

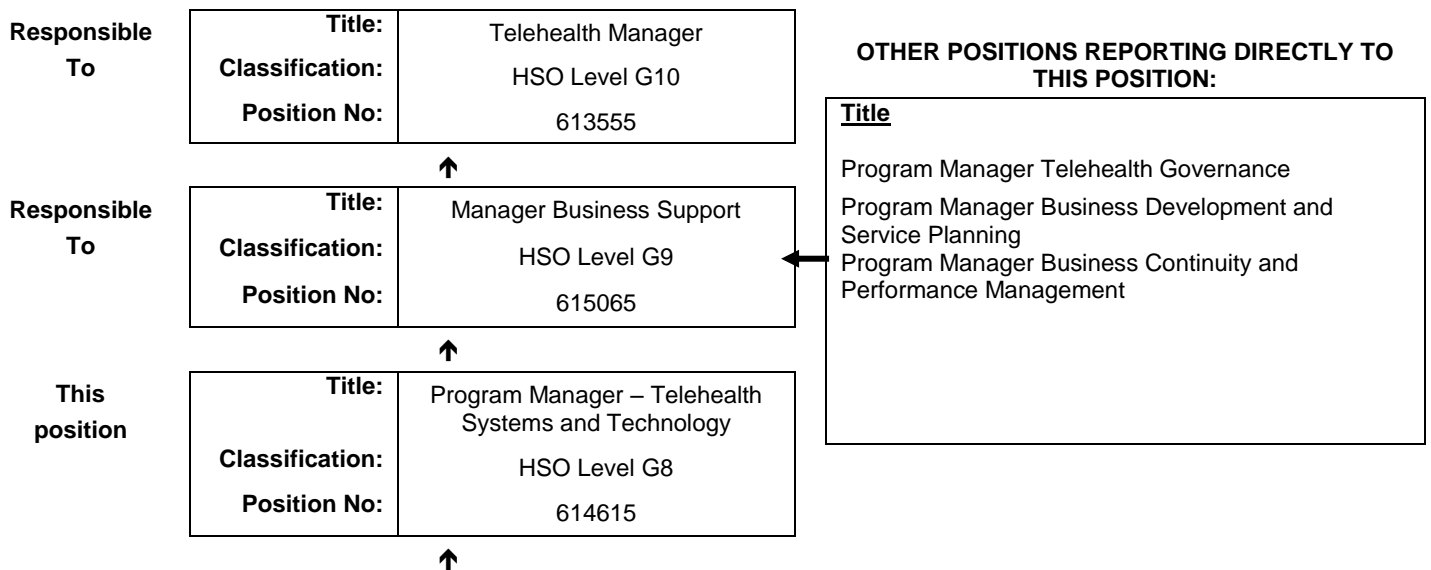


## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>Area Office</b>		<b>Position No:</b>	614615
<b>Division:</b>	Clinical Reform	<b>Title:</b>	<b>Program Manager – Telehealth Systems and Technology</b>
<b>Branch:</b>	Telehealth	<b>Classification:</b>	<b>HSO Level G8</b>
<b>Section:</b>		<b>Award/Agreement</b>	Health Salaried Officers Agreement

### Section 2 – POSITION RELATIONSHIPS



Positions under direct supervision:		← Other positions under control:	
Position No.	Title	Category	Number
613556	Telehealth Network Manager		
613557	Telehealth Support Officer		
615014	Telehealth Support Officer		
615016	Telehealth Support Officer		
615015	Telehealth Support Officer		

WA Country Health Service – Central Office  
**12 July 2016**  
**REGISTERED**

TITLE	Program Manager – Telehealth Systems and Technology	POSITION NO	614615
		CLASSIFICATION	HSO Level G8



The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to approximately half a million people, including 45,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle as many births as the State's major maternity hospital – and as many emergency presentations as Perth metropolitan hospitals combined. The range of health services provided cover population health, mental health, Aboriginal health and aged care.

Our dedicated and committed staff work hard to fulfil our purpose *Working together for a healthier country WA*, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

**OUR PURPOSE**

To improve, promote and protect the health of country Western Australians.

