

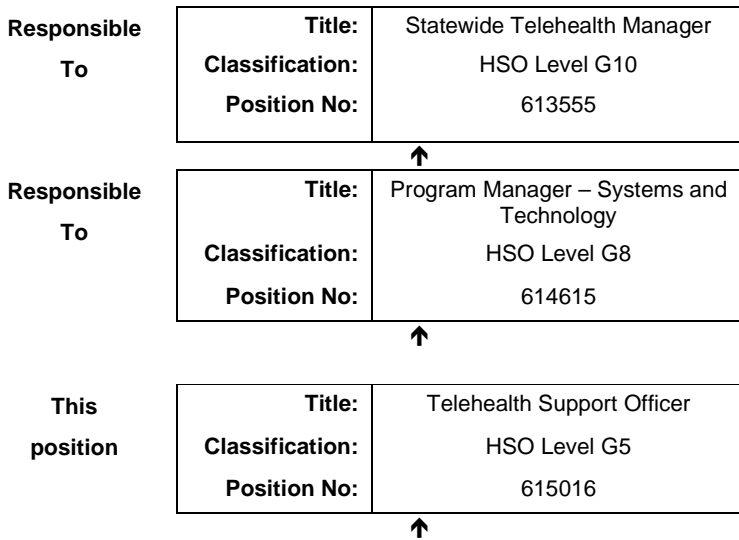


## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

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

### Section 2 – POSITION RELATIONSHIPS



#### OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<u><b>Title</b></u>
Telehealth Network Manager
Telehealth Support Officer x3

<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>
Position No.                      Title	Category                      Number

### 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.

WA Country Health Service – Central Office  
**18 January 2017**  
**REGISTERED**

<b>TITLE</b>	<b>Telehealth Support Officer</b>	<b>POSITION NO</b>	615016
		<b>CLASSIFICATION</b>	HSO Level G5



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**

<b>Duty No.</b>	<b>Details</b>	<b>Freq.</b>	<b>%</b>
<b>1.0</b>	<b>Telehealth Service Desk</b>		
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.		
<b>2.0</b>	<b>Liaison and Communication</b>		
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.		
<b>3.0</b>	<b>Other</b>		
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.
8. Ability to participate in after hours on call roster.

**DESIRABLE**

1. Willingness to undertake overnight travel in regional WA.
2. Previous work within videoconferencing and/or VOIP.
3. Experience of working within ITIL (IT Infrastructure Library) framework and/or be ITIL certified to Foundation level.

**Section 6 – APPOINTMENT FACTORS**

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

