HSS REGISTERED

Health Applications Training & Support Officer
Health Salaried Officers Agreement: HSO Level G5
Position Number: 114202

Clinical Services

South Metropolitan Health Service / Fiona Stanley Hospital

Reporting Relationships

Manager, Health Information Management
HSO Level 9
Position Number: SM114349

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Health Applications Training & Support Coordinator
HSO Level 6
Position Number: SM114200

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This Position

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Directly reporting to this position:
**Title**   **Classification**   **FTE**
• NIL

Also reporting to this supervisor:
- Patient Master Index (PMI) Clerks, Level G2; 7FTE Position Number 114315
- Transcription Systems and Contract Coordinator, HSO Level G5; 1 FTE Position Number 115138
- Paging Site Administrator, HSO Level G4; 1FTE Position Number 114374

Key Responsibilities
To administer, support (including testing), provide education and training to clinical and clerical staff in the use of health application systems.

Excellent health care, every time
Care ▪ Integrity ▪ Respect ▪ Excellence ▪ Teamwork
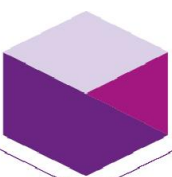
Brief Summary of Duties

1. **Support, Training, Administrative and Clerical Duties**
   1.1. Provides effective training and support to hospital staff in the use of a number of health application systems including (but not limited to) webPAS, BOSSnet (Digital Medical Record), iCM, eReferrals, NaCS, EDIS, EBM and transcription systems
   1.2. Conducts health application systems training and presentations to hospital staff in a group or individual setting.
   1.3. Assists in supporting the development of electronic and paper light medical record processes.
   1.4. Contribute to the development and implementation appropriate training sessions and evaluation strategies.
   1.5. Develops and maintains communication with Health Support Services application specialists, other trainers and product owners regarding training and application use issues.
   1.6. Develops and maintains effective communication with end users.
   1.7. Liaises with external service providers as required to ensure effective service provision for hospital staff.
   1.8. Assists with the system administration duties of supported systems, including the configuration of users and roles as required.
   1.9. Ensures early identification of issues and risks and facilitates appropriate action.
   1.10. Contributes to the analysis of user requirements.
   1.11. Updates / maintains knowledge and skill in the use of health application systems.
   1.12. Liaises with the Health Applications Training & Support Coordinator and relevant stakeholders regarding projects and system upgrades.
   1.13. Assists in the development and implementation of appropriate work practices and training requirements related to the use of health application systems to ensure patient data is maintained in a consistent and timely manner.
   1.14. Develops schedules and programs for the training of hospital staff in health application systems.
   1.15. Assists in the development of documentation, including training manuals and task procedures.
   1.16. Represents the HIMS Department at interdepartmental meetings and other associated committee meetings.
   1.17. Collates and reports statistical information related to training activities.
   1.18. Monitors, collates and reports statistical information and KPIs on the use of supported applications as required.

2. **SMHS Governance, Safety and Quality Requirements**
   2.1. Participates in the maintenance of a safe work environment**.**
   2.2. Participates in an annual performance development review.
   2.3. Supports the delivery of safe patient care and the consumers' experience including 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.
   2.4. Completes mandatory training (including safety and quality training) as relevant to role.
   2.5. Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
   2.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

1. **Undertakes other duties as directed.**

Work Related Requirements

Essential Selection Criteria
1. Demonstrate experience working with multiple application systems in a highly complex organisation.
2. Demonstrate experience in the preparation and facilitation of training to individual and group audiences.
3. Highly developed oral and interpersonal skills with the ability to communicate with staff from all levels within an organisation.
4. Demonstrate written communication skills with the ability to prepare a variety of written documents such as training materials and reports.
5. Demonstrate organisation and administrative skills.
6. Demonstrate analytical skills with experience in successful problem solving.

Desirable Selection Criteria
1. Formal qualifications in an accredited training and assessment program.
2. Experience in the use of health application systems.
3. Demonstrated experience in quality improvement activities.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites
Appointment is subject to:
- Provision of the minimum identity proofing requirements.
- 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**
Dept. / Division Head Name	**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 **Effective Date**	**Signature**	**or**	**HE Number**	**Date**
HSS Registration Details (to be completed by HSS)				
Created on November 2014		**Last Updated on** July 2019		