activities across headspace services within Anglicare NT. headspace services are a busy and innovative youth mental health service providing a variety of mental health, medical, sexual and other health related services as well as vocational, functional groups and social services to young people aged 12 to 25 years and their families.

You will have key responsibilities within the headspace Early Psychosis program to collaborate with the Early Psychosis leadership team to ensure the fulfilment of data collection requirements and demonstrable adherence to the Australian Early Psychosis Program (AEPP) model. You will produce a variety of data reports and provide advice and support to the Mental Health Division on matters relating to data, quality and systems.

The Data Systems & Quality Officer Mental Health is the systems administrator for the electronic medical records (EMR) system and relevant headspace applications. This includes liaising with the vendor in the implementation of upgrades, designing EMR reports, user management and resolving critical issues.

You will also coordinate quality related activities including document control processes as well as implementing and supporting accreditation and fidelity reviews. The Data Systems & Quality Officer Mental Health will promote continuous quality improvement and embed best practice and compliance across the service.

## Selection Criteria

### Position Specific Requirements

1. A relevant degree or equivalent knowledge relating to information management and quality improvement practices. Experience with electronic medical records including data warehousing is essential.
2. An understanding of mental health services and accreditation and fidelity measures (specifically the National Standards of Mental Health Services and the headspace Model Integrity Framework) is highly desirable.
3. The ability to work independently and with minimal supervision to produce clearly defined outcomes within a specific timeframe.
4. Ability to understand and respond to management information needs by developing appropriate reports.
5. Excellent verbal and written communication skills with experience in developing policies and procedures.
6. Highly developed IT skills including the ability to implement and maintain registers, interpret data to create reports with narrative, and format internal documents in line with style guides.
7. Ability to provide secretariat support, including overseeing an action register, to relevant internal headspace committees.
8. Experience in system administration and sound experience in applying Information Technology Change Management practice and processes.
9. Actively support a culturally inclusive, age and gender sensitive, youth focused and family friendly service culture in development and delivery.

### General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.

3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. Demonstrated currency of pandemic and job specific vaccinations (and boosters).

## Key Responsibilities

### 1. Quality Management

- Manage the document control processes of headspace documents including producing new documents and managing the document renewal and approval process in consultation with the Anglicare NT Quality Team.
- Actively participate in reporting to internal committees and external funding bodies.
- Provide key resourcing and secretariat support to the Clinical, Quality & Risk Committee.
- Oversee and schedule the monthly file audits of the Electronic Medical Record (Mastercare) as per the procedure.
- Maintain and monitor relevant registers ensuring accurate information is entered and reported to appropriate Committees.
- Collaborate with key staff in relation to the performance of systems and propose improvements as required.
- Develop systems to monitor, assess, analyse gaps and recommend improvements as part of a continuous commitment to quality improvement.

### 2. Data & Systems

- Produce timely data, analysis, and reports to meet the information needs of headspace leadership, internal committees and of external bodies such as the PHN, the Consortium Committee, and Anglicare NT.
- Provide regular data reports, with narrative commentary, to the Clinical, Quality and Risk (CQR) Committee on key issues impacting service delivery, including trends, themes and points of significance.
- Act as the first point of contact as Systems Administrator for the MasterCare EMR application and relevant headspace applications to provide user support, resolve critical issues and provide change management and oversight in relation to system upgrades.
- Foster and embed a workplace culture of quality data practices by providing training, support and collaboration with staff and leadership to achieve good quality data input, analysis and reporting.
- Train and support Early Psychosis staff with the comprehensive and accurate completion of the MDS.
- Work with the leadership team to ensure the fulfillment of complete and accurate data collection requirements within hAPI and the MasterCare EMR.
- Identify innovative strategies to improve staff engagement with data to improve outcome informed service delivery.

### 3. Accreditation Support

- Working with leadership and key staff, support the EPPIC Model Integrity Tool (EMIT) and Early Psychosis Youth Services (EPYS) Evaluation.
- In collaboration with leadership and key staff, support the accreditation process of headspace services under the National Standards of Mental Health Services and the headspace Model Integrity Framework for headspace services.
- Assist in the preparation of fidelity review processes for non-clinical services, such as the Individual Support Program.
- Liaise with external parties to facilitate and schedule fidelity reviews and visits as required.
- Develop, implement, review and report on continuous quality improvement action plans, in collaboration with key staff across headspace and Anglicare NT.

### 3. Liaison with Internal Stakeholders

- Work cohesively with the Anglicare NT Quality Manager on accreditation processes, document control and policy/procedure development.
- Attend and contribute to the Anglicare NT Service, Quality, Integration & Development (SQID) unit and delegated working parties as required.

## General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

## Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).