

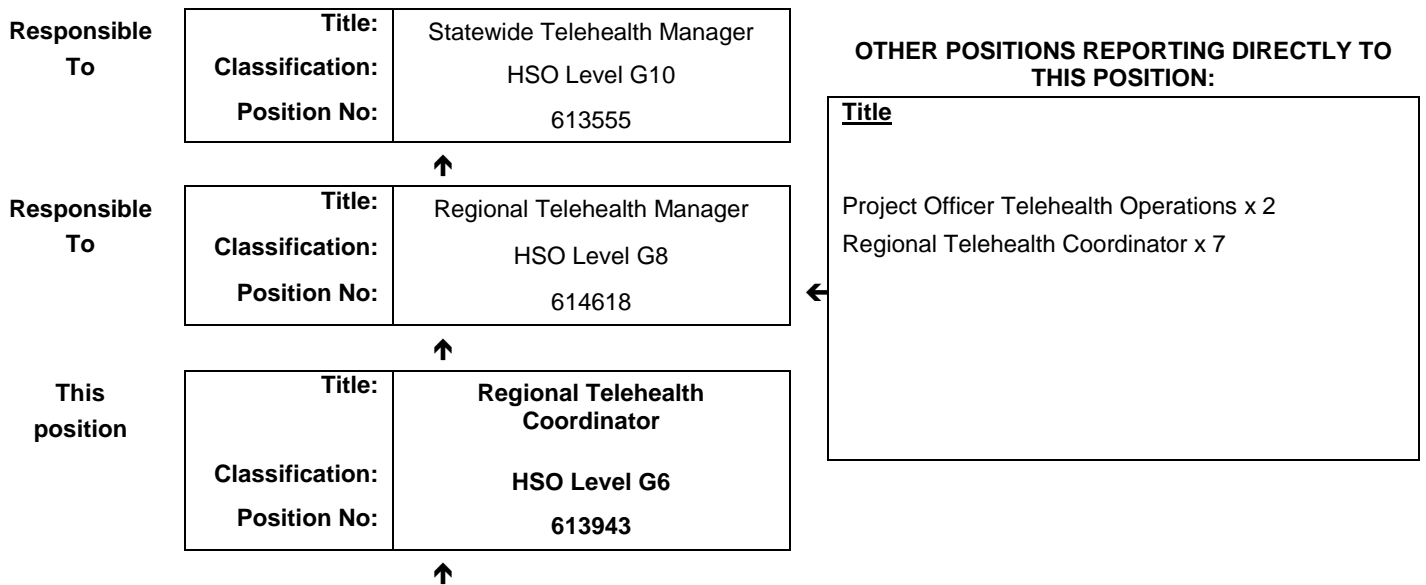


## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>Central Office</b>		<b>Position No:</b>	613943
<b>Division:</b>	Statewide Telehealth Service	<b>Title:</b>	<b>Regional Telehealth Coordinator</b>
<b>Branch:</b>	Regional Telehealth	<b>Classification:</b>	<b>Generic</b>
<b>Section:</b>		<b>Award/Agreement</b>	<b>HSO Level G6</b>
			Health Salaried Officers Agreement

### Section 2 – POSITION RELATIONSHIPS



<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>								
<table border="1"> <tr> <th>Position No.</th> <th>Title</th> </tr> <tr> <td></td> <td>Regional Telehealth Support Officer</td> </tr> </table>	Position No.	Title		Regional Telehealth Support Officer	<table border="1"> <tr> <th>Category</th> <th>Number</th> </tr> <tr> <td>HSO Level G3</td> <td>Various</td> </tr> </table>	Category	Number	HSO Level G3	Various
Position No.	Title								
	Regional Telehealth Support Officer								
Category	Number								
HSO Level G3	Various								

### Section 3 – KEY RESPONSIBILITIES

Provides leadership, coordination and service development of Telehealth services across the region.