**WHAT WE STAND FOR**

**Quality health services for all.**

**Improving the health of Aboriginal people and those most in need.**

**A fair share for country health.**

**Supporting our team – workforce excellence and stability.**

**OUR VALUES**

***Community*** – making a difference through teamwork, generosity and country hospitality.

***Compassion*** – listening and caring with empathy and dignity.

***Quality*** – creating a quality health care experience for every consumer.

***Integrity*** – accountability, honesty and professional, ethical conduct in all that we do.

***Justice*** – valuing diversity with a fair share for all.

<p>WA Country Health Service – Central Office</p> <p><b>8 December 2014</b></p> <p><b>REGISTERED</b></p>
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		<b>CLASSIFICATION</b>	HSO Level G8

**Section 4 – STATEMENT OF DUTIES**

<b>Duty No.</b>	<b>Details</b>	<b>Freq.</b>	<b>%</b>
<b>1.0</b>	<b>SERVICE MANAGEMENT AND LEADERSHIP</b>		
1.1	Provides service management and support to the Telehealth service specifically in regard to design and delivery of clinical Telehealth within WA Health		
1.2	Takes responsibility for ensuring key deliverables are achieved		
1.3	Identifies and analyses risks, benefits, costs and their impact on Telehealth services within WA Health and advises the State-wide manager.		
1.4	Researches issues of significance to Telehealth and maintains an expert awareness of initiatives and innovations nationally and internationally.		
1.5	Coordinates and participates in forums and workshops to discuss and resolve issues and support effective change management practice and Telehealth development.		
1.6	Supports and participates in the development of strategies to pro-actively manage Telehealth initiatives through the development, implementation and evaluation phase of the programs.		
<b>2.0</b>	<b>COMMUNICATION AND STAKEHOLDER ENGAGEMENT</b>		
2.1	Maintains effective liaison with key clinical and industry stakeholders with respect to the programs.		
2.2	Works with Telehealth stakeholders to ensure the timely development of guidelines and manuals to support the implementation of key initiatives.		
2.3	Develops and provides training programs as required for Telehealth service providers to facilitate the progression and implementation of services.		
2.4	Develops relevant policy, procedure and standards associated with Telehealth.		
2.5	Monitors compliance with operational processes, policies and performance indicators with relevant health professionals or associations to maximise compliance.		
2.6	Prepares public information documents as required.		
2.7	Represents the Telehealth Department on committees as required.		
2.8	Manages the Human Resource activities of supervised staff i.e. Recruitment, Selection and Appointment and Performance Development.		
2.9	Prepares briefing notes, ministerials, presentations and other correspondence.		
<b>3.0</b>	<b>PROGRAM OBJECTIVES</b>		
3.1	Provides program management support to implement, monitor and evaluate Statewide Telehealth Service		
3.2	Liases with key stakeholders to support the rollout of ICT components across the Telehealth SiHi region		
3.3	Manages systems and technology elements required for operational management of Statewide Telehealth services		
<b>4.0</b>	<b>OTHER DUTIES</b>		
4.1	Participates in a continuous process to monitor, evaluate and develop performance.		
4.2	Undertakes other duties as directed.		
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.		

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### Section 5 – SELECTION CRITERIA

#### ESSENTIAL

1. Significant experience in ICT service delivery management.
2. Highly developed analytical, conceptual and problem solving skills.
3. Demonstrated communication skills, including the ability to engage multi-disciplinary stakeholders through consultation, presentations and negotiation.
4. Ability to manage and develop a growing team.
5. Experience in the development of processes, guidelines and related training programs.
6. Knowledge of Quality Improvement principles and experience in their practical applications in the achievement of consumer services, delivery needs and performance targets.
7. Current "C" class drivers' licence.

#### DESIRABLE

1. Knowledge and experience in health care delivery.
2. Tertiary qualifications in a relevant discipline.
3. Experience in electronic / health informatics environment.

### Section 6 – APPOINTMENT FACTORS

<b>Location</b>	Perth (regional travel required)	<b>Accommodation</b>	As determined by the WA Country Health Service Policy
<b>Allowances/ Appointment Conditions</b>	Appointment subject to: <ul style="list-style-type: none"> <li>• Completion of a 100 point identification check</li> <li>• Successful Criminal Records Screening clearance</li> <li>• Successful Pre-Placement Health Screening clearance</li> <li>• Current 'C' class drivers licence and the ability to travel throughout the region</li> </ul>		
<b>Specialised equipment operated</b>			

### Section 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Manager**

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Regional Director**

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

