



HSS Registered

## Coordinator Mental Health Information Systems

Health Salaried Officers Agreement: Level G5

Position Number: 110759

Mental Health

Armadale Health Service / East Metropolitan Health Service (EMHS)

### Reporting Relationships

Executive Director  
Class 1  
Position No: 602758



Service Director Mental Health  
HSO Level G12  
Position No: 113632



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• Nil		



Also reporting to this supervisor:

- Various

### Key Responsibilities

Consults, coordinates and manages the Mental Health Information Systems and is responsible for the development and provision of training relevant staff in the use and application of the Psychiatric On Line Information System (PSOLIS). Acts as an adviser on the application and development of Mental Health systems, including the generation of various reports. Monitors and ensures overall compliance with respect to the management of information relevant to the Mental Health Act 2014.

## EMHS Vision and Values

### Our Vision

*Healthy people, amazing care.  
Koorda moort, moorditj kwabadak.*

**Healthy people** refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

**Amazing care** reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

### Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

## Brief Summary of Duties (in order of importance)

### 1. Coordination

- 1.1 Coordinates and manages the Mental Health Information System (PSOLIS) including project management, planning, design, implementation and maintenance of functions.
- 1.2 Investigates and analyses opportunities for system development and recommends and reviews appropriate system enhancements/developments in conjunction with the Service Director, HoD and Program Managers.
- 1.3 Represents Armadale Mental Health Service on all relevant Mental Health System committees.
- 1.4 Assists in ensuring provisions under the Western Australia Mental Health Act are adhered to in relation to health information services and other health industry legislation by liaising with Service Director and Head of Department; and where appropriate external bodies.
- 1.5 Monitors data integrity for PSOLIS and the WebPAS-PSOLIS interface and analyses any data problems to determine the required action.
- 1.6 Attends to data errors and queries from staff regarding PSOLIS through trouble-shooting, investigating and rectifying where possible.
- 1.7 Develops work-around procedures and corrects data problems where applicable.
- 1.8 Monitors quality of PSOLIS data entered by clinical and clerical staff and follows up with the relevant staff as required.
- 1.9 Investigates and analyses opportunities for system development and recommends and reviews appropriate system enhancement/development plans in conjunction with the Service Director, Program Manager and Head of Department.
- 1.10 Liaises with Directors and Managers with regard to staff adherence to assessment completion and works with clinical staff to develop strategies for compliance.
- 1.11 Extracts, collates and distributes PSOLIS reports for Managers and Directors.
- 1.12 Ensures maintenance of staff permission for new, existing and resigned users of PSOLIS.
- 1.13 Tests system enhancements and fixes and provides feedback to the Area Mental Health Information System Coordinator as required.
- 1.14 Liaise with clinical, clerical and managerial staff within the service in relation to the following PSOLIS related issues; Policies, Procures; Work practices; Security; Down time procedures; User Training; System enhancements; implementation of additional functionality.
- 1.15 Conducts a needs analysis with relevant staff relating to specific requests for unique reports.
- 1.16 Provides appropriate advice on outcomes.
- 1.17 Liaises with staff, as necessary, to ensure the accurate completion of all Mental Health related legal forms for all patients on behalf of the Service.
- 1.18 Monitor and resolve, in conjunction with Consultant Psychiatrists, Quality Assurance, Notifications and Mandatory reporting aspects of Mental Health Act forms.

### 2. Training

- 2.1 Responsible for the development and provision of training to all relevant staff in the use of the Psychiatric On Line.
- 2.2 Information System (PSOLIS) and Further Opinion Database (FORTS).
- 2.3 Responsible for the development and maintenance of relevant training materials / manuals.

### 3. Reporting

- 3.1 Conducts a needs analysis with relevant staff relating to specific requests for unique reports.
- 3.2 Provides appropriate advice on outcomes.

#### **4. Other**

- 4.1 Undertakes regular quality improvement projects in keeping with strategic direction and policy.

#### **5. EMHS Governance, Safety and Quality Requirements**

- 5.1 Participates in the maintenance of a safe work environment.
- 5.2 Actively participates in the Peak Performance program.
- 5.3 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.
- 5.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 5.5 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

#### **6. Undertakes other duties as directed**

## Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

### Essential Selection Criteria

1. Knowledge of and an ability to interpret and apply procedures relating to relevant Sections of the Mental Health Act.
2. Knowledge and experience working with electronic administration systems within a health environment, specifically WEBPAS and PSOLIS.
3. Demonstrated experience working with data reporting tools and spreadsheets.
4. Demonstrated knowledge and experience working with the Psychiatric on Line Information System (PSOLIS).
5. Highly-developed interpersonal and communication skills, both written and oral with proven ability to communicate with people at all levels.
6. Demonstrated experience in the delivery of computer based training to stakeholder.
7. Demonstrated conceptual, analytical and problem solving skills.
8. Demonstrated organisational and administrative skills.

### Desirable Selection Criteria

1. Previous experience working with Mental Health Information Systems.
2. Demonstrated experience working in a hospital or large multi-disciplinary organisation.
3. Knowledge of quality improvement activities.

### Appointment Prerequisites

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.

<u>Monica Taylor</u>		<u>HE21038</u>	<u>24/07/2017</u>
<b>Manager / Supervisor Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<u>Monica Taylor</u>		<u>HE21038</u>	<u>24/07/2017</u>
<b>Dept. / Division Head Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

<u>Occupant Name</u>		<u>HE Number</u>	<u>Date</u>
<b>Occupant Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<u>Effective Date</u>			

**HSS Registration Details** (to be completed by HSS)

<b>Created on</b> <u>May 2019</u>	<b>Last Updated on</b> <u>September 2019</u>
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