HSS Job Profile

Position Title: Application Specialist

Position number	00009171
Classification	G7
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Directorate	Applications
Branch	Patient, Emergency and Planning Systems Support
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

This position plays a key role in supporting, planning, testing and implementing patient administration information systems and initiatives relevant to the public health system as directed. The position also liaises extensively with hospital sites and vendors to ensure timely and effective delivery of business software changes.

REPORTING RELATIONSHIPS:

Director Applications
HSO Class 1

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Application Portfolio Manager
HSO Level G11

⬆

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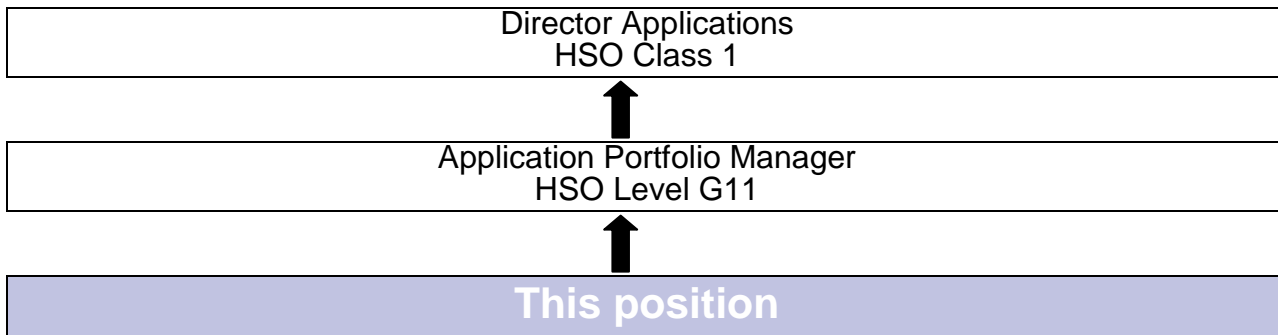
ORGANISATIONAL CONTEXT:

Health Support Services (HSS) provides value for money corporate support services to WA Health through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

Partnering with client agencies and other stakeholders, HSS operates within a customer focussed service culture designed to complement client agency corporate service operations.

HSS provides a service within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS are committed to employee career development and professional learning.

ICT SERVICE DELIVERY AND OPERATIONS

WA Health's ICT vision is to continuously improve patient safety and quality of care through the effective delivery of information and communications technology. The ICT Service Delivery & Operations Group provides solution development, implementation, transition and operations support for WA Health's clinical and corporate business systems. Our Group vision is to be recognised as a first-class provider of quality ICT services that enable delivery of accessible and affordable health care for the people of Western Australia

APPLICATIONS DESIGN AND DEVELOPMENT

The Applications Directorate manages the maintenance and ongoing development of WA Health clinical and business applications and provides applications support for users.

POSITION RESPONSIBILITIES:

Consistent with the hierarchical/classification level of the position:

Participation:
- Act in accordance with WA Health and HSS values, objectives and obligations.
- Contribute to a productive, organization-wide work environment and accept corporate responsibilities involved in working at HSS.
- Commit to the principles of teamwork and flexibility to achieve business objectives and contribute effectively as a team member.
- Maintain professional and personal development in line with corporate objectives.
- Maintain knowledge and commitment to Disability Services and Equal Opportunity in all aspects of employment and service delivery.
- Contribute to a safe working environment in accordance with relevant Occupational Safety and Health legislation, policy and procedures.

Role specific/Key Outcomes:

Indicative responsibilities for this current role:

- Provides application business support and consultancy advice to staff regarding patient administration information systems, including on an "on call" basis.
- Promotes and facilitates the consistent and coordinated development of patient administration information systems across sites.
- Work in proactive and innovative ways to engage hospitals, health services and staff in the use and development of patient administration information systems.
- Establishes and maintains effective, comprehensive communication with hospitals, health services and staff.
- Identifies and evaluates end user requirements and opportunities for patient administration information system development and enhancement.
- Contributes to the evaluation and change of work practices with respect to the use of patient administration information systems.
- Contributes to the planning, testing and implementation of modifications, advanced functionality and future version of patient administration information systems and relevant interfaces.
- Develops and implements policies and procedures to support consistency in patient administration information system use across sites.
- Develops and monitors business performance measures for patient administration information systems.
- Willingly shares knowledge, and provides coaching / orientation / assistance to new and other members of the support team as required.
- Performs duties in accordance with organisational policies and procedures. Facilitates

consistency in clinical information system deployment across sites.

- Participates in Team meetings, minute taking, end of month reporting requirements and other activities as required.

HSS Duties

- Responsible for ensuring, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- Performs duties in accordance with relevant Occupational Safety and Health and Equal Opportunity Legislation.
- Assist in maintaining Health Support Services (HSS) policies, procedures and documentation.
- Participates in a continuous process to monitor, evaluate and develop services and performance.
- Undertakes other duties as directed.

ESSENTIAL REQUIREMENTS – must be able to demonstrate:

1. Substantial experience and skills in the implementation, support and use of patient administration information systems.

2. Proven understanding of patient administration practice with a healthcare environment.

3. Demonstrated time management and organisation skills.

4. Highly developed interpersonal and written communications skills, including negotiation skills.

5. Effective conceptual, analytical and research skills, including proven problem solving skills.

6. Demonstrated ability to facilitate change.

DESIRABLE:

1. Higher Education Bachelor's Degree (includes honours degrees, post graduate diplomas and/or full professional qualifications) in a relevant health or Information Technology area.

2. Demonstrated skills in business case development and presentation.

3. Demonstrated application of continuous improvement principles.

4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:
- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre Employment Health Assessment

CERTIFICATIONS

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

DIRECTOR   GENERAL MANAGER

SIGNATURE _____   SIGNATURE _____

DATE _____   DATE _____

Document Version Control	Registered V1.0 20150911	

HSS - Supporting WA Health in the effective delivery of health care through the provision of technology, supply, workforce and finance services
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