

# Position Description

Position Title	Business Specialist
Position Number	30009734
Division	Digital Services
Department	Clinical Information Systems
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	ADMINISTRATIVE GR4
Classification Code	HS4
Reports to	RCP System Specialist
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## The Digital Services Division

The Digital Services Division is charged with delivering technology solutions that deliver on our vision. As well as responsibility for the mainstream ICT services and support the division encompasses Cyber Security, Clinical Information Systems, Architecture and Applications and Project Management.

The Division leverages ICT technologies and expertise to provide the technical foundations for innovation and transformation of our clinical service delivery. The Division is instrumental in building a strong culture of utilising health informatics and using data to drive innovation.

## The Clinical Information Systems Department

The Clinical Information Systems Department will be in charge of overseeing the planning, development, delivery and support of Bendigo Health's clinical information systems. The department will make meaningful contributions to the organisations strategic goals and be able to deliver and enhance existing clinical systems to optimise clinical and financial benefits.

The department will work closely with all teams across the business to uphold Bendigo Health's and Loddon Mallee Shared Services Architecture and Technology standards. This will involve preserving the integrity, reliability and functionality of our data, systems and infrastructure while aligning with existing and new systems.

## Loddon Mallee Shared Services

The Loddon Mallee Shared Services (LMSS) model provides for a single Regional Chief Information Officer who oversees delivery of the core and non-core services to all members of the Loddon Mallee Rural Health Alliance (LMRHA). The services delivered by the LMSS enable a supported delivery of core services to all Agencies within the region, and access to non-core services as required, whilst leveraging its position to engage services to support all Agencies.

## The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Business Specialist is responsible for the support and maintenance of the Regional Care Coordination Platform (RCP). Critical to the position is the understanding of the community care setting as the position provides a pivotal link between the business and the platform. The Business Specialist uses specialist knowledge to troubleshoot, design and redesign of both the business and the RCP Platform processes to gain positive outcomes for the end user experience and ultimately improvement in patient care.

The position represents an exciting opportunity for a health informatics driven individual to join a growing team which will be involved in the continued support and evolution of the RCP Platform.

The RCP Platform is a regional platform used by 16 health services within the Loddon Mallee Region. The role is primarily located within the Bendigo office, however from time to time the position will be required to work non-standard business hours and travel to support these sites as required.

## **Responsibilities and Accountabilities**

### **Key Responsibilities**

- Undertake the full range of application support activities including planning, research, regression testing and configuration of the RCP Platform
- Ensure all Service Desk Support Requests tickets are monitored, maintained and updated with regular updates being provided to end users.
- Assist with the review, development and validation of current and future community services clinical and administrative workflows and requirements analysis to ensure the RCP Platform supports the delivery of quality patient care.
- Liaise with users, vendors, government representatives and testing agencies as appropriate to ensure the operational requirements of the RCP Platform are met
- Develop and maintain effective working relationships with other teams/departments within the Innovation and Digital Services Division to ensure timely and effective assistance for the RCP Platform
- Provide specialist support to the RCP Platform users with a focus on understanding community services models of care and statutory reporting requirements and how these translate to the RCP modules, and reporting functionality.
- Identify opportunities for system modifications and/or configuration changes to improve efficiencies, increase effectiveness and safety and support other quality attributes.
- Participate in planning for upgrades, patching, troubleshooting and optimising of the RCP Platform, including upstream or downstream systems as required.
- Develop and maintain up to date documentation for support procedures and end user training for the RCP Platform.
- Advise and support other projects undertaken within the Architecture & Applications Department and the Innovation and Digital Services Division.
- Provide on-call support as part of a rostered team if required.
- Other duties as directed by RCP System Specialist.

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

# Key Selection Criteria

## Essential

1. Degree qualified or post graduate qualifications in an eHealth, ICT or Business-related field preferred; equivalent business analyst/health information experience within a community care setting would be considered.
2. Demonstrated understanding of clinical processes, workflows, models of care and policies in a public health community care setting.
3. Demonstrated understanding and experience with system administration of electronic medical record systems within a community public health setting.
4. Demonstrated knowledge of statutory reporting models within a public community health setting.
5. Ability to meet tight deadlines in a fast-paced environment, while demonstrating and maintaining exceptional attention to detail.
6. Demonstrated interpersonal and conflict resolution skills, with the ability to interact effectively with all levels of clinical and non-clinical staff.
7. Demonstrated analytical skills including a strong problem solving aptitude.
8. Strong organisation skills with the ability to work independently and in a team as required.

## Desirable

9. Knowledge of HL7 standards, integration and RCP integration messaging triggers.
10. Knowledge of Kofax integrated scanning solution.

# Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health.

**Drivers Licence** A current Victorian driver's licence is required for this position.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*