WA Country Health Service – Central Office  
**5 October 2016**  
**REGISTERED**

TITLE	Regional Telehealth Coordinator	POSITION NO	613943
		CLASSIFICATION	HSO Level G6



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.



<b>TITLE</b>	<b>Regional Telehealth Coordinator</b>	<b>POSITION NO</b>	613943
		<b>CLASSIFICATION</b>	HSO Level G6

**Section 4 – STATEMENT OF DUTIES**

<b>Duty No.</b>	<b>Details</b>
<b>1.0</b>	<b>COORDINATION</b>
1.1	Ensures that regional Telehealth services are appropriately coordinated and managed in accordance with identified state, regional and site clinical service priorities, the Statewide Telehealth Service and WA Country Health Service.
1.2	Ensures Telehealth services are patient centred and are consistent across the region in accordance with Statewide Telehealth Service current strategic plan.
1.3	Works collaboratively with the Statewide Telehealth Service, regional staff and external agencies to improve Telehealth access and quality of Telehealth services in the region.
1.4	Coordinates and oversees regional Telehealth sites, services, training and infrastructure in accordance with Statewide Telehealth Services standards and governance while considering the needs of the region.
1.5	Works with internal and external stakeholders to progress the development of Telehealth programs and initiatives in the region, transitioning new services into standard services in collaboration with Regional Telehealth Manager.
1.6	Coordinates the development of Telehealth venues within the region, facilitating the installation of required infrastructure and equipment in conjunction with the Regional Telehealth Manager, Statewide Telehealth Service and Information Communications and Technology Department.
1.7	Manages, supervises and works with Regional Telehealth Support Officer to meet service delivery obligation in collaboration with Regional Telehealth Manager
1.8	Facilitates the development of a technical knowledge and competency within the region relating to Telehealth videoconferencing equipment, training, infrastructure and services.
1.9	Provides technical support in collaboration with Statewide Telehealth service desk for regional and local staff in relation to Telehealth equipment, fault analysis and resolution.
1.10	Facilitates access to and supports maintenance of all telehealth applications (i.e. iScheduler and Medical Imaging Management) in line with Statewide Telehealth Service policies.
<b>2.0</b>	<b>COMMUNICATION</b>
2.1	Maintains respectful and confidential relationships and communications with service providers and users in line with WA Country Health Service values and professional codes of conduct.
2.2	Works with the regional executive Telehealth sponsor, service providers and other key stakeholders to facilitate the development of Telehealth services in the region.
2.3	Develop and implement processes and provide support to the organisation when change is required with the guidance of the Regional Telehealth Manager.
<b>3.0</b>	<b>SERVICE PLANNING AND GOVERNANCE</b>
3.1	Monitors, evaluates and reports on Telehealth activity data to identify current trends and opportunities for service development and manages issues and risks, across regional services, in collaboration with the Regional Telehealth Manager.
3.2	Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
<b>4.0</b>	<b>OTHER</b>
4.1	Undertake other duties, as appropriate, in line with Statewide Telehealth Strategic and Operational Plan
	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.

<b>TITLE</b>	<b>Regional Telehealth Coordinator</b>	<b>POSITION NO</b>	613943
		<b>CLASSIFICATION</b>	HSO Level G6

**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Demonstrated coordination skills and ability to plan, implement and evaluate a regional service.
2. Effective verbal and written communication and interpersonal skills.
3. A proven ability to liaise with a diverse range of stakeholders to build positive relationships and support organisational change.
4. Proven ability to facilitate training which enhances knowledge and competency.
5. Ability to work independently and cultivate team work.
6. Current 'C' class drivers licence and the ability to travel throughout the region

**DESIRABLE**

1. Experience in an electronic/health informatics environment at an operational level.
2. Knowledge and understanding of regional communities and services and local health issues.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery

**Section 6 – APPOINTMENT FACTORS**

<b>Location</b>	Clinical Setting in Major Regional	<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: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**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

