



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service		Position No:	615016
Division:	Central Office	Title:	Telehealth Support Officer
Branch:	Statewide Telehealth Service	Classification:	HSO Level G5
Section:	Statewide Telehealth Service	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Statewide Telehealth Manager
	Classification:	HSO G10
	Position No:	613555

Responsible To	Title:	Program Manager – Systems and Technology
	Classification:	HSO G8
	Position No:	614615

This position	Title:	Telehealth Support Officer
	Classification:	HSO G5
	Position No:	615016

OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title
Telehealth Network Manager
Telehealth Support Officer x3



Positions under direct supervision:	← Other positions under control:								
<table border="1"> <thead> <tr> <th>Position No.</th> <th>Title</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Position No.	Title			<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Category	Number		
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Section 3 – KEY RESPONSIBILITIES

Responsible for the effective, efficient and accessible provision of customer focused support services to improve capacity in the use of Telehealth applications, including identification of customer needs and strategies to address these.



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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.



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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	Telehealth Service Desk		
1.1	Provides first level support including incident recording, resolution where possible (including remote support) and escalation across a variety of computing and communications environments while adhering to established incident management processes.		
1.2	Receives and schedules Telehealth videoconference (VC) reservations.		
1.3	Provides timely, relevant and customer focussed technical support and training to Statewide Telehealth Service (STS) users.		
1.4	Records and investigates equipment and operational issues reported through the STS Service Desk.		
1.5	Uses the recorded data to identify systemic hardware issues.		
1.6	Keeps STS Systems and Technology Program Manager informed of issues and trends.		
1.7	Participates in the identification, development and review of VC endpoint and network training materials, manuals, processes and guidelines.		
1.8	Delivers targeted staff training as identified in collaboration as required.		
1.9	Audits and reviews status of STS equipment fleet to ensure maintenance in line with related STS systems.		
1.10	Contributes to content of Telehealth Intranet as applicable.		
1.11	Participation in a roster to provide out of hours support for the Emergency Telehealth Service as required.		
2.0	Liaison and Communication		
2.1	Develops and maintains effective, customer focussed communications with all STS users.		
2.2	Liaises with all STS staff in a troubleshooting and support role.		
2.3	Provides timely status updates to Service Desk enquiries.		
2.4	Participates in STS meetings and others as requested.		
3.0	Other		
3.1	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. Technical or vocational ICT qualifications or significant job experience accepted as being professionally equivalent.
2. Demonstrated understanding of ICT networks and the data communications applicable to videoconferencing.
3. Good communication (written and verbal) and interpersonal skills, including a demonstrated ability to:
 - Build and maintain positive working relationships with wide range of stakeholders;
 - Work constructively in a team environment; and
 - Negotiate required outcomes and resolve conflicts.
4. Ability to demonstrate initiative and be proactive.
5. Sound conceptual, analytical and problem solving skills.
6. Demonstrated organisational, time management and administrative skills.
7. Current C Class driver license

DESIRABLE

1. Previous work within videoconferencing and/or VOIP.
2. Ability to work outside ordinary hours when required and around regional WA on occasion.
3. Experience of working within ITIL (IT Infrastructure Library) framework and/or be ITIL certified to Foundation level

Section 6 – APPOINTMENT FACTORS

Location	Perth	Accommodation	Nil
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Criminal Record Screening clearance • Successful Pre-Placement Health Screening clearance • Evidence of current C Class drivers licence 		
Specialised equipment operated			
Other			

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: ____/____/____
Executive Services

Signature and Date: ____/____/____
Chief Executive Officer

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

