Government of **Western Australia**
Child and Adolescent Health Service

HSS Registered

Systems Administrator

Health Salaried Officers Agreement; HSO Level G6

Position Number: 00013918

Notifications and Clinical Summaries (NaCS) and eReferrals

Finance, Contract Management and Procurement / Information and Communications Technology (ICT)

Perth Children's Hospital / QEII Nedlands

Reporting Relationships

Executive Director – Finance, Contract Management and Procurement
HSO Class 1
Position Number: 00013462

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Director – Information and Communications Technology
HSO Level G11
Position Number: 00013696

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← **This Position**

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Reporting to this position:

Title	Classification	FTE
• Nil		

Also reporting to this supervisor:
- Chief Clinical Information Officer; TBD
- System Administrator – Location Services; HSO Level G6
- System Administrator – Messaging; HSO Level G6
- Systems Administrator – LMS; HSO Level G6
- Clinical Application Trainer – BIMS; HSO Level G6
- Systems Administrator – Intranet; TBC
- Systems Administrator – OIMS; TBC

Key Responsibilities

Responsible for the administration, maintenance, configuration and support of the Notifications and Clinical Summaries (NaCS) and eReferrals systems. Analyses, tests and maintains operating and system software in accordance with approved policies and procedures. Analyses and resolves software problems encountered to support patient care. Responsible for obtaining, assessing, analysing and presenting requested data to provide useful information to key stakeholders. This role has the capacity to influence change through promoting the adoption of the NaCS and eReferral applications.

Our Vision: We are committed to the pursuit of healthier lives for children and young people.
Our Values: Excellence Equity Compassion Integrity Respect

Brief Summary of Duties

1. Operations Support

- Manage and support the operation of the Notifications and Clinical Summaries (NaCS) and eReferrals information systems.
- Test and maintain operating and system software with adherence to vendor procedures.
- Ensure business continuity by providing first point of contact onsite technical assistance and support.
- Liaise with various departments to ensure that all patient records are maintained in a consistent, accurate and timely manner.
- Responsible for the analysis and resolution of software problems encountered.
- Liaise and negotiate with internal and external stakeholders to ensure systems meet business requirements and information needs.
- Coordinate and liaise with HSS technical support to restore, test applications and assist with UAT.
- Liaise with Health Service Support (HSS) support and software owners to evaluate patches, hot fixes and upgrades released by vendors in conjunction with application owners.

3. User Support/Training

- Create/edit user accounts for access to applications based on user security requirements.
- Provide formal and informal training and support for both new users and ongoing end-users.
- Develop application user guidelines, training manuals and /or work instructions to support and conduct future training sessions.
- Develop and deliver training to a broad range of health professionals both in a face-to-face and digital training environment.
- Champion adoption and optimisation of NaCS and eReferrals at PCH.
- NaCS PCEHR (e-health record) assessment and support.

4. Reporting

- Produce service level reports and circulate to all relevant parties as a basis for measures to improve service quality.
- Provides reports on data collections, activity reports, research and arranges other reports from data extracted from applications through vendor.
- Maintain site batch reports, liaising with external and internal stakeholders regarding addition, deletion and changes to reports.

5. CAHS Governance, Safety and Quality Requirements

- Takes reasonable care for own health and safety and that of others and participates in the maintenance of a safe work environment.
- Participates in the CAHS performance development review process.
- Supports the delivery of safe patient care and the consumers' experience ensuring services are family centred. This includes participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health, CAHS and Departmental / Program specific policies and procedures.
- Abides by and upholds the WA Health Code of Conduct, CAHS Vision, Mission and Values, Occupational Safety and Health legislation, Disability Services Act and Equal Opportunity Act.

6. Undertakes other duties as required.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated understanding of business practice and clinical workflow within a healthcare environment, particularly the knowledge of clinical information management systems.
2. High level of conceptual, analytical, technical and problem solving skills.
3. Demonstrated relevant experience in providing training and supporting end-users in the operation of information management systems.
4. Well-developed interpersonal, verbal and written communication skills, with proven ability to liaise effectively in a service based environment with a variety of stakeholders.
5. Demonstrated initiative and flexibility to undertake duties independently and respond efficiently to competing priorities, whilst organising and prioritising activities to meet deadlines within a large organisation.
6. Strong computer literacy with relevant experience in IT systems, data bases, data extraction and generation of reports for statistical analysis, spreadsheet software and word processing.

Desirable Selection Criteria

1. Demonstrated experience working with the NaCS and eReferrals systems.
2. Knowledge of relevant enterprise applications utilised by WA Health.
3. Knowledge of medical terminology and medical abbreviations
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Pre-requisites

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity check
- Successful Pre-Employment Health Assessment

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.				
Manager / Supervisor Name	**Signature** or		**HE Number**	**Date**
Directorate/ Dept. Head	**Signature** or		**HE Number**	**Date**
As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.				
Occupant Name	**Signature** or		**HE Number**	**Date**
HSS Registration Details (to be completed by HSS)				
Created on	August 2017	**Last Updated on**		19/06/2018