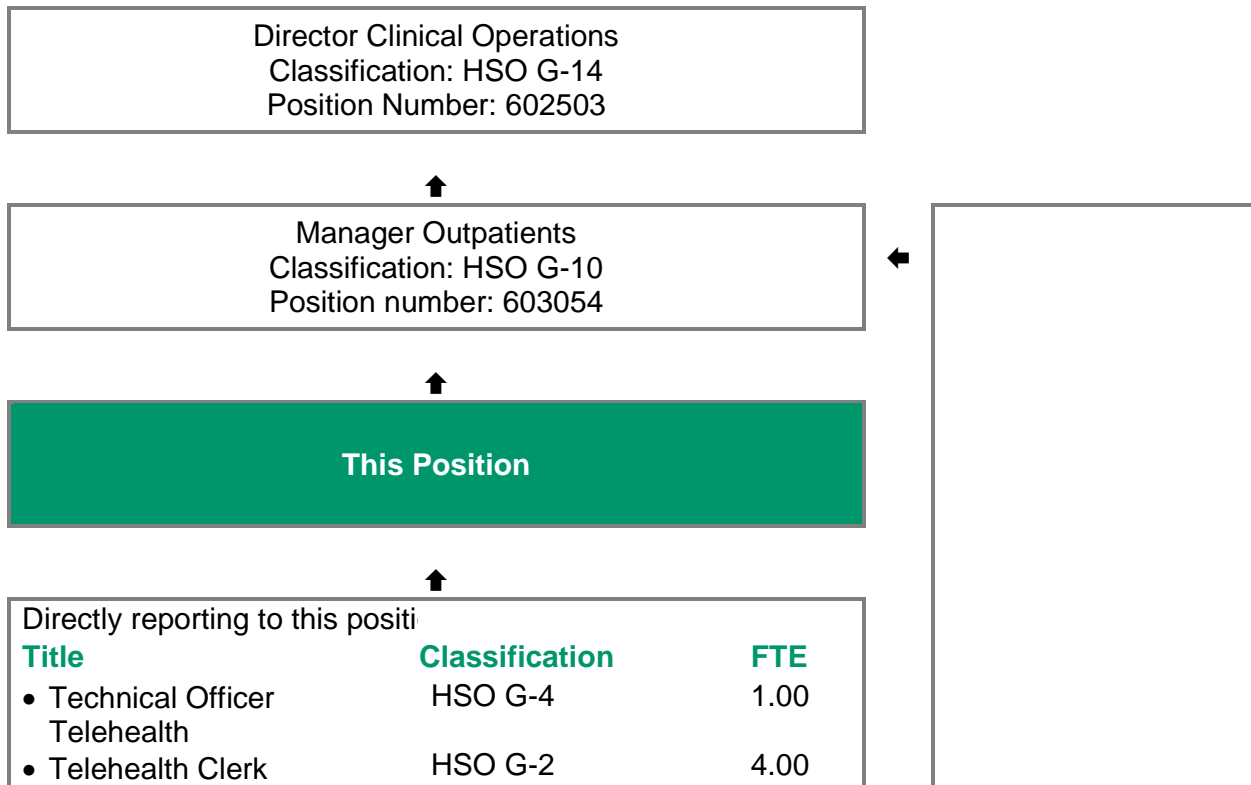




HSS Registered March 2020

Telehealth Site Coordinator
Health Salaried Officers Agreement: Level G-7
Position Number: 106275
Telehealth / Clinical Operations
Royal Perth Bentley Group (RPBG) / East Metropolitan Health Service

Reporting Relationships



Key Responsibilities

Lead the planning and implementation and daily operations of Telehealth Services at Royal Perth Bentley Group. Develop strong partnerships with internal and external stakeholders to promote use of the telehealth service to ensure timely access of hospital consultation for patients closer to their own home.

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.



Royal Perth Hospital staff share a strong sense of pride in the longstanding principles of Servio, Latin for 'to serve' which adorns our historic crest. The principles of this statement, adopted in 1937 bear testimony to the longstanding tradition of excellence in service that we strive to perpetuate into the future.

Brief Summary of Duties (in order of importance)

1. Liaison

- 1.1 Foster strong interpersonal relationships with RPBG outpatient department and clinicians including speciality department heads.
- 1.2 Ensure that Telehealth activities are appropriately co-ordinated in conjunction with the Outpatient Department and other relevant health agencies.
- 1.3 Collaborate with internal and external stakeholders to ensure optimal use of telehealth services in both country and metropolitan areas.

2. General

- 2.1 Provide leadership and co-ordination for the approved Telehealth projects and manage the projects to achieve satisfactory outcomes within agreed timeframes.
- 2.2 Identifies and promotes new Telehealth services according to health service priorities and capability.
- 2.3 Develop strategic and operational plans for RPBG Telehealth within the health service in consultation with key stakeholders.
- 2.4 Collect, analyse and report on data concerning all Telehealth activities (e.g. utilisation, financial, training, problem resolution etc.).
- 2.5 Responsible to lead the telehealth team to ensure appropriate scheduling of Telehealth activities within the Hospital.
- 2.6 Promote Telehealth activities within the Hospital.
- 2.7 Develop systems of work that will enable or assist with the mainstreaming or incorporation of Telehealth activities into routine clinical, management and educational activity.
- 2.8 Develop partnerships with consumers, carers, health professionals and providers to identify opportunities to expand the take up and development of telehealth and virtual care services across disciplines.

3. Clinical

- 3.1 Assist clinicians in the day-to-day delivery of clinical Telehealth consultations ensuring that the appropriate policies and protocols are developed and implemented to support the business.
- 3.2 Assist clinicians in the development of specific Telehealth clinical protocols.
- 3.3 Provide advice to clinicians regarding the suitability, advantages and disadvantages between face-to-face and Telehealth consultations.
- 3.4 Maintain protocols and training that provides a safe, private, and confidential environment for patients and families participating in Telehealth activities in accordance with Hospital policy.

4. Other

- 4.1 Enhance professional growth and development through participation in educational programs, current literature and awareness of recent developments in Telehealth.
- 4.2 Facilitates and participates in Quality Activities.
- 4.3 Participates in Performance Management.

5. EMHS Governance, Safety and Quality Requirements

- 5.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 5.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 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 Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 5.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

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. Demonstrated leadership & management skills to achieve service targets and goals.
2. Demonstrated well developed and effective interpersonal and communication skills including consultation, negotiation and collaboration with a wide range of internal and external stakeholders.
3. Demonstrated ability to build teams across disciplines.
4. Excellent analytical and problem-solving skills including knowledge and application of quality improvement initiatives.
5. Demonstrated experience in managing projects.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Previous experience with health-related technologies and telecommunications.
2. Previous experience in providing training and education.
3. Professional qualifications in a relevant management or health care discipline.

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.				
Kim Hill		HE15869	13/03/2020	
Manager / Supervisor	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	Signature or	HE Number	Date	
Effective				
HCN Registration Details (to be completed by HSS)				
Created on		Last Updated on	March 2020	