



Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

Records System Administrator

Position details

Position Number:	00014862
Classification:	HSO Level G4
Agreement:	Health Salaried Officers Agreement
Directorate:	CAHS Corporate Services
Department:	Records and Compliance
Location:	Perth Children's Hospital / QEII Nedlands

Reporting relationships

This position reports to:

00013695 Manager Records and Compliance

HSO Level G9

Positions under direct supervision:

Nil

Key Responsibility

Supports the Manager Records and Compliance in the delivery of compliant records management services for the Child and Adolescent Health Service (CAHS) including support for the implementation of the CAHS Recordkeeping Plan. This position will play a key role in ensuring the Electronic Document and Records Management System (EDRMS) and associated processes meet best practice standards for electronic document management and are continuously monitored to ensure compliant management of documents within CAHS. Activities include configuration, implementation and design maintenance activities, provision of support services and housekeeping requirements for the EDRMS. This position will be required to develop and maintain training materials, online information sources and deliver training. This role also provides help desk assistance to staff in the use of the system and compliant records management practices.



About our health service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

CAHS is made up of three service streams:

- **Community Health:** a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- **Child and Adolescent Mental Health Services (CAMHS):** provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children’s Hospital and specialised services for children with complex mental health conditions across the State.
- **Perth Children’s Hospital (PCH):** is the specialist State-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State’s universities.

Our vision

Healthy kids, healthy communities

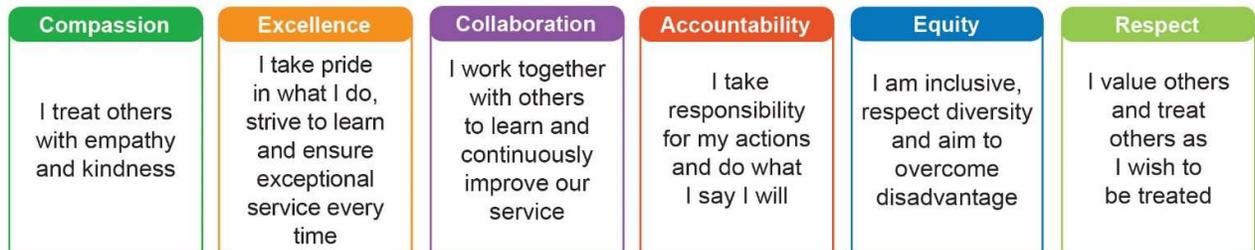
Our vision of ‘healthy kids, healthy communities’ sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

Our objectives



Our values drive us

CAHS promotes a values based workplace culture and all employees are expected to translate our values into action by providing high quality care through:



Summary of accountabilities

1. System Administration/Development

- Administers/manages day to day operation of the EDRMS, performs general housekeeping tasks and resolution of software issues.
- Liaises with stakeholders to assist with the identification of business requirements and determines and makes recommendations for the implementation of proposed system changes/enhancements.
- Undertakes regular audits of the EDRMS, including information systems audits for quality assurance purposes, breaches and security violations, as required by the Manager Records and Compliance.
- Assists with the ongoing development and integration of the EDRMS, integrated line of business systems and Intranet throughout CAHS, and researches, identifies and recommends improvements to these systems.
- Assists with the development and implementation of future releases of the EDRMS application software, other related component software and the upgrade or replacement of production test/development software.
- Accurately prepares test plans and completes system testing, coordinates User Acceptance Testing of the EDRMS application and related component software.

2. User Support Services

- Diagnoses, investigates and documents incidents, resolves issues and provides innovative, flexible, responsive and efficient end user support.
- Documents solutions and operational procedures for future reference and communicates solutions and workarounds to end users.

3. Training

- Develops, facilitates and conducts education and training for CAHS staff and stakeholders on EDRMS systems, records and document management processes.
- Develops and maintains training documentation including online training and other such material as required (for example quick reference guides, user manuals and other documentation) to support the EDRMS.

4. CAHS governance, integrity, safety and quality requirements

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the CAHS Vision and CAHS Values of Compassion, Collaboration, Accountability, Respect, Excellence and Equity.
- Maintains a safe work environment by taking reasonable care for own health and safety and that of others.
- Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.
- Directly or indirectly supports the delivery of safe patient care and the consumers' experience ensuring services are family centred.
- Contributes to continuous quality improvement activities by identifying, facilitating or participating in practices in accordance with the requirements of the National Safety and

Quality Health Service (NSQHS) Standards, health service strategic direction and the WA Public Sector.

- Completes mandatory and core requirement training as relevant to the role and service.
- Performs duties in accordance with WA Public Sector, WA Health, CAHS and other specific service policies and procedures and applicable legislative obligations under *Public Sector Management Act (WA) 1994*, *Health Services Act (WA) 2016*, *Occupational Safety and Health Act (WA) 1984*, *Disability Services Act (WA) 1993* and the *Equal Opportunity Act (WA) 1984*.
- Actively contributes to the development of the health service by undertaking other duties as directed including additional tasks or projects in line with continual improvement, collaboration and sustainable health initiatives.

Work related requirements

The following criteria should be considered in the context of the CAHS Vision, Objectives and Values.

Essential selection criteria

1. Extensive knowledge and experience in administering and providing help desk support for an electronic document and records management system.
2. Considerable knowledge of legislation, standards and regulations affecting the management of information and systems.
3. Considerable experience in an information management environment.
4. Proven planning and organisational skills with the ability to balance competing demands and meet deadlines.
5. Excellent communication and interpersonal skills with the ability to apply these skills with individuals at all levels.
6. Sound analytical skills, including the ability to identify and resolve problems.
7. Substantial experience in the design and delivery of training programs and support.

Desirable selection criteria

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

Appointment to this position is subject to the following:

- Provision of the minimum identity proofing requirements in line with the standards set by the National Security Strategy.
- Successful criminal record screening clearance.
- Successful pre-employment integrity check.
- Successful pre-employment health assessment.

Certification

Created on	Last Reviewed	HSS Registered
9/09/2019	10/09/2019	10/09/2